

Sensible Cinema Software NETWORK TROUBLESHOOTER

Symptom:

Your workstations get a "Fatal Error" when unable to connect to the "server" computer or you see a dialog box reporting that "Z:\...\path does not exist...", etc. or something similar.

Suggestions:

1. Check to see if other computers connected to the network are working properly.

If they are:

Reboot the affected workstation.

If they aren't:

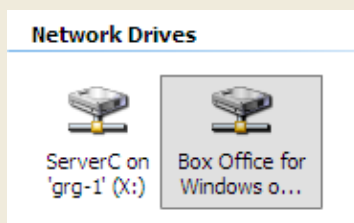
Continue to Step 2.

2. Check your network switch or router and make sure it is powered. A network switch is a box where all of your computers are connected together via network cable. If it is on, unplug it for 15 seconds and plug it back in then proceed to step 3. Make sure all Cat5e cabling is firmly in each ethernet port. Even if all connection LEDs are lit and show connectivity, your connections may have been interrupted by momentary power surges or outages.

3. Reboot your "server" computer then restart each workstation individually.

Other Suggestions:

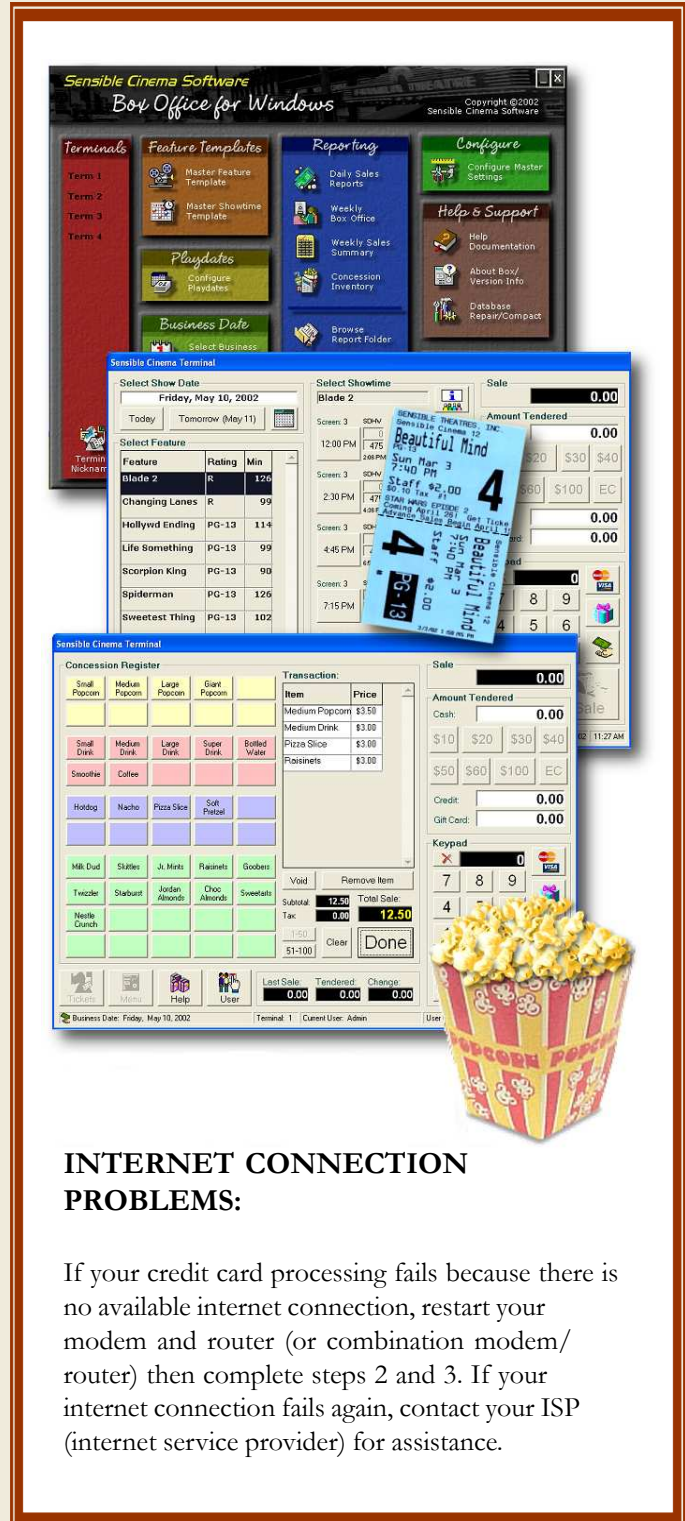
Sometimes clicking the "Z:" Network Drive* found in "My Computer" can "wake" an ill-behaved network connection.



Firewall Software on your server computer must allow File and Printer Sharing otherwise no other computers will be allowed to connect to your data stored there. Make sure you have firewall software correctly configured. Make sure you do not have a virus on any machine. If you are unprotected and internet connected you very likely have a virus and if you don't you soon will.

IMPORTANT!

Sensible Cinema Software *does not* provide support for Windows operating systems or networks beyond that which is contained within this flyer and the information found on pages 19-21 of our user guide. It is the responsibility of the owner to hire a competent networking professional to resolve issues not corrected by the information we have provided. Companies such as **Geek Squad** specialize in these services. Our product support starts when you have a properly configured and working Windows computer and Windows network. We cannot diagnose or service your systems over the telephone.



INTERNET CONNECTION PROBLEMS:

If your credit card processing fails because there is no available internet connection, restart your modem and router (or combination modem/router) then complete steps 2 and 3. If your internet connection fails again, contact your ISP (internet service provider) for assistance.