

# Viamed Computer Issues VM3COP60.01

## **Diagnose Problem via VM3COP60.02.**

Assuming VMSERVER5 is the current live server.

If not replace all vmserver5 commands with vmserverx where appropriate.

### **1 Reboot Client**

if Problem not fixed, goto (2) reboot Modem

### **2 Reboot Modem**

Unplug the ADSL Modem in Stock room 6 count to ten then plug the power back in, reboot the computers causing problems

### **3 Check Network Hub**

Check the Network Wire on the back of the Client are the lights on?

Check the network back to the hub are the lights on?

Try unplugging and replugging the wire into the hub and computer?

Reboot the hub.

Replace the cable.

Jump to (9) IP Conflicts.

**Faulty Client PC. - repair / replace.**

### **4 Reboot server**

At the server Bay restart VMSERVER5

### **5 Check Drive Mappings**

In computer Address bar type in:

//vmserver5

if computer Errors jump to (6) Host File

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remap any missing drives.

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## **6 Host File**

File location:

c:\windows\system32\drivers\etc\hosts

open in text editor and add the following lines to the end

**195.164.0.40    vmserver5**

**195.164.0.141   vmserver6**

## **7 Client Browser**

Window Update

Reboot Client

Re-Check,

## **8 Network Hardware**

Replace Common Hub,

Check Wiring from Common hub to Central Hub

## **9 IP Conflicts**

Network Settings on Client

Change the fixed IP to Automatically get IP.

## **10 Power up Servers**

Set the Switch box to Light 1,

Turn on 1<sup>st</sup> Server

wait until boot finished on screen

Set the Switch box to Light 2,

turn on the 2<sup>nd</sup> Server

wait until boot finished on screen.

## **11 Check Servers**

Restart Server