

Viamed Computer Issues VM3COP60.01

Diagnose Problem via VM3COP60.02.

Assuming VMSERVER7 is the current live server.

If not replace all vmserver7 commands with vmserverx where appropriate.

If Initial Diagnosis fails Jump to VM3COP60.03

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

#SEE PUTTY to VMSERVER 7 / vmserver 6

Try to Putty to vmserver7

IF you can get past the login screen,

type into the console **sudo reboot**

type in the password **51685168**

VMSERVER7 Will cleanly reboot and restart all the systems.

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5 Check Drive Mappings

In computer Address bar type in:

//vmserver7

if computer Errors jump to (6) Host File

remap any missing drives.

6 Host File

File location:

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

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

192.168.1.2 vmserver7
192.168.1.152 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 1st Server

wait until boot finished on screen