



# Troubleshoot

## Equitrac Office and Equitrac


## Express Issues

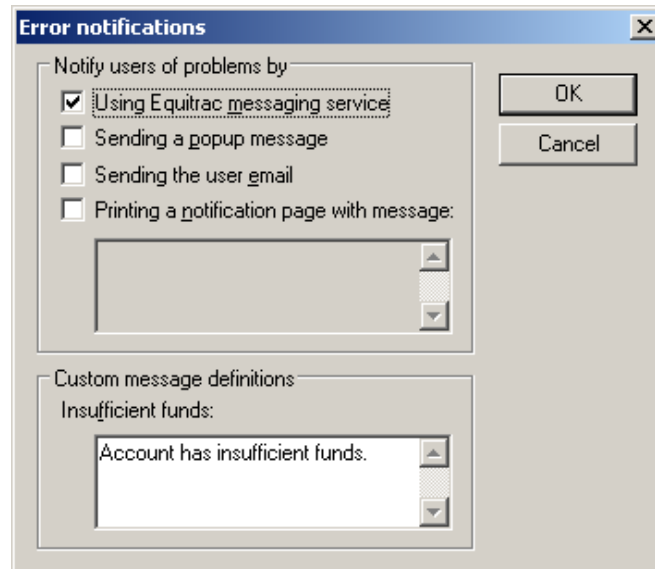
Instructor Led Training  
Chapter 5 – Exercise C

Topics include:

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## Notify Users of Problems

1. Start **Equitrac System Manager** and connect to the accounting server.
2. In the left pane, click  **Configuration**.
3. In the **Other Settings** section in the right pane, click **Error Notification**; the Error notification dialog box appears

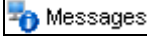
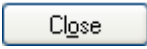


The following table describes available escape codes, print notification details, and possible error conditions that can be used in the notification message.


Escape Code	Print Notification Details	Possible Error Condition
\U	User ID of the user who requested the print job	—
\T	Current time stamp	—
\J	Job status	<ul style="list-style-type: none"> <li>• Job has been cancelled</li> <li>• Job has been truncated</li> </ul>
\P	Printer name	—
\S	Windows network name of the print server	—
\M	Error message from the accounting server	<ul style="list-style-type: none"> <li>• Insufficient funds</li> <li>• Printer not configured</li> <li>• Unknown user</li> <li>• Account locked</li> <li>• Cannot contact accounting</li> <li>• Invalid datastream</li> <li>• Server down</li> </ul>

- Click the method by which you wish to notify users of problems.
- Click the  button.

### Display System Messages



- In **Equitrac System Manager**, click  in the left pane; a list of messages appears in the right pane. This is a filtered version of Windows Event Viewer.
- To display the details of a message, click the underlined portion of a message.
- Click the  button to close the message.

### Verify What Equitrac Software Is Installed

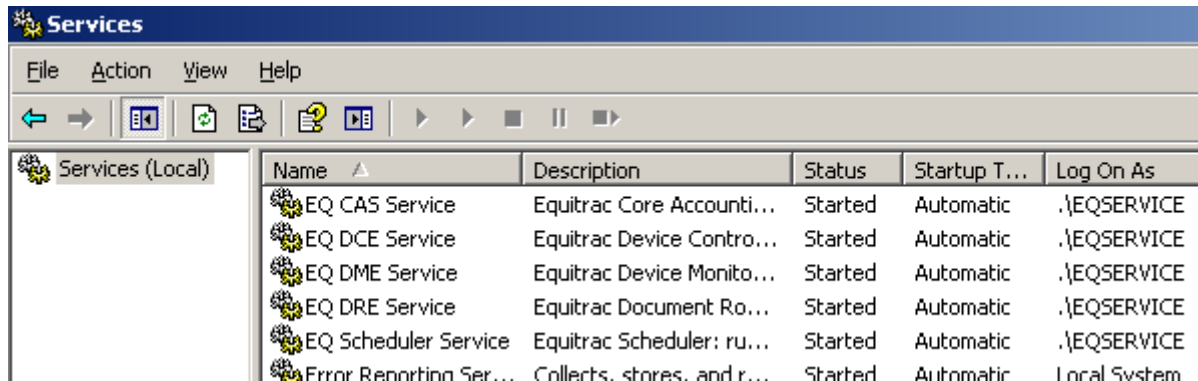
- Start **Equitrac System Manager** and click  in the left pane; a list of installed Equitrac software and versions appears in the right pane.

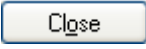
System Name	Description	Version	Last Used
EQSERVERXX	CAS	4.0.3.3072	2/25/2008 11:54:12 AM
EQSERVERXX	DCE	4.0.3.3072	2/22/2008 8:49:03 AM
EQSERVERXX	DME	4.0.3.3072	2/22/2008 8:48:51 AM
EQSERVERXX	DRE - Windows	4.0.3.3072	2/22/2008 8:48:43 AM
EQSERVERXX	EQCmd	4.0.3.3072	2/6/2008 1:10:55 PM
EQSERVERXX	Express Manager	4.0.3.3072	2/22/2008 11:04:31 AM
EQSERVERXX	Office Manager	4.0.3.3072	2/21/2008 8:56:20 AM
EQSERVERXX	Pay Station Deposit Center	4.0.3.3072	2/22/2008 8:48:07 AM
EQSERVERXX	Scheduler	4.0.3.3072	2/22/2008 8:48:45 AM

### Verify What Equitrac Services Are Running


- Click the  button and click **Run**.
- In the Run dialog box, type **services.msc** and click the  button; the Services window opens.

3. Scroll down the list until the Equitrac services, which begin with **EQ** appear.




4. Ensure that each service (five in total) have a **Status** of **Started** and a **Startup Type** of **Automatic**.
5. To restart a service, right-click the service and then click **Restart**.
6. When the Restart process is complete, click the  button to close the Services window.

### ***Verify User ID and the Attributes Assigned to the User***

1. Start **Equitrac System Manager** and click  in the left pane.
2. Verify that the user who is experiencing the issue is typing the correct User ID.
3. Display the Properties dialog box of the user and verify that there is a sufficient balance in the account to print or copy.
4. Verify that the user is entering the correct Primary and/or Secondary PIN.
5. Verify that the account is not locked.


**NOTE:** The above information is also available, with the exception of the Secondary PIN and account locked status, by customizing the Accounts>Account Listing report. Refer to the Reports exercised for details on customizing reports.

### ***Verify Equitrac Permissions***

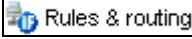

1. Start **Equitrac System Manager** and click  in the left pane.
2. In the **Other Settings** section, click **Access Permissions**; the Permissions dialog box appears.
3. Verify that the correct groups are assigned to the correct permissions.

## ***Verify the Windows Group Membership of the User ID Under Which the Equitrac Service Is Logged In As***



**NOTE:** If you are using a domain, you will need access to Active Directory.

1. Click the  button, right-click the **My Computer** icon and then left-click **Manage**.
2. Double-click **Local users and Groups**.
3. Left-click **Groups**; a list of Groups appears in the right pane.
4. Ensure that the user under which the Equitrac service logs in is a member of the local administrators group or the domain administrators group. If the user is not a member of the group, add them.
5. Restart all the EQ services.

## ***Verify Rules***

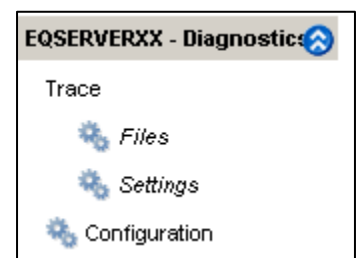
1. Start **Equitrac System Manager** and click  in the left pane,
2. Review each Rule Set and rule within. Ensure that the order of the rules places the most restrictive rules first (top).
3. Click  in the left pane.
4. Beginning with the Port Queue, which takes precedence, review each Print queue defined. Review which rule is applied and ensure that there is no conflict in the hierarchy of the rules.

## ***Enable Equitrac Logging***


1. Start **Equitrac System Manager**, click  in the left pane, and then click .
2. In the right pane, expand the server name and then each service until the log files for the service appear.

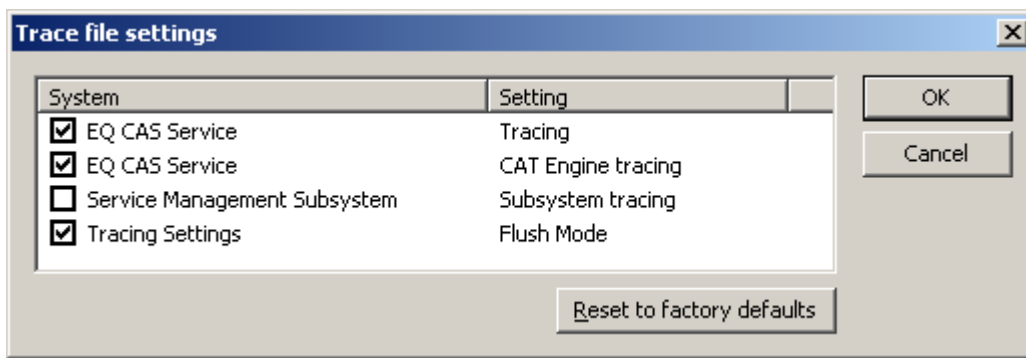
**NOTE:** A log file with a size greater than 0 indicates that the log file contains information.


3. To view the contents of a log file, right-click the **file name** and then click **Open**; the application Notepad starts, and the content of the file appears. Save the content of the log file for future reference, if required.



**NOTE:** Before enabling logging on a service, you might want to zip and clear the content of the associated log file.

4. To clear the contents of a log file, right-click the **log file name** and then click **Clear file contents**.
5. Click  within **Trace** in the left pane.
6. In the right pane, click the + sign beside each service to display the categories which can be logged, and whether logging is currently enabled for that category.
7. To enable/disable logging on a category within a service, click the service name (for example, **EQ CAS Service**) in the right pane; the Trace file settings dialog box appears.



8. Click the check box beside the item to be logged; click the  button.
9. Perform the problem activity you want to log.
10. When the activity is complete, return to the Trace file settings dialog box and clear the check box beside the logged items.