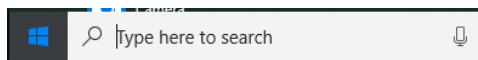


What type of problem are you having?

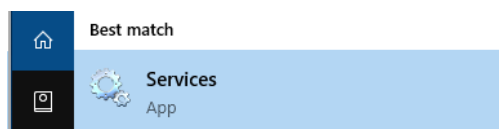
- A. No desktops are connecting to CMS
- B. Only my desktop is not connecting to CMS
- C. CMS Tablet connection failure
- D. Hamachi VPN connection failure

A. No desktops are connecting to CMS

1. Locate the CMS Server machine and ensure that it is on
2. Ensure that the server has network connection
 - a. Use the Network troubleshooter. Select **Start** > **Settings** > **Network & Internet** > **Status**. Under **Change your network settings**, select **Network troubleshooter**.
 - b. Make sure Wi-Fi is on. Select **Start** > **Settings** > **Network & Internet** > **Wi-Fi**. Next, select **Show available networks**, and if a network you expect to see appears in the list, select it, then select **Connect**.
 - c. See if you can use the Wi-Fi to get to websites from a different device. If you can't, restart your modem, router, and device, and re-connect to the Wi-Fi.
3. Ensure that the CMS SQL Services are running
 - a. Access the services app. Select **Start** > search for **services**



- b. Select the Services App







- c. Scroll down in Services (Local) and Verify that the following services are running:




Name	Description	Status	Startup Type	Log On As
Abyss CMS Monitor	This service ...	Running	Automatic	Local Syste...
Abyss Tablet Service	Abyss Host...	Running	Automatic	Local Syste...
SQL Server (ABLYSS)	Provides sto...	Running	Automatic	Local Syste...
SQL Server Browser	Provides SQ...	Running	Automatic	Local Service

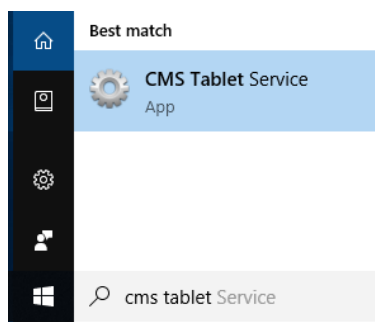
- d. If the status is blank i.e. not "Running" on any of the services then you will need to start the service by right clicking on the service and clicking start.

B. Only my desktop is not connecting to CMS

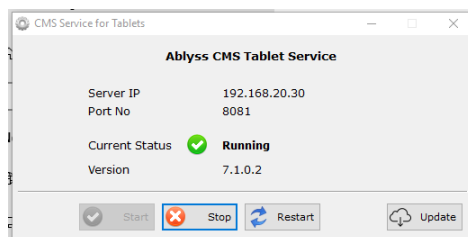
1. Ensure that the PC has network connection
 - a. Use the Network troubleshooter. Select **Start**  > **Settings**  > **Network & Internet** > **Status**. Under **Change your network settings**, select **Network troubleshooter**.
 - b. Make sure Wi-Fi is on. Select **Start**  > **Settings**  > **Network & Internet** > **Wi-Fi**. Next, select **Show available networks**, and if a network you expect to see appears in the list, select it, then select **Connect**.
 - c. See if you can use the Wi-Fi to get to websites from a different device. If you can't, restart your modem, router, and device, and re-connect to the Wi-Fi.

C. CMS Tablet connection failure

1. Verify that the tablet is connected to the WiFi
 - a. Open your device's Settings app .
 - b. Tap Network & internet > Wi-Fi.
 - c. Turn on Wi-Fi.
 - d. Tap a listed network. If it needs a password, you'll see the Lock . After you connect:
 - i. "Connected" shows under the network name.
 - ii. The network is "Saved." When your device is near and Wi-Fi is on, your device automatically connects.
2. Verify that the CMS server and other PCs can connect to CMS
3. Locate the CMS Server machine and ensure that the CMS Tablet Service is running
 - a. Access the services app. Select **Start**  > search for **CMS Tablet Service**



- b. Select the Services App. The Current status should be Running – if not restart

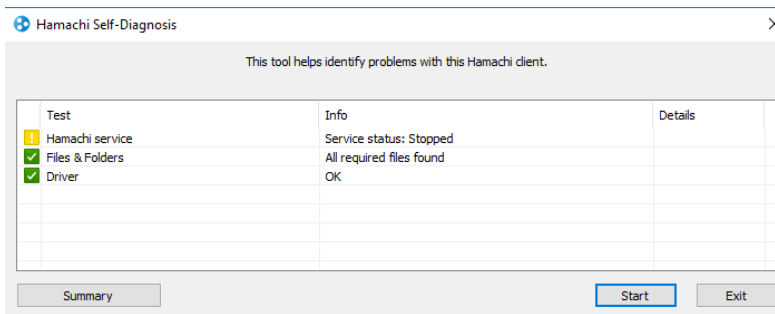


- c. Take note of the Server IP address and Port No.
- d. Open the Aplyss CMS Tablet app on your tablet/mobile device
- e. If the tablet is working 'off-line' then go into connection settings and input the Server IP and Port Number.

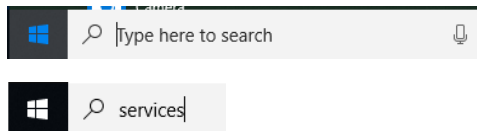
D. Hamachi VPN connection failure



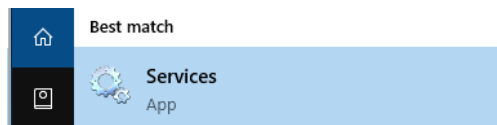
If you turn off a machine that is using Hamachi it can occasionally have a tendency to stop its service, if this does happen you will see this when trying to open Hamachi.



1. Ensure that the LogMeIn Hamachi Service are running
 - a. Access the services app. Select **Start** > search for **services**



- b. Select the Services App




- c. Scroll down in Services (Local) and Verify that the following services are running:



- d. If the status is blank i.e. not "Running" on the service then you will need to start the service by right clicking on the service and clicking start.

2. If the services are running and you open Hamachi and there are now PC's showing in the list that could be due to it being turned off, if that is the case your Hamachi will look like this.



3. To fix this all you need to do is press the power button  on the top left of the Hamachi box and it will come back online with a list of the PC's.

