

ESCAPE TROUBLESHOOTING TIPS

(How to help us help you)

Before contacting TCDE System Support:

1. Copy any error messages [Ctrl+Insert will copy the message in the error window. Paste it into Notepad or Word. Save. Attach to your error reporting email.]
2. Try to recreate the error. If it happens a second time, try closing the Escape session. Pause a few seconds then re-open Escape.
3. If you still get the error, reboot your system and try again.
4. Does anyone else get the error? See if you can recreate it on a different computer. This lets us know if it is a workstation problem or a more widespread issue.
5. Look in the documentation [Tools/How-To or Tutorial] for the activity to see if you may be missing a step or in the wrong activity.

When you contact us we need the following information:

- What *module/activity group/activity* are you using when you get the error?
- Is your computer using Windows XP or the newer Windows7 *operating system*?

What are you trying to do when you get the error?

- Were you editing or creating a record? If so, what is the record Id (R13-xxxx, CR13-xxxx, etc.)?
- Were you trying to run a report? If a report:
 1. Go to My Reports to find the report you were trying to run
 2. Open the Report and go to the Request Tab and look for the "Params" field.
 3. Click on the dropdown to open the parameters.
 4. Copy the text to send us.

Some common issues:

- ✓ Clicking too rapidly can cause your job requests to overlap in the system resulting in an error or crashing your session. Rebooting will usually clear the problem. Rarely, a single record will lock up. A wait of 20-30 minutes usually clears the record.
- ✓ Our XCOE system carries traffic from other counties as well as all of our own districts. When there is peak demand, as when everyone is requesting the same reports, exports and processes, the system may be slower than usual. If you notice a slowdown, please wait a day or so to see if the system rebounds before reporting it.
- ✓ Processes at one district can impact the entire system:
 - Please be sure to close your sessions completely after a system crash: Check the Task Manager-Processes tab [Ctrl+Alt+Delete] for an incidence of Online5.exe running after the program has been closed. If you find it, end the process.