



## TROUBLESHOOTING GUIDE

**DOC #: TG080002**

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**REVISION: A**

**PROBLEM: CA3000 workstation will not install properly or connect to the CA3000 host.**

### **TROUBLESHOOTING TIPS:**

- 1) Verify your computer meets the recommended computer specifications and you are using a supported operating system. Refer to the Continental Website ([www.cicaccess.com](http://www.cicaccess.com)) for documentation on the minimum computer specs.**
- 2) Verify the computer has full local Administrator rights. If the computer is logged on to a Domain, have an IT employee log the computer on to the local machine (off the domain) with full Administrator rights. Also, if possible, temporarily use the IT employee Windows login to see if this resolves the problem.**
- 3) Verify the Windows Firewall is turned off on the workstation and CA3000 host. You must check this in your services. Click on “My Computer/Manage/Services”. Verify the “Windows Firewall/Internet Connection Sharing (ICS) is stopped and disabled. This doesn’t apply to Windows 2000 professional.**
- 4) Verify the same version of CA3000 is loaded on the host computer and the workstation.**
- 5) Verify the database utility on the workstation is configured for a workstation and the “Cicdataserver host” has the IP address of the CA3000 host.**

- 6) Verify the security key/license on the CA3000 host, supports 5 workstations. If your key displays “max workstations = 1”, you must contact Continental Sales to upgrade your key.**
  
- 7) If you are unable to connect to the CA3000 host computer, verify the IP address and the computer name of the CA3000 host. After verifying this information, ping the host computer from the workstation by IP address and Host Name. Both of these must ping and reply properly. If you are unable to ping by IP address, contact the IT department. If you are unable to ping the CA3000 host computer by host name, you must make an entry in the “hosts” file in Windows. This entry must be made on the workstation. To locate this file, do a search on your hard drives. Search for a file called “hosts”. It’s normally in the “etc” folder. After locating this file, open it with Notepad. You will see at least one entry in it. The entry usually displays “127.0.0.1 localhost”. On the next line following this, make another entry with the IP address of the CA3000 host along with the CA3000 host computer name. VERY IMPORTANT – You must reboot the computer after making this entry and saving. After completing this, try to start the CA3000 on the workstation.**
  
- 8) Before starting another installation process, empty the “temp” folder. Click “Start/Run”, type “%temp%” and click “OK”. This will display the contents of the “Temp” folder. Delete all the files in the temp folder (Some of these file may be in use, and you will be unable to delete them). Sometimes files in this folder can prevent the CA3000 from installing properly.**
  
- 9) Verify the “Server” service is running in your services.**