Basic Troubleshooting

When experiencing problems, such as your Chase keeps hanging or the internet is slow, you can do some troubleshooting on your own before calling your IT or Chase Administrator.

As there could be many possibilities of what is causing the problem, you need to first identify where the problem is coming from. The information provided below is to help you fix the issue, or at least provide your IT or Chase Administrator with a starting point from where to continue investigating the problem.

The following problems that could occur on your PC include:

- hardware or software Operating System problems
- internet browser
- network connection is unreliable or slow or overloaded
- office network is unreliable or slow or overloaded

To help eliminate these problems, you can find out if the problem is on:

- your PC or all PCs
- the Network

PC problems

Before you begin eliminating an issue, you need to find out if the problem is only on your PC, or is everyone in your company having the same problem.

If you are experiencing a problem on your PC, try to pinpoint it, for example your Task List took 20 seconds to open. If this happens on a consistent basis, and you can produce the problem on request, it is definitely a problem, and not a random dip in the network.

- Find out if this same problem happens on a colleague's PC.
- Log into another PC with your login credentials, and follow the steps that resulted in the problem.
- Have a colleague log into their PC using their login credentials, and follow the steps that resulted in the problem.

Using the process of elimination, you can help identify if it is a problem on your PC only, with Chase, or a server or network problem.

Another problem could be that your browser (Chrome, Firefox, IE) is holding onto a lot of information. To resolve this problem, you need to clear the cache on your computer.

Clear your Cache

Every time you visit a website, your browser saves pieces (files, images and other temporary files) of that site. This allows the browser to load the site quicker the next time you visit it, as all these files are stored in its cache.

It is good practice to clear out your cache on a regular basis. Just remember that doing this will delete all of your saved usernames and passwords for the sites you visit often, but your browser will work more efficiently.

Find out how to:

- clear the cache using Chrome
- clear the cache using Firefox

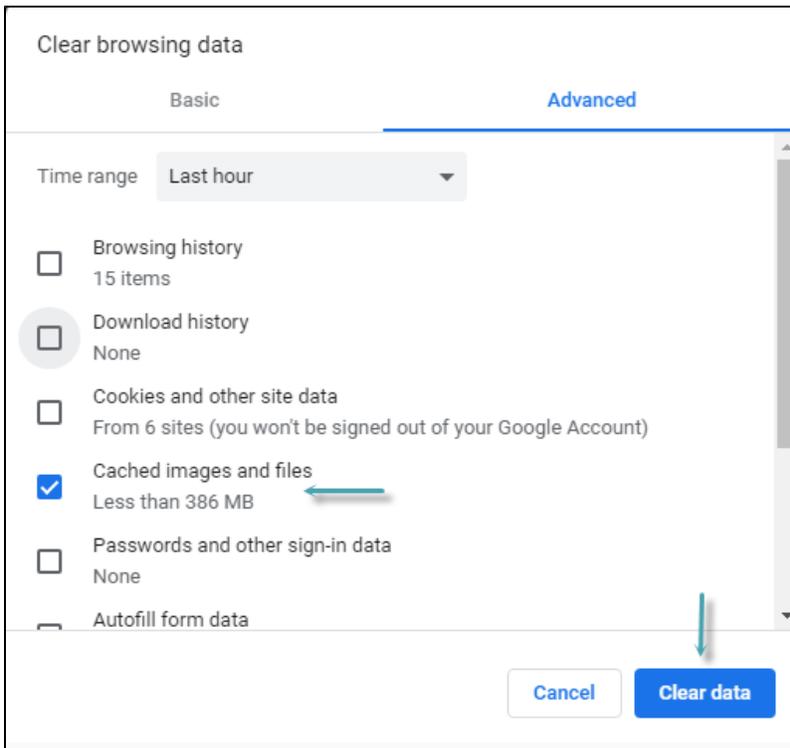## Clearing your Cache using Chrome

1. Paste this web link: chrome://settings/clearBrowserData into your Internet Browser.
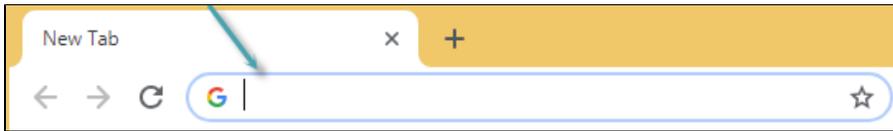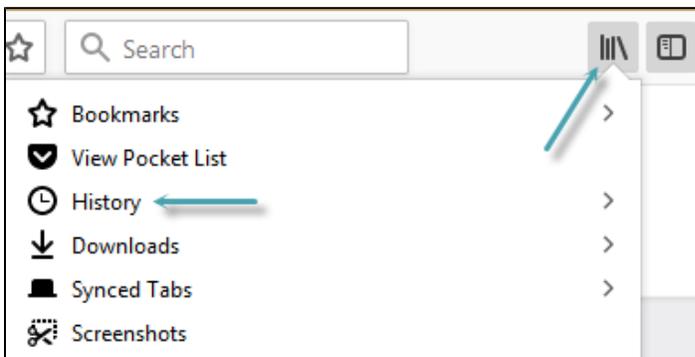
The **Clear browsing data** dialog appears.

2. Ensure that **Cached images and files** is selected.
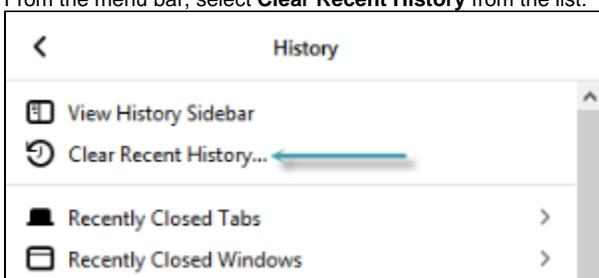
3. Click the **Clear data** button.

Clearing your Cache using Firefox

1. Navigate to your Internet Browser, click the More button and select **History**.
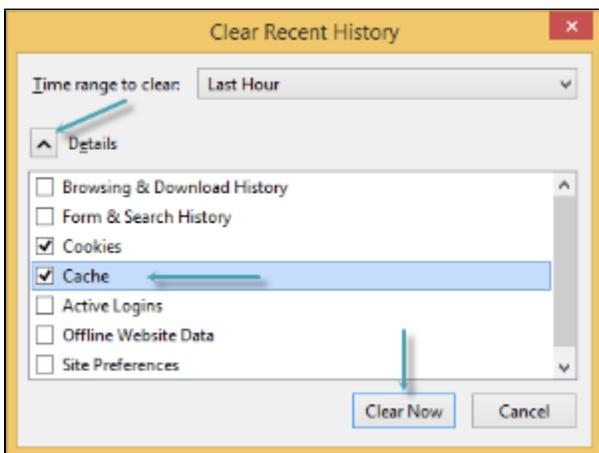
2. From the menu bar, select **Clear Recent History** from the list.

The *Clear Recent History* dialog appears.

3. Click the drop down arrow next to Details, ensure that **Cache** is selected, and then click the **Clear Now** button.

4. Close all Browser windows and re-open the Browser.

The Network

To identify if it is a network issue, ask the following questions:

⌄ can I access the internet?

    If you can connect to the internet, but it is slow, it might mean there is a connectivity issue.

    If you can't access the internet, there is a broader issue, like a server problem.

⌄ is my network connection wireless (WiFi) or am I plugged in to a network cable?

    If you are using WiFi, consider where the router is placed compared to where you are positioned. Try to move your laptop to another area of the room in which you are working. If that doesn't work, plug in a network cable to eliminate that it is a network connection problem.

    If the internet works fine on other devices, the problem might be with your device and its WiFi adaptor.
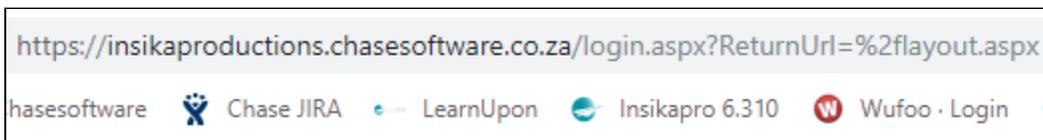
    If the internet doesn't work on other devices too, then the problem is most likely with the router or the internet connection itself.

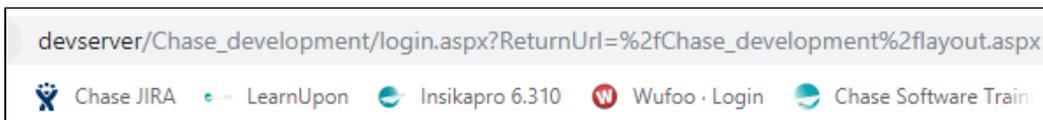⌄ is my Chase software on a local or a hosted server

    To help you identify if your Chase is local or hosted, you can look at the URL address in your browser when you are logged in to Chase.

- Local means that your company server is either on your company's premises.
- Hosted means that the server is accessible via the internet.

Look at the text before "layout.aspx" - xyz.chasesoftware.co.za means you're hosted on Chase online servers.

https://insikaproductions.chasesoftware.co.za/login.aspx?ReturnUrl=%2flayout.aspx

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A server name, something like chaseserver/chase/layout.aspx or a string of numbers (IP address), something like 192.168.0.1/chase/layout.aspx means your Chase is most likely hosted on your own company's server.

devserver/Chase_development/login.aspx?ReturnUrl=%2fChase_development%2flayout.aspx

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If your software is on a local server, you can:

- test the download speed of a file (file copy)
- run a ping test

If your software is on a hosted server, you can:

- run a speedtest
- run a chase speedtest

Performing these processes can help you to identify and eliminate any network issues on your PC.

## Running a ping test on a local server

When using a Local server, it is best to run a ping test to determine if it is a network issue.

A ping test uses your internet connection to send out a query to a specific IP address. These queries are sent back to your computer. The test records the amount of time it took for the queries to reach the address, and whether or not any queries were lost in the process.
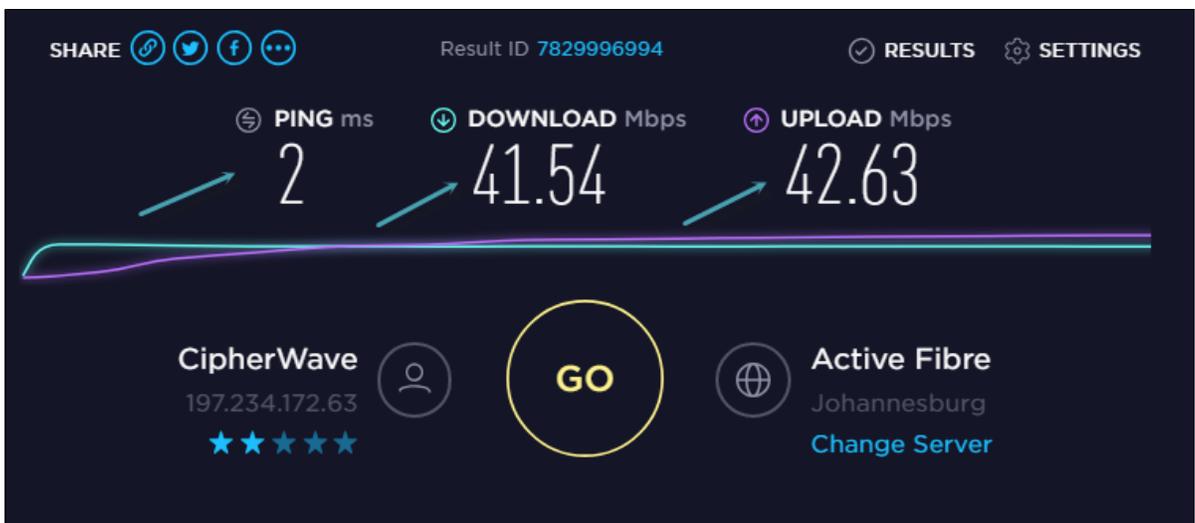
1. Paste this URL into your Internet Browser (Chrome, Firefox etc.) http://www.speedtest.net/.

   The Speedtest screen appears.

2. Click the **Go** button.
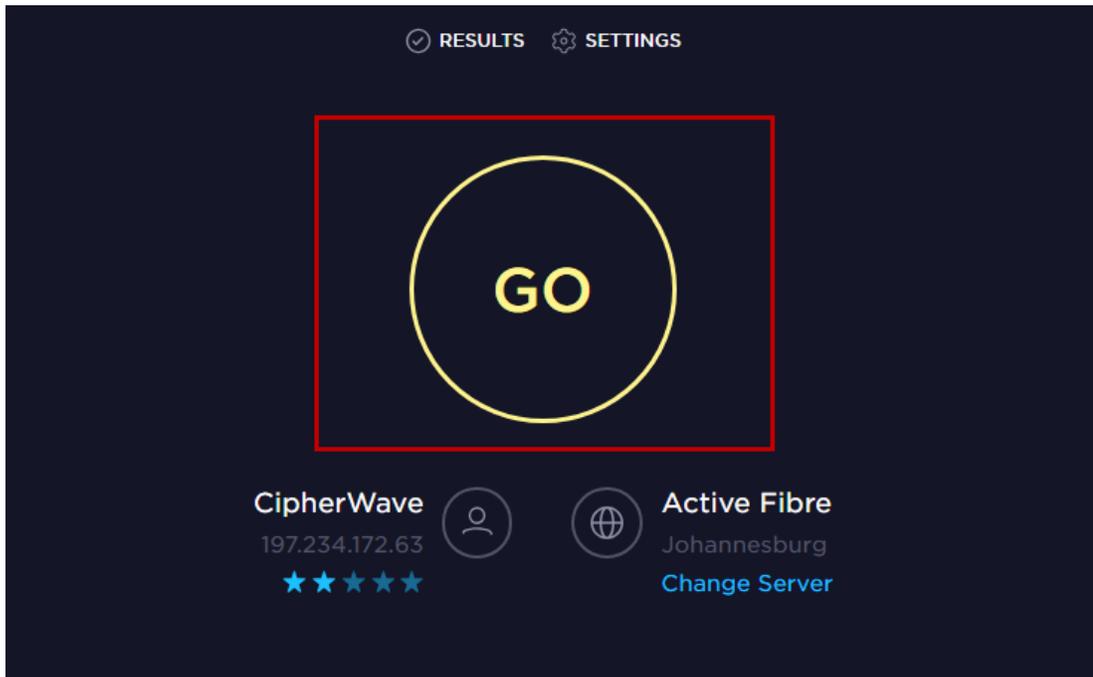
The speed test will start calculating how long in milliseconds the query took from your machine to the server.

Ping ms: Also called latency, ping is the reaction time of your connection – how quickly your device gets a response after you've sent out a request. Ping is measured in milliseconds (ms). Ping is what we use to dertemine if this is a connectivity issue or not.

- Ping time for network connection in the same area should be very low, 3ms or less.
- Ping time for network connection to a different city (between Johannesburg and Cape Town) should be around 20ms to 30ms.

Download Mbps: How quickly you can pull data from a server on the internet to your device. Download speed is measured in megabits per second (Mbps).

Upload Mbps: How quickly you send data from your device to the internet. Upload speed is measured in megabits per second (Mbps).

If the Ping time is higher than the recommended ms please take a screenshot and send this to Chase Support (support@chasesoftware.co.za) for further testing. If an existing support request was sent, please include on to that issue.

Running a speed test on a hosted server

1. Paste the URL of the hosted server into your Internet Browser (Chrome, Firefox etc.).

> The Chase hosted servers include:
>
> Data Keeper for South African clients: https://networktest.chasesoftware.co.za/
>
> Azure for international clients: https://chaseazurenetworktest.chasesoftware.co.za/

2. In the **Number of Ajax requests to process** field, enter **100** and click **Run Ajax Test**.

You will see a latency result (in milliseconds) per request.

> Results that may cause connectivity issues:
>
> 1. If the average latency is less than 500 milliseconds, connection to the server is normal.
> 2. Significant fluctuations of latency between the requests.

If the latency is higher than the recommended ms please take a screenshot and send this to Chase Support (support@chasesoftware.co.za) for further testing. If an existing support request was sent, please include on to that issue.

3. If you are losing connectivity or being logged out of Chase, please follow this help topic Testing your connectivity.