



Bookstore Manager

Technical Information Document

BSMINET - Troubleshooting

Document Information:

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Document Summary

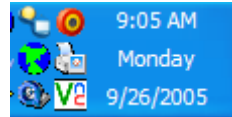
By following these simple troubleshooting steps you will resolve the majority of your BSMINET, VITAL and Internet Stock Checks issues.

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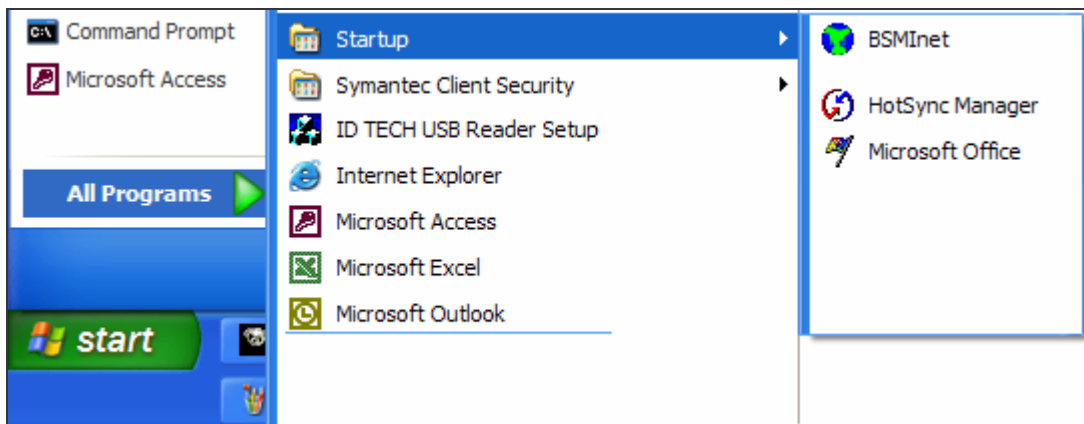
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How to Restart BSMInet

1. You can check BSMINET for active threads by placing your mouse pointer over the BSMINET globe and watching it.



- Normally it will come up with this basic information
"D:\ACU\BSMINET.EXE [D:\BOOK]" (IDLE)
2. If there are active threads, It will come up with a description such as
"D:\ACU\BSMINET.EXE [D:\BOOK] (8 active threads)"
 3. **Right Click** the globe and select **Exit**.
 4. If there are active threads, this will not close BSMINET and you will need to press "**CTRL-ALT-DELETE**" then select "**END TASK**" on BSMInet. If this does not close it repeat the "**CTRL-ALT-DELETE**" and "**END TASK**" until it does close it.
 5. Restart BSMINET by pressing "**START , PROGRAMS, STARTUP, and then BSMINET**".
 6. As in the example below.



How to Soft Power a ROUTER

All routers will have a power cord and possibly a power button/switch on them.

1. If your router has a POWER button or switch on it, turn the router off using it.
2. If your router does not have a Power Button or Switch on it, then unplug the Power cable from the Router.
3. Wait 30 seconds and then plug the cable in again and wait for the Status lights to resume their connection.
4. If you had the Power Button or Switch, then just power it back on after being off for 30 seconds.

How to Soft Power a DSL or CABLE MODEM

All modems will have a power cord and possibly a power button/switch on them.

1. If your router has a POWER button or switch on it, turn the router off using it.
2. If your router does not have a Power Button or Switch on it, then unplug the Power cable from the Router.
3. Wait 30 seconds and then plug the cable in again and wait for the Status lights to resume their connection.
4. If you had the Power Button or Switch, then just power it back on after being off for 30 seconds.

NOTE: If none of the above steps resolve your issue, restart your server.