

Earlyon CafeCentraTM



Technical Support Document#: CC/003.01



Troubleshooting & Diagnostic Guide



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TSI-001: Expiry Date Problem on Ticket Combination

PROBLEM DESCRIPTION:

If a customer combines a ticket to the one he or she is currently using on a computer or workstation and the two tickets have different expiry dates, which is the expiry date that is followed on the combined ticket?

PROBLEM RESOLUTION:

When a customer combines or adds another ticket to the one he is currently using on CafeCentra Client, the ticket he is currently using remains valid and the expiry date that it already has does not change. However the ticket that he/she adds to the one he is currently using is invalidated and emptied (i.e. the account is zero), so that it cannot be used again. So it is the expiry date of the ticket that he is using that it continues to follow.

On the issue of tickets combination, when you are currently using Ticket A and you then combine Ticket B by adding the time on Ticket B to Ticket A, then Ticket B is invalidated and emptied while all the units now reside in Ticket A. So Ticket A is the one that you can continue using.

TSI-002: Bulk User Creation Overflow Problem

PROBLEM DESCRIPTION:

Administrator is attempting to create bulk user tickets or user accounts and after entering all the necessary details, he or she clicks on the Create Accounts button but CafeCentra displays an error message stating "Error generating bulk user account (Microsoft) ODBC Microsoft Access driver not a valid bookmark" or "Error generating bulk user account: Overflow"

PROBLEM RESOLUTION:

The problem is due to the exhaustion of all the available user accounts that can be created using the prefix that is being used by the Administrator to create the ticket. For example if the administrator has been using "60m" as prefix for 60 minutes tickets or user accounts and the username is in the format 60mXXXX where X is a number from 0 – 9, then all the possible tickets that can be created as unique user accounts is limited to $(10 \times 10 \times 10 \times 10 = 10000)$. So to solve the problem, the administrator should use another prefix, for example, "1hr" instead of "60m" and attempt creating bulk user accounts and everything should work fine.

TSI-003: CafeCentra Clients Not Automatically Starting

PROBLEM DESCRIPTION:

Earlyon CafeCentra clients are not automatically starting up with Windows and have to be manually started. This problem may be at the installation of a fresh copy of CafeCentra Server

after a recent formatting of the server computer and clients have previously being automatically loading with the Windows on startup.

PROBLEM RESOLUTION:

The problem can be solved simply by configuring CafeCentra Clients to automatically start with Windows on CafeCentra Server. To do that, go to Actions menu on CafeCentra Server and select Server Management->Policy Settings. On the Policy Settings dialog, click on the Client Operations tab and scroll through the option and select the one labeled "Load CafeCentra Clients automatically at Windows Startup" by checking the option and then click the Apply and Ok buttons.

TSI-004: Problem Understanding Multi-Rate Browsing Configuration

PROBLEM DESCRIPTION:

Administrator is aware of where the Multi-Rate configuration can be done but has problem understanding the procedure and how to arrive at the correct settings for the billing rates.

PROBLEM RESOLUTION:

Multi-Rate browsing can be slightly tricky to configure but it is quite simple once the concept has been grasped. To configure multi-rate browsing, on CafeCentra Server go to Actions menu->Server Management->Server Configuration. You would see 3 tabs there (Basic Configuration, Multi-Rate Browsing and Special Computers). Select the Multi-Rate tab. CafeCentra User Tickets are created based on Units. So for a 600 unit ticket, if the rate is 10 units/minute, you get 60 minutes. And when the rate is 20 units/minute, you get 30 minutes with the same ticket. On the Multi-Rate tab, select a range of time that you want to have a different rate. Then type in the rate multiplier. (For example if you normally browse at 1 unit/minute and you want them to browse within that time range at 1.5 unit/minute, then you enter the multiplier as 1.5 for that range of time and Add it). The rate is calculated thus: Multiplier x Active Rate = Rate for the range.

Assuming a browsing unit/min rate of 1, then when you create a 30 minutes ticket for example, you created it with 30 units. So on off-peak periods, for example if you want that 30 minute ticket to have like 45 minutes. Then that means the rate multiplier should be $30/45=0.67$ to give more time at lower rate. So the rate you use for the off-peak duration in this example would be 0.67.

TSI-005: Creating Administrator Accounts on the Server

PROBLEM DESCRIPTION:

Administrator wishes to create other administrator accounts on the CafeCentra Server that can be used to login on CafeCentra Server as well as on CafeCentra Clients at times

PROBLEM RESOLUTION:

You can create or edit administrator accounts and access groups on CafeCentra server by going to Administrator Accounts via Actions->Server Management->Administrator Accounts. To create

an Administrator click the New button and fill in the details on the enabled boxes as well as selecting the Access Group from the drop-down labeled Admin Group ID. If you wish to create a new access group, select the Access Group tab and click the Add button. Type the new Access Group name, click OK and it would automatically be added to the drop-down list and all the Group Rights un-checked. You can now select the rights you wish to allocate for the group and click the Update button. You may then go back to the Administrators tab and Edit or Create a new administrator. You would find that the new group would have been automatically added to the Admin Group ID drop-down.

Note that you should not under any circumstances delete the default Admin or Guest accounts that come pre-installed with CafeCentra Server to avoid problem login in.

TSI-006: Unable to Configure Printer Jobs Monitoring

PROBLEM DESCRIPTION:

Café administrator does not know how to go about configuring CafeCentra to monitor print jobs or attempts to do so is not working as expected.

PROBLEM RESOLUTION:

To enable print monitoring for all your clients running CafeCentra, go to the Actions->Server Management menu on CafeCentra Server. Select Policy Settings and then select the option (by putting a check mark) near the box titled **"Enable Print Monitoring On CafeCentra Clients"**. Then click the Apply button and then the OK button. You do not need to reboot any client. However, if you are running the server on Windows 98, ME, 2000 or XP, it is advised that the printer be directly connected to the computer on which the CafeCentra Server is running. If you are running Windows 2000 on all your computers, then it does not matter where you connect the printer. Just ensure that the printer is shared in whichever situation and all clients can see it. When users print from the client, CafeCentra server holds the job and you have to click the Network Print Jobs button on CafeCentra server to see all print jobs and authorize the one you wish to print by right clicking on the particular print job and choosing "Print Selected Job"

For more information, you may consult the Help Documentation on installed with CafeCentra Server or download the User Manual from <http://www.cafecentra.com/download.htm>.

TSI-007: CafeCentra Not Sending Income Reports

PROBLEM DESCRIPTION:

CafeCentra does not automatically email a Café owner's Income Reports to the specified email address.

PROBLEM RESOLUTION:

Your inability to get CafeCentra Income Reports in your email may be due to a number of reasons.

1. Check to ensure that the reports email address is not a wrong or incomplete email address.
2. Ensure that no firewall is running on the computer on which CafeCentra Server is running or configure the firewall to allow internet access to programs like CafeCentra or CafeCentra specifically.
3. Check the email filtering rule on your email service to ensure that CafeCentra Income Reports are not going into Bulk mail folder or being rejected out rightly.

TSI-008: CafeCentra Server hangs sometimes while in use

PROBLEM DESCRIPTION:

CafeCentra Server hangs while in use generally when someone is working on the server computer or even when nobody is working on the computer.

PROBLEM RESOLUTION:

There could be a number of reasons for the problem.

1. The computer configuration may be low. CafeCentra Server requires at least 64-128MB RAM running on 266 MHz. Also try to disable Print Monitoring, Internet Connection Monitoring and Server Time Locking if running on Windows 98/ME and the performance should improve. Endeavor to reduce load on the computer running CafeCentra Server if possible by carrying out tasks such as scanning, administrator browsing, etc on another computer. CafeCentra Server generally performs best on Windows 2000 and XP.
2. The printer drivers may be giving the CafeCentra Printer Monitor component some problems. This could cause CafeCentra Server to hang if printer monitoring is enabled. One symptom of this is that when attempting to print to the shared printer on the network from applications like Microsoft Word, the application could hang. The solution under this situation is to disable Printer Jobs Monitoring and observe the performance.
3. There might be problem with the Internet Connection response time and if Internet Connection Monitoring is enabled, it could cause CafeCentra Server to hang. In this situation, the solution is to disable Internet Connection Monitoring and observe the performance.

TSI-009: Guest Admin Account & Auto-Login Problem

PROBLEM DESCRIPTION:

Café administrator is having problems with configuring auto-login with the Guest Admin account or disabling it or is out rightly confused about it.

PROBLEM RESOLUTION:

To disable Auto Login with Guest Admin, all you have to do is go to Actions->Server Management->Policy Settings. Click the Server Operation Policies tab and deselect or remove the check mark beside the 'Enable Automated Server Login With Guest Admin Account' option.

Click the Apply button to effect the change and click the OK button to exit Policy Settings. Whenever you re-start the server the next time, it would ask for an admin password to login. There is no need to delete the Guest admin account.

The purpose of the guest admin account is for security reasons. In case your server is rebooted and CafeCentra automatically starts, it would login with this guest admin account if it is enabled and begin to operate without external intervention. Such policies such as Print Monitoring and Server Time Locking if enabled would be continuously effected immediately CafeCentra loads even after system reboot, so that there is no chance (i.e. during the waiting period for Admin login) for anybody to alter system time or quickly print without it being monitored. Please note that the guest account has no rights whatsoever. So if it automatically logs on, nobody can use it to perform any worthwhile action on the server.

TSI-010: Problem Uninstalling CafeCentra Client

PROBLEM DESCRIPTION:

After stopping CafeCentra Client from running and the going to the Add and Remove Programs, café administrator is unable to find CafeCentra Client among the programs that can be uninstalled.

PROBLEM RESOLUTION:

To uninstall CafeCentra, login on the client either as Client Administrator using ADMIN or any Admin ID with client administration rights or using CLIENTCONFIG username with the appropriate password. If you login as ADMIN with Client Administrator selected, then choose the Client Policies and Actions option and click OK. You can then select the "Allow CafeCentra Client Uninstall" and "End CafeCentra Client" options from the next dialog you are shown. If you login as CLIENTCONFIG, click the Configure button on the dialog you are shown next and select the Client Policy and Actions tab to choose the "Allow CafeCentra Client Uninstall" and "End CafeCentra Client" option. Then click the OK button and you can uninstall CafeCentra client from the Control Panel->Add/Remove Programs.

TSI-011: Forgot Admin Password to CafeCentra Server

PROBLEM DESCRIPTION:

The Café Administrator or Owner has forgotten the password for the Admin account and there is no other account that can be used to login to CafeCentra Server or carry out meaningful actions such as Ticket Creation.

PROBLEM RESOLUTION:

This is a serious issue that may involve data loss. The easiest solution is this:

1. Uninstall the CafeCentra Server from Add/Remove Programs
2. Then go to the folder named "ntdat" under C:\Windows if you are running on Windows XP or C:\WINNT if you are running under Windows 2000 (i.e. C:\Windows\ntdat or C:\WINNT\ntdat). Delete the ntdat folder completely after stopping CafeCentra Server from running.
3. Then install CafeCentra Server afresh. The admin password would be reset to the old value of admin. You can then logging with Username: Admin Password: admin

TSI-012: Client System Settings Refuse To Change After Disabling Them on CafeCentra Server

PROBLEM DESCRIPTION:

System settings on client machine refuses to change after disabling them on the client or on the server.

PROBLEM RESOLUTION:

After effecting a change in policy settings on the server, it is necessary to shut down and restart all CafeCentra clients for versions later than 3.0 for them to be configured to the settings. However, it must be noted that change in some system settings, even after restarting the clients, will only be effected after the client computers have been rebooted.

TSI-013: CafeCentra Server Crashes or Reports Errors after Installation

PROBLEM DESCRIPTION:

CafeCentra server crashes or reports errors frequently after installing a newer server version or a client version.

PROBLEM RESOLUTION:

CafeCentra servers and clients that do not have the same version number are generally incompatible except otherwise specified in the documentation. As a result, if you keep experiencing problems after installing a higher CafeCentra version than the clients, it is advisable that you uninstall all lower version clients and install the same version of clients as the CafeCentra server.

TSI-014: Problem after installing or upgrading to a newer or more recent CafeCentra Server Version

PROBLEM DESCRIPTION:

CafeCentra Server or Clients misbehave after installing or upgrading to a newer or more recent version.

PROBLEM RESOLUTION:

It is important that before a newer installation of CafeCentra is carried out on any computer, the administrator should uninstall the previous version of the CafeCentra server or client on the computer except if it is a minor upgrade and it has been explicitly stated in the upgrade instructions that un-installing the previous version is not required. You can un-install from the Add/Remove Programs from the Control Panel provided by the Windows Operating System. You do not need to delete the folder where CafeCentra client or server was installed.

TSI-015: Manual Pausing on Clients misbehaving

PROBLEM DESCRIPTION:

User attempts to pause the client timer manually often results in the timer being automatically un-paused by the timer even after enabling it from CafeCentra Server.

PROBLEM RESOLUTION:

If you have enabled Internet Gateway Monitoring, then even if you have enabled manual pause, CafeCentra would always un-pause any paused client user timer as long as the Internet Gateway response is not slow. This is believed to be fair to both the client user and the Cafe operator since pausing of timers is only justified when the Internet connection is slow. To allow pausing even if the Gateway response is fine, then disable Internet Gateway monitoring.

TSI-016: CafeCentra refuses arbitrarily to accept logon with some User Account tickets

PROBLEM DESCRIPTION:

CafeCentra Server refuses to accept logon with some user account tickets without any reason or consistent pattern, even for some tickets that have not been used at all.

PROBLEM RESOLUTION:

The problem may be due to date issues on the computer running CafeCentra Server. Ensure that the computer date is set to the correct one. To keep date integrity, enable 'Server Date and Time Locking' using the CafeCentra Server Policies. This prevents any user from changing the system date. However it is also important that date and time utility programs like DateManager,

PrecisionTime, etc are not running on the computer where CafeCentra Server is, to avoid date conflicts.

TSI-017: CafeCentra Client disconnects often and logs users out

PROBLEM DESCRIPTION:

CafeCentra client arbitrarily disconnects and logs out the current users and then re-connects after some time without any user intervention.

PROBLEM RESOLUTION:

CafeCentra by default settings is sensitive to changes in the network and thus automatically disconnects if there is even a temporary break in communication with the server. To solve this problem, go to Actions Menu on CafeCentra Server->Server Management and select the Policy Settings. On the Policy Settings dialog, with the Client Operations tab in view, click the option labelled "Log User Out If Server Is Down for more than 5 minutes" or "Don't Logout Users If Server Down For Less than 5 Minutes". Ensure that this option is selected with a check mark beside it and then click the Apply and OK buttons. After that you would not have problems with the automatic disconnection of clients.

TSI-018: Formatting without losing CafeCentra License

PROBLEM DESCRIPTION:

Administrator wants to format CafeCentra Server computer but doesn't know the Licensing procedure after that.

PROBLEM RESOLUTION:

CafeCentra Server computer can be formatted and CafeCentra Server re-installed on the computer again. Once it is the same Hard Disk as it was previously installed on, the ProductID would not change. You can then apply the Activation Key that has been given to you and it would work fine without any problem. In the event that the Hard Disk crashed completely and cannot be used again, CafeCentra Server can be installed on another computer and a request mail with the ProductID of the new installation and customer details is to be sent to info@cafecentra.com for License transfer to the new computer.

TSI-019: CafeCentra Client hangs after connecting to CafeCentra Server

PROBLEM DESCRIPTION:

CafeCentra Client hangs (i.e. stops responding) after connecting to the CafeCentra Server. This may be particular to some clients on the same group of operating system or all clients generally.

PROBLEM RESOLUTION:

The major reported cause of CafeCentra clients hanging from users is enabling client policies or settings from the server that have an implementation problem on the client computer. Disable any recently enabled policy on the server and re-boot the client computer. If any error message was displayed on the client computer before re-booting, it is advisable you note that to help point toward the policy giving the problem. For example, if you notice any dialog with Spooler error, then disable client user print monitoring from the server and apply before the client is re-booted. Please note that enabling client policies require the clients to be running on an administrator profile on the client computers.

TSI-020: CafeCentra Invalidates a User Account or Ticket for no known reason

PROBLEM DESCRIPTION:

CafeCentra invalidates or refuses to accept a user ticket or account for no known reason and the ticket has not expired nor is the units all used up.

PROBLEM RESOLUTION:

CafeCentra client may invalidate a user account ticket for suspicious activities such as in arbitrary changing of system time or attempting to crack the timer. Check to ensure that no date changing utility program like DateManager, PrecisionTime, etc is installed where CafeCentra client is running and verify that the client user was not trying to bypass the timer. Check the User Account History through the Actions Menu on the Server; go to Client Management->User Account History. If there is a log like Client Security Breach, then the client user was most likely trying to hack the timer.

TSI-021: Problem downloading CafeCentra Client or Server Setup files from the website

PROBLEM DESCRIPTION:

After trying to download the client with Internet Explorer the program complains that the setup is corrupt when user tries to install and should be re-downloaded.

PROBLEM RESOLUTION:

The problem is due to an inconsistent Internet Link at the point of download. If the downloaded file size is checked, it would be found to be less than 2 MB for the Client or less than 6 MB for the Server and the download completed too fast by Internet Explorer. The solution is to use a download utility such as Download Accelerator. A link to Download Accelerator (DAP) is provided on the CafeCentra downloads page <http://www.cafecentra.com/download.htm> The link to download accelerator is: <http://download1.speedbit.com/dap43.exe> After downloading and installing Download Accelerator, close all opened Internet Explorer windows and now go afresh to our downloads page. Right click on the CafeCentra Server and/or Client link one after the other

and select the "Download with DAP" from the right-click menu. You can then select the download location and the program would automatically start downloading the files.

TSI-022: Problem authorizing Printing on CafeCentra Server

PROBLEM DESCRIPTION:

Café administrator is denied the rights to authorize print jobs even though he's logged on to server as Admin.

PROBLEM RESOLUTION:

To be able to print from the server, you have to be logged in as Admin and with full admin rights. To do this, go to Actions->Server Management->Administrators. Then select the tab labelled Admin Rights. Under Admin Rights, select the Admin group from the List of Existing Admin Rights. Click the Edit button and under the list of Client Administration Rights for the Admin rights group, select all the options by putting a check mark beside them. Then click the Update button. After that, close the Administrators form and Switch to Guest Admin from Actions sub-menu. Then Switch back to Administrator and logging as Admin with your password. After that, you would notice you have the right to print.

TSI-023: CafeCentra Clients disconnect from the Server at Intervals

PROBLEM DESCRIPTION:

A particular client or group of CafeCentra clients disconnect from the server and reconnects at abrupt intervals whether in use or not in use.

PROBLEM RESOLUTION:

If you have more than one IP Address on your server computer where CafeCentra Server is running, then the problem may be due to the fact that some CafeCentra Clients are trying to connect through an IP Address that is external. For example if your CafeCentra Server has two Network Cards with IP Addresses 192.168.0.1 and 217.20.241.58 The first IP Address is for your own LAN while the second is for the WAN connecting you to your Internet Service Provider. If you tell CafeCentra Clients to connect through the WAN address, they would, but they might be disconnected at intervals for security reasons because they would be seen as coming from outside your Cafe Network. Thus the best thing to do is to ensure that your CafeCentra Clients connect to the internal LAN address. Sometimes CafeCentra Server shows only the external IP Address on it's black panel. You may disregard this since it has picked only one of the two addresses your computer has. To configure the clients to point to the right address, temporarily disable the external or WAN IP Network Card on your Server and for each client that is unable to then connect, logon to it using Username: CLIENTCONFIG and Password: Password (this is the default password if you have not changed it. if you have, use the one you have changed it to). Click the configure button from the screen that comes out and then type in the correct LAN IP Address in the box that is on the next screen. Then click the Locate CafeCentra Server button. The client should connect to CafeCentra successfully without further problems.

TSI-024: Problem printing unpublished user accounts and tickets on CafeCentra Server

PROBLEM DESCRIPTION:

User accounts have been created but were not published at the time of creation. Now there is problem publishing such accounts.

PROBLEM RESOLUTION:

To print user accounts that have not been published at the time of creation, click the toolbar button directly under the Actions menu on CafeCentra Server. The tool tip for the button is "Print All Unprinted User Accounts". From the dialog you are presented with a preview of all unprinted accounts, click the Publish button and CafeCentra would publish all the unprinted accounts.

TSI-025: CafeCentra Clients sometimes hang while in use

PROBLEM DESCRIPTION:

CafeCentra client hangs or stops responding while in use and the system has to be rebooted.

PROBLEM RESOLUTION:

The principal cause of this problem is often low system configuration, low free hard disk space or the presence of too many installed programs that compete for the computer's memory and CPU resources. Uninstall unnecessary programs, increase free disk space and the performance should improve. Generally RAM requirements are a minimum of 32 and CPU speed of 166MHz for CafeCentra client performance though 233 MHz minimum is recommended. You may also disable the windows limiting feature.

TSI-026: Tickets or User Accounts show different minutes from actual created time value

PROBLEM DESCRIPTION:

After installing a copy of CafeCentra either as an upgrade or re-installation, some tickets before now give more or less minutes and some newly created ones also give more or less minutes than required.

PROBLEM RESOLUTION:

The problem is that after the recent installation of CafeCentra Server, some settings were changed to the default. To restore these settings, go to Actions Menu on CafeCentra Server->Server Management->Server Configurations. This would display a dialog where you can configure the Units to Bill for Browsing Per Minute. Check to ensure that this Unit/Minutes is the same you have been using before for creating tickets. For example if you have 5 Units there

before and you now have 1 Units, then tickets created with amount of 50 Units which gave 10 minutes before would now give 50 minutes. The number of minutes is the ticket amount divided by the billing unit/min that you enter here.

TSI-027: Users unable to login on CafeCentra Clients with “Server Timeout” message

PROBLEM DESCRIPTION:

Whenever users enter their ticket details to logon, CafeCentra Client displays the units they have but when they click login button, it shows "Server Timeout" message.

PROBLEM RESOLUTION:

The problem is most likely due to a very large CafeCentra Server database which has not been purged in a long time. As a result, it takes too long to locate a ticket searching such a big database. To solve this problem, go to Actions menu on CafeCentra Server->Server Management->Policy Settings. On Server Operational Policies tab, select the option "Automatically Delete Expired User Accounts" and "Automatically Delete Zero Value Accounts". Click Apply and OK buttons and re-start CafeCentra Server to allow it to automatically delete all the expired and used accounts. If the problem still continues, then Export all the active user accounts to a separate location and stop CafeCentra Server. Uninstall CafeCentra Server using the Control Panel Add/Remove Programs. Then go to the folder where it was installed (i.e. C:\Program Files\Earlyon CafeCentra Server if Windows is installed on C drive) and delete the whole folder. Thereafter re-install CafeCentra Server and then make any necessary configurations that had been deleted or overwritten and then Import the tickets/user accounts previously exported. Things should work fine then.

TSI-028: CafeCentra Server User Accounts creation view is blank

PROBLEM DESCRIPTION:

Clicking the user account creation button on the toolbar or using the Actions menu and Client Management point both result in a blank form where the details for creating user accounts are. Yet other features are working fine.

PROBLEM RESOLUTION:

The problem may be due to the refreshing frequency of the screen. To solve the problem, simply close and re-start CafeCentra Server application.

TSI-029: CafeCentra Server refuses to refresh workstations view after Error Message

PROBLEM DESCRIPTION:

CafeCentra Server, after working for hours suddenly displays this error message and refuses to refresh the view of clients online: "Error loading administrator data (Microsoft ODBC Microsoft Access Driver) Characters found after end of SQL statement."

PROBLEM RESOLUTION:

The problem is due to a slight corruption of the CafeCentra Server database. This may be due to the presence of a virus on the host computer that tries to access the database. Click the OK button and CafeCentra would attempt to rectify the error by itself and continue working. However, endeavor to check your system for viruses and backup CafeCentra Server database in case of any eventuality.

TSI-030: Unable to publish tickets created on CafeCentra Server

PROBLEM DESCRIPTION:

User Account Tickets created refuse to publish after clicking the Publish button.

PROBLEM RESOLUTION:

The problem is likely due to a damaged or absent Internet Explorer on the system. To solve it, follow the following steps:

1. Ensure that Internet Explorer is installed on the system where CafeCentra Server is running.
2. Ensure that Internet Explorer is the program configured as the default browser and application for opening .htm or html files. To ensure this, locate any file with .htm extension or any html file on the server computer and right click on it. Select Open With on the fly out menu list and on the Open With dialog, scroll down and select Internet Explorer and then select the option labelled "Always open this type of files with this program" by checking it and the click OK. If you are unable to locate any html file, go to C:\Program Files\Earlyon CafeCentra Server if your Microsoft Windows operating system is installed on C:\ Drive) and you should see a PUBLISHED.HTM file. Try to right click on it and select Open With and follow the same procedures earlier mentioned.
3. Ensure that the Internet Explorer is in a good state and not damaged. To confirm and ensure this, try to Repair Internet Explorer by going to Control Panel Add/Remove Programs and selecting to attempt to uninstall Internet Explorer. You now select the option of Repair. After the successful repair, attempt to publish tickets from CafeCentra Server.
4. If the above steps do not work, go to the folder where CafeCentra Server is installed (i.e. C:\Program Files\Earlyon CafeCentra Server if your Microsoft Windows operating system is installed on C:\ Drive) and you should see a PUBLISHED.HTM file there. Delete the file and then try to create new tickets and publish them.

TSI-031: Administrator unable to remotely shut down CafeCentra Clients

PROBLEM DESCRIPTION:

Administrator is denied the right to shutdown CafeCentra Clients remotely.

PROBLEM RESOLUTION:

To be able to shutdown CafeCentra Clients from the server, you have to be logged in as Admin and with full admin rights. To do this, goto Actions->Server Management->Administrators. The select the tab labelled Admin Rights. Under Admin Rights, select the Admin group from the List of Existing Admin Rights. Click the Edit button and under the list of Client Administration Rights for the Admin rights group, select all the options by putting a check mark beside them. Then click the Update button. After that, close the Administrators form and Switch to Guest Admin from Actions sub-menu. Then Switch back to Administrator and logging as Admin with your password. After that, you would notice you have the right to remotely shutdown the clients.

TSI-032: Problem login on to CafeCentra Client when unconnected

PROBLEM DESCRIPTION:

Café administrator has problem logging unto CafeCentra Client to work on it when it cannot connect to the CafeCentra Server.

PROBLEM RESOLUTION:

You can logon to the CafeCentra Client to allocate time if it is not connected to the server using the STANDALONE username and the password you have set for it. If you actually need to remove the client or change it to a new server IP Address, all you need to do is to logon on the client system using username of CLIENTCONFIG and password of password. That is the default password, you may actually have changed it on your server through Actions menu->Client Management->Client Standalone Settings. If you have, then use the password you have set it to. That would bring up a screen on the client where you can specify time to allocate. Do not specify any time, just click the Configure button. Note that if you specify time, the Configure button changes to an OK button. After you click the Configure button, you would be presented with a screen where there are two tabs namely Server IP Address Detection tab and Client Actions & Policies tab. Select the Client Actions & Policies tab. There you would see a list of options. You can check the ones you want, such as End CafeCentra Client, Reboot Client Computer, etc and click the OK button to carry out the action. If you wish to change the Server IP Address to a new one so the client can be connected, select the Server IP Address Detection tab and select the appropriate option if you wish to manually type the new Server IP Address or have CafeCentra automatically detect the new Server IP Address. Click the Locate CafeCentra Server button to have the client attempt to locate the CafeCentra Server.

TSI-033: CafeCentra Server reports “Error Loading Server Settings” and is unable to start properly

PROBLEM DESCRIPTION:

After experiencing a series of power outages on the computer running CafeCentra Server, the CafeCentra Server software starts reporting the error loading server settings message and refuses to start properly.

PROBLEM RESOLUTION:

The problem is due to corruption of a file that CafeCentra Server uses. The file's name is syshost.dax On Windows XP, the file is located under the Windows directory and inside the System32 folder (i.e. C:\Windows\System32) On Windows 2000, the file is located under the WINNT directory and inside the System32 folder (i.e. C:\WINNT\System32). You may also use the windows search facility to locate this file. After locating it, delete the file because it is already corrupted. Restart CafeCentra Server which would automatically create a new copy in place of the corrupt one.

Alternatively, you can simply download the CafeCentra Server from this link <http://www.cafecentra.com/downloads/RepairSettings.exe> which is a small file of about 10KB. After downloading, run it whenever you have Server Settings corruption and click the button to repair the settings. After that, start CafeCentra Server and it would work fine.

TSI-034: Remote Ticket Creation & Report Viewing Problem

PROBLEM DESCRIPTION:

Administrator is unable to view reports or create tickets remotely on any computer on the LAN connected to CafeCentra Server.

PROBLEM RESOLUTION:

To be able to use the remote ticket creation and report viewing on CafeCentra Server, you need to enable the CafeCentra Server Extension. To enable it, go to Tools menu on CafeCentra Server and select CafeCentra Server Extension from the drop-down menu option. You would be presented with a dialog where you can configure the server extension. Leave the port number at 80, for the Server IP Address to bind to, type in the IP Address of the computer running CafeCentra Server on your Local Area Network (LAN). For example 192.168.0.1 if that is the LAN address. Then for the timeout period, type in 20. Click the OK button to enable the server extension.

To access CafeCentra Server Extension remotely from any computer on your LAN, start Internet Explorer or any other Internet Browsers like Opera, Netscape, etc on the computer from where you want to access CafeCentra Server Extension. Type in the IP Address to which CafeCentra Server Extension has been configured to bind to on the address bar of the browser prefixed by http:// and completed by a full colon and the port address (i.e. :80). For example if you have configured your CafeCentra Server Extension with Communication Port 8000 and IP Address to

bind on as 192.168.0.1, then to access CafeCentra Server Extension, type <http://192.168.0.1:8000> on the browser address. Please note that if you used communication port 80, you do not need to type the port number because that is the default. Also if you use any address in the range 127.0.0.1 to 127.0.0.255 you would not be able to access the Server Extension from any other point other than the computer on which CafeCentra Server is running.

For more information search for "CafeCentra Server Extension" on CafeCentra Server Help.

TSI-035: CafeCentra Server cannot find SMTP.ocx or some other dependencies

PROBLEM DESCRIPTION:

CafeCentra Server brings out a message box complaining that the component SMTP.OCX or one of its dependencies is missing and as a result no Income Reports Mail is being sent even if the feature is enabled.

PROBLEM RESOLUTION:

The affected version of CafeCentra is generally not the most recent version. Uninstall the version and download the most recent version from the CafeCentra Download Page.

TSI-036: CafeCentra Server complains duplicate user accounts when trying to create an Individual account

PROBLEM DESCRIPTION:

CafeCentra Server refuses to create a desired user account especially Individual Accounts where the username and password are explicitly specified.

PROBLEM RESOLUTION:

Starting from Version 2.5 CafeCentra stores all created account information for 3 months whether deleted or not. This is for more accurate reports and ticket history. Thus if you attempt to create a user account with a username that had been used previously in another account within the last 3 months, CafeCentra prevents you with the complaint. This is irrespective of the fact that the username in question does not appear on the Client Users view.

TSI-037: CafeCentra Clients unable to connect to CafeCentra Server

PROBLEM DESCRIPTION:

Clients that have been previously connecting to CafeCentra Server now refuse to connect for no visible or obvious reason.

PROBLEM RESOLUTION:

The problem may be due to a number of reasons:

1. There might be a network problem in which the CafeCentra Clients would be unable to connect to the server. First, ensure that the switch or hub for the local area network is working fine and all the necessary lights are blinking for the workstations. Secondly, try to ping one of the client workstations (if you know the workstation's IP Address) from the computer running CafeCentra. If you can ping successfully, then try to login on one of the clients using the CLIENTCONFIG or STANDALONE login details and then try to ping the IP Address of the computer running CafeCentra Server from the workstation. If the ping is timing out, then there might be a firewall preventing communication on the server computer. If the computer is running Windows XP, it might be the Windows Firewall that is active. Go to the Control Panel -> Network Connections on the server computer and right click on the Local Area Network connection to disable the Windows Firewall. *(For information on disabling the Windows Firewall if you are unable to do it, then consult the Windows Help or search briefly for the steps to take on the Internet.)* Then try to ping from the workstation again. If the ping times out again, try pinging another workstation instead. If the ping works fine for the other workstation but doesn't work fine for the server computer then there might be a problem with the server computer network components. If the ping works fine with the server and the clients are still not connecting, then try the option below.
2. There might have been changes to the Server IP Address either manually or as a result of DHCP. You can change the clients to the new server address by logging to the client using Username: CLIENTCONFIG and Password: Password and then with the Server Detection tab active, select the option of Auto-Detecting Server IP if you don't know the current server IP and click the Locate CafeCentra Server button. If you know the Server IP Address, select the option of manual specification and type in the IP Address. Then click the Locate CafeCentra Server button. The client would connect to the server. You can repeat this for all affected the clients.

To avoid a repeat of this problem, if the network is using Dynamic Host Addressing Protocol (DHCP), ensure that CafeCentra Server is configured for DHCP. To do this, go to Actions Menu on CafeCentra Server->Server Management->Policy Settings. And with the Client Operational Policy tab active, select the option labelled "Enable Auto-Scan For CafeCentra Server (DHCP)" by putting a check mark beside it. Click the Apply and OK button. Do this when you know all the clients are connected to CafeCentra Server. Once you have done this, even if the server IP Address changes, the clients would automatically detect it.

TSI-038: Problem backing up tickets database before formatting of Server Computer

PROBLEM DESCRIPTION:

Administrator wants to format the computer where CafeCentra Server is installed but does not know how to go about it without losing valuable ticket data.

PROBLEM RESOLUTION:

To backup your database before formatting, you can simply copy the folder named "ntdat" located under C:\Windows if you are running on Windows XP or C:\WINNT if you are running on Windows 2000 and save the complete folder somewhere else (i.e. flash disk or another computer on the network).

After the formatting and installing a fresh copy of CafeCentra Server on the previously formatted system, stop CafeCentra Server and use the old folder copy to replace the new one on the computer under C:\Windows or C:\WINNT after the installation.

Make sure the ntdat copy is properly copied to the backup location before you format to avoid loss of data due to oversight. Also, I hope you have a copy of your Activation Key to apply after re-installation on formatting and a downloaded copy of the CafeCentra Server setup program to use for the re-installation.

TSI-039: CafeCentra License or Activation Key not working

PROBLEM DESCRIPTION:

A License Key or Activation Key that has previously been working is no longer working to license a new installation of CafeCentra Server. It is complaining that key is invalid, yet the key has worked before.

PROBLEM RESOLUTION:

The problem is mainly due to any of these three factors:

1. There is no internet connection on the computer where CafeCentra Server has been installed or the internet connection is down. CafeCentra needs a working internet connection to effect licensing.
2. CafeCentra Server has been installed on a different computer or hard disk than the one it was previously installed and license on. As a result, the ProductID is noticeably different from the previous one and it would not work with the Activation Key. The solution is to send a mail to info@cafecentra.com with the new ProductID and the Activation Key and request for a license transfer to the new ProductID which would be done and a response sent to activate the license with the same Activation Key that has previously been issued (because Activation Keys hardly ever change but ProductIDs may change).
3. CafeCentra License may have been disabled for security or some other reasons by Earlyon Technologies Ltd and in such situation, a mail to info@cafecentra.com would help outline the steps to take to solve the problem.

TSI-040: CafeCentra Client is displaying "Authentication Failure"

PROBLEM DESCRIPTION:

One or more CafeCentra Clients are unable to connect to the server or actually connect but are not showing on the server and not allowing users to login. A message on the status area on of the CafeCentra Clients show "Authentication Failure"

PROBLEM RESOLUTION:

The problem is most likely due to fact that the administrator or Cyber Café has CafeCentra Clients installed on more workstations or client computers than the actual number of CafeCentra Workstations License that has been purchased. For example if a Cyber Café has purchase 10 Workstations License and has installed CafeCentra Clients on 12 or more computers, the extra two or more computers would not be able to login users and would be displaying "Authentication Failure" if all the computers are working at the same time and 10 of them are already connected to the server. The solution to the problem is to contact Earlyon Technologies Ltd (the developers of Earlyon CafeCentra) for an upgrade on CafeCentra License to be able to accommodate all the workstations in the Cyber Café.

TSI-041: CafeCentra Server takes too long to load and is very slow

PROBLEM DESCRIPTION:

CafeCentra Server is taking too long to startup and complete its loading and after loading it is very slow in responding to actions on it and may sometimes hang.

PROBLEM RESOLUTION:

The problem may be due to the size of the CafeCentra Server database. You can check the size of the database from the ntdat folder at C:\Windows\ntdat if you are running the server on Windows XP and C:\WINNT\ntdat if you are running the server on Windows 2000. Check the size of the file named NTWINS.CDB and if it is more than 5 MB, it is advisable that you purge the database and repair it. To do that, you can download the CafeCentra Database Repair Kit from this link <http://www.cafecentra.com/downloads/DBRepair.exe> and run it on the computer where CafeCentra Server is installed. Under "**Information Categories To Repair and Export**", Unselect or Deselect the options labeled "**CafeCentra Client Activities and Events Log Information**" and "**Non-Active CafeCentra User Accounts and Ticket Information**" and then click the Repair Database button and wait while the database is being repaired. After it has successfully been repaired, stop CafeCentra Server if it is running and then click the Replace Database button on the Database Repair Kit program. If there is any error, then go to the ntdat folder and rename NTWINS.CDB to NTWINS.BAK and then rename another file there named NTWINS_EX.CDB to NTWINS.CDB and then start CafeCentra Server again and the performance should be better. If you are having problems doing the renaming, ensure that CafeCentra Server is temporarily disabled from auto-start and then restart the computer and after it has rebooted and is working again, retry the renaming exercise.

TSI-042: CafeCentra Sending Wrong Income Reports

PROBLEM DESCRIPTION:

CafeCentra Server is sending wrong Income Reports. The dates on the Income Report are not correct or the reported figures do not tally with the actually sales figures for the dates.

PROBLEM RESOLUTION:

The problem is very likely due to incorrect date and time settings on the computer where CafeCentra Server is installed. Check the date and time on the computer to ensure that it is the

correct date. If it is not the correct date, then reset it to the correct date and time and your reports may take a day or two to stabilize to the correct one because of the date reset and synchronization of reports that would have to take place.

If the date and time on the server computer is well behind the correct date, then you must know that you are likely to lose your tickets or they become invalid after you reset the date! This is because the creation and activation date on them would show that they are expired when compared with the new date you set the server computer to.

TSI-043: Some Expired CafeCentra Tickets are working!

PROBLEM DESCRIPTION:

Some tickets or user accounts that have expired but still have some amount in them are working or some tickets that have even been used up completely are still working again with fresh complete time as if they have been renewed!

PROBLEM RESOLUTION:

The problem is due to a number of reasons that depend on the symptoms:

1. If some tickets are working that have expired but still have some amount or time left on them but ones that have expired but do not have any amount or time left on them are not working, then the problem is very likely due to date issues on the computer where CafeCentra Server is running. Confirm that the date and time is correct. There are situations where if the computer is rebooted or started every day, then the date has to be reset to the correct one. In this situation, then problem may be with the CMOS battery of the computer and is not with CafeCentra Server. If the date and time could be ensured to be correct always, then CafeCentra Server would work fine. In some other situations, the date change may be due to some rogue software like *DateManager* or *PrecisionTime*. You should first set the system date and time by double-clicking on the time shown on your task bar at the right-most corner of the task bar. After setting the right time and date, you should uninstall any time setting utility such as Precision Time, etc that you have installed on the system through the Control Panel->Add/Remove Programs.
After that, on CafeCentra Server, go to Actions menu->Server Management->Policy Settings. When you are presented with the dialog, click the "Server Operation Policies" tab and with that active, select the option labeled "Enable Automatic Locking Of Server Date And Time". Then click the Apply button and OK button. After that, if you manually try to change the system date as before, you would find out that you can't.
2. If the problem is that some tickets that have previously been exhausted and used completely are automatically renewed the next day, then confirm that the tickets or user accounts have not been created as Auto-Refill User Accounts. Check the User Accounts Scheme used to create the tickets to see that the "Auto-Refill Account" option is not selected. If it is not selected and "Auto-Refill" option is not used when creating tickets directly, then the problem may be due to the presence of system locking utilities like Deep Freeze and Timbuktu on the computer where CafeCentra Server is installed. You should disable or uninstall these utilities to allow CafeCentra Server work fine.

TSI-044: Unable to retrieve password for User Account or Ticket

PROBLEM DESCRIPTION:

A ticket or user account that has been created and printed is not clear and the password could not be clearly discerned or a ticket has been misplaced but the user remembers the username and the administrator is having problems getting the password for the ticket in either situation.

PROBLEM RESOLUTION:

The problem could be easily resolved by re-publishing the ticket or user account. To do that, start by clicking on the Client Users link on the Shortcuts bar at the left side of the CafeCentra Server window or access it through View menu->Client Users. You would be presented with a view where you can select the range of the date of creation of the ticket you want and then specify search criteria including the Username of the ticket. You would have to type the ticket username in the associated box and then click the Load Accounts button. CafeCentra would list the account in the view where you can select the ticket, right-click on it and select the option of Publishing the Account to have CafeCentra Publish the account information for printing or retrieval of the password.

TSI-045: User Account or Ticket is locked

PROBLEM DESCRIPTION:

A user is trying to login with a ticker or user account and is getting the message that the ticket is locked. When the ticket is checked under Ticket History, it is indeed locked and the administrator would like to unlock the ticket.

PROBLEM RESOLUTION:

To lock or unlock a user account or ticket, start by clicking on the Client Users link on the Shortcuts bar at the left side of the CafeCentra Server window or access it through View menu->Client Users. You would be presented with a view where you can select the range of the date of creation of the ticket you want and then specify search criteria including the Username of the ticket. You would have to type the ticket username in the associated box and then click the Load Accounts button. CafeCentra would list the account in the view where you can select the ticket, right-click on it and select the option of Un-lock or Lock User Accounts to have CafeCentra Unlock or Lock the ticket or user account selected. You can select more than one ticket to lock or unlock by clicking on each one with the mouse cursor while holding down the SHIFT key on the keyboard. You can search the ticket history again to confirm that a ticket you have unlocked has indeed been unlocked.

Note that if in the history, it is specified that "Security Breach...", then the user is likely trying to hack CafeCentra Client and as a result CafeCentra locked the user's ticket.

TSI-046: Problem with Print Monitoring Auto-Deduction

PROBLEM DESCRIPTION:

Administrator wants to configure CafeCentra Print Monitoring to automatically deduct the cost of the printing from user accounts but doesn't understand the configuration details and steps to take.

PROBLEM RESOLUTION:

You can configure Printer Monitoring through Actions menu->Server Management->Printer Monitoring. On the Printer Monitoring Configuration dialog you do not need to select any particular printer to be monitored, just leave the option empty to monitor all printers connected to the system and then select the option labeled "Enable Printer Monitoring".

You can configure Automated Print Job Deduction, but it has inherent problems, which are not due to the software but actually due to the ticketing and pricing policy. For example, the Print Job Deduction cost, (i.e. "Equivalent Cost of Each Page") is better calculated at the unit cost on the highest ticket range. Let's say you charge 20 naira for printing per page and you create 60 minutes tickets using a unit value of 60 Units and sell such ticket for 120 naira, then that means 20 naira is approximately equal to 10 Units. So you can put the value of 10 for equivalent page cost in units. What CafeCentra would do is to automatically deduct the units from the user account units, thereby reducing the time value.

It is better that in calculating the units cost, you should use your 1 hour tickets units for the calculation. This is because lower units tickets have higher unit to naira value (for example if you sell 10 minutes ticket with 10 units value at N 30.00, that means 20 naira is equivalent to approximately 7 Units). But the bottom-line on this is that it is unfavorable for somebody with a lower ticket value to print while browsing. But if you want to make it favorable for lower ticket values, then people buying your higher tickets like 1 hour would get cheaper printing.

The alternative is for you not to use the auto-deduct but to simply use Print Monitoring which would hold jobs printed by the user until an administrator collects the cost of the jobs based on the number of pages and then authorize the printing. The printing would always be logged down so there is no problem with accountability.

TSI-047: CafeCentra Income Report is sending blank pages

PROBLEM DESCRIPTION:

CafeCentra Income Report being sent to the configured email address is actually sending blank income report pages. The only message on each report page is the header.

PROBLEM RESOLUTION:

The problem is likely due to incompatible Income Report sender component and the current CafeCentra Version. The solution is to uninstall CafeCentra Server using the Control Panel -> Add/Remove Programs and then check the system directory (C:\Windows\System32 for Windows XP and C:\WINNT\System32 for Windows 2000) to ensure that there is no file named CMSNDR.EXE left over. If there is, delete the file. If you are unable to delete the file, the problem may be due to the fact that the program is still running, so use CTRL+SHIFT+ESC to load the Windows Task Manager and on the process list, locate CMSNDR.EXE and kill or terminate the

process. Then try to delete the CMSNDR.EXE file from the system directory. After successfully deleting the file, re-install CafeCentra Server from a recently download copy of the setup file and everything should work fine.

TSI-048: CafeCentra Clients have connected to another server

PROBLEM DESCRIPTION:

Some CafeCentra Clients are showing connected but they are not shown or listed on the CafeCentra Server and any attempt to login to the clients using CLIENTCONFIG or STANDALONE is not successful.

PROBLEM RESOLUTION:

The problem is that the CafeCentra Clients are likely to have connected to another CafeCentra Server. This happens sometimes in situations where CafeCentra Clients have been configured to auto-detect the server and there is more than one instance of CafeCentra Server running on the network or the connection to the ISP is via a network bridge and there are other clients on the ISP network running CafeCentra Server. The solution is to disconnect the Network Bridge or outbound link to the other CafeCentra Server and then reboot the affected client workstations while ensuring that the "real" CafeCentra Server is running. The clients would auto-scan and detect and then connect to that server.

TSI-049: CafeCentra Server Cannot Complete Loading

PROBLEM DESCRIPTION:

CafeCentra Server starts fine but it apparently cannot complete loading as the Splash screen which first shows on startup stays on indefinitely. A check on the status of the program using Task Manager on shows the status as "Running" and not "Not Responding".

PROBLEM RESOLUTION:

The problem is that an error has occurred while CafeCentra was trying to initialize the database. A careful inspection of the Task Manager Applications screen shows an Error window, which is however hidden on the main screen. To solve the problem, first terminate CafeCentra Server using the Task Manager. You may then try to use the Server Database Repair Kit to attempt to repair the database and replace it following the procedures under TSI-041 (*CafeCentra Server takes too long to load and is very slow*) in this document. If that fails and you have a backup of the database that you wish to use, you can use the backup to replace the corrupt database. In the event that there is no backup to use, then go to C:\Windows\ntdat if running on Windows XP or C:\WINNT\ntdat if running on Windows 2000. Delete the "ntdat" folder completely and re-install CafeCentra Server. Note that login details would be reset back to the default of Username: admin and Password: admin and old tickets would not work again.

TSI-050: CafeCentra Server Startup Error (Unknown Database!)

PROBLEM DESCRIPTION:

CafeCentra Server cannot start. It brings up a startup error message that the database is unknown or unrecognized and after that terminates.

PROBLEM RESOLUTION:

The problem is that the CafeCentra Server database is corrupt. The recovery level depends on the level of corruption of the database. You may then try to use the Server Database Repair Kit to attempt to repair the database and replace it following the procedures under *TSI-041 (CafeCentra Server takes too long to load and is very slow)* in this document. If that fails and you have a backup of the database that you wish to use, you can use the backup to replace the corrupt database. In the event that there is no backup to use, then go to C:\Windows\ntdat if running on Windows XP or C:\WINNT\ntdat if running on Windows 2000. Delete the "ntdat" folder completely and re-install CafeCentra Server. Note that login details would be reset back to the default of Username: admin and Password: admin and old tickets would not work again.

TSI-051: CafeCentra Tickets Show More Minutes than Actually Created Minutes

PROBLEM DESCRIPTION:

CafeCentra Tickets or User Accounts are showing more minutes and time than was created in them at any attempt to login on the CafeCentra Clients. The amount of time being shown seems to be in multiples of the actually created time. For example, 1 hour tickets are showing time ranging from 2 to 6 hours while 30 minutes tickets are showing time ranging from 1 hour to 3 hours.

PROBLEM RESOLUTION:

The problem is that the CafeCentra Tickets or User Accounts were created as Auto-Refill Accounts. If they were created using User Account Schemes, then the schemes have the option of "Automatically Refill User Account" selected. The solution is to go to the User Account Schemes through Actions menu->Client Management->User Account Schemes and then edit the schemes one by one by deselecting the "Automatically Refill User Account" option.

TSI-052: CafeCentra Server disappears from the server computer

PROBLEM DESCRIPTION:

CafeCentra Server suddenly disappears from the computer desktop and task bar and cannot be seen, yet clients are connected to it. If the CafeCentra Server is started again, it complains that another instance is already running and does not load or show on the screen except the whole computer is rebooted.

PROBLEM RESOLUTION:

The problem is due to a glitch on the Windows Operating system from Microsoft Corporation and often happens only on Windows XP. The solution is to hold down the ALT key and then press the TAB to display the popup task bar where you would see the CafeCentra Server icon on the list. Press TAB key repeatedly till the CafeCentra Server icon is highlighted and then release the keys at the same time and CafeCentra Server would become visible on the screen.

TSI-053: Problem Creating Tickets for Overnight Browsing

PROBLEM DESCRIPTION:

Administrator wishes to create tickets that could be used by customers to browse from a specific time range such as overnight but does not know how to go about it.

PROBLEM RESOLUTION:

Browsing accounts or tickets that are to be used only over a single specified time range can be created under the ticket type known as Time Bound. Time Bound User Accounts can be created from the same view or screen where you create Regular Tickets. All you have to do is to select the USER TYPE option or dropdown as Pre-Paid Time Bound. This would allow you to select the Starting Time and number of hours the ticket would last from this starting time. NOTE that Time Bound User Accounts do not use units. They are time bound and are thus valid only for the duration you have specified. They cannot be used before the starting time and cannot be used after the ending time. The time that is always allocated to the user is the time left from the current time to the ending time. Thus is a user logs in by 9 PM for a Time Bound Ticket valid for 4 Hours from 6 PM, he only has one hour (i.e. 9 PM to 10 PM).

TSI-054: Print Job That Has Been Authorized Is Not Printing

PROBLEM DESCRIPTION:

An Administrator has setup Printer Monitoring with CafeCentra and has authorized a pending print job on the CafeCentra Server but the print job is not printing and the printer is not giving any notification of print job yet the CafeCentra Print Authorization panel shows that the job is printing.

PROBLEM RESOLUTION:

The problem may be due to any number of reasons:

1. If there are other print jobs ahead of the authorized print job on the queue list and which have not been authorized, such jobs may be the cause of the delay. In such as situation, the solution is to either authorize these prior jobs on the queue or delete them from the queue before the lower job would print.
2. Sometimes the print driver or spooler may have hung and in such situation, you may first try to shutdown and restart the printer hardware and if that produces no positive result,

then you delete the print job and resend it again to the printer. If the problem persists, then reboot the computer to which the printer is connected and reprint again.

TSI-055: Standalone and ClientConfig Password Does Not Change On Some Workstations

PROBLEM DESCRIPTION:

The Standalone and ClientConfig passwords that have just been recently changed on the CafeCentra Server are working on some workstations while other retain the older set of passwords (i.e. they have not been updated).

PROBLEM RESOLUTION:

The problem may be due to one of two of reasons:

1. A client or workstation's settings are only updated when they connect to the CafeCentra Server after a change in settings on the Server or as at when the change is being made on the Server. If a client does not connect to a Server in these aforementioned ways, then a settings change on the Server would not be reflected on such a client.
2. If a client is on a workstation that is running with a Limited or Guest User Account, then any settings changed on the server may not be reflected because the Limited or Guest User Accounts right has problem accessing the password storage location. The solution is to login on the client workstations using an Administrator Account and then have the client connect to the CafeCentra Server to update its settings while running under the Administrator Account. Thereafter, the client can be run under Guest or Limited User Account and the settings that have been earlier effected while running under the Administrator Account would be effective.
3. If system-restore software like Faronic's Deep Freeze is running on the workstation where CafeCentra Client is installed, any changes to the client's settings on the CafeCentra may be updated immediately on the computer but whenever it is rebooted, the settings would be lost and reverted to the old settings by Deep Freeze. The only way to ensure the settings are fully effected is to "**thaw**" Deep Freeze or have Deep Freeze in "**thaw**" mode while the settings are updated. Then the system rebooted and Deep Freeze set back to "**frozen**" mode.

TSI-056: Problem Restricting Certain Websites on Workstations

PROBLEM DESCRIPTION:

The Administrator wishes to restrict some undesirable websites from being accessible to clients but does not know how to go about it.

PROBLEM RESOLUTION:

You can restrict websites on CafeCentra by going to the Tools menu on CafeCentra Server and selecting the Client Security Plugin menu item. You would be presented with a dialog with two tabs named **"Internet Explorer Security Settings"** and **"Web Install Security Settings"**. With the **"Internet Explorer Security Settings"** tab active, select the option labeled **"Enable Restriction of Web Sites on CafeCentra Clients"**. Type the addresses of the websites you wish to restrict on the text box below the option and click the Add Site button. You can use that to add each site you want to restrict one after the other to the list that would be shown below the text box. *You can check the **CafeCentra Configuration Guide** for more information on how to effectively and minimally configure restriction of websites.* In addition you can set options that prevent clients or users on the workstations from installing toolbars on Internet Explorer, changing Desktop Wallpaper and much more.

TSI-057: Client Users on the Workstation Get Logged Out Almost Immediately After They Login without Any Message

PROBLEM DESCRIPTION:

Users on the CafeCentra Client are allowed to login but they are logged out after a few minutes of time usage and their tickets or user accounts are not updated according to observations on the CafeCentra Server.

PROBLEM RESOLUTION:

The problem is very likely due to a problem on the CafeCentra Server database or the regional settings on the computer where CafeCentra Server is installed. If there is any error message displayed on the CafeCentra Server relating to a problem updating the database, then the problem is with the CafeCentra Server database which can be repaired using the Database Repair Kit as outlined in an earlier section of this Troubleshooting Guide (**TSI-041: CafeCentra Server takes too long to load and is very slow**). The other likely cause of the problem is the configuration of the Regional Settings on the computer where CafeCentra Server is installed. To check the settings, go to the **Control Panel** and double-click on the **Regional and Language Settings or Options**. Under the **Regional Options** tab on the Regional and Language Settings dialog, select the language on the drop-down combo to **English (United States)** and check to confirm that the **Number** box contains a valid number set with separators (i.e. **123,456,789.00**). Then click the Apply and OK button and attempt to login on the CafeCentra Clients.

TSI-058: A Particular CafeCentra Client Connects and Disconnects from the Server so frequently as to make it difficult to use

PROBLEM DESCRIPTION:

A particular CafeCentra Client disconnects and connects to the CafeCentra Server so frequently as to make it unusable. Any attempt to login users on the client brings the response of "Server Time-Out Response".

PROBLEM RESOLUTION:

The problem may be due to one of two reasons as outlined below:

1. The administrator should attempt pinging the CafeCentra Server computer continuously from the client workstation computer. If the ping has a reasonable amount of timeouts, it could be the cause of the problem and the network Adapter or NIC Card on the client computer may have to be changed. If the ping is fairly okay, then the second option is likely to be the problem.
2. CafeCentra Clients are identified on the CafeCentra Server by the computer name of the workstation. In a situation in which one or more computers share exactly the same name on the network, then the first one that connects to the CafeCentra Server would be identified while the other ones with the same name would have problem connecting to the CafeCentra Server using the same name, hence the observed symptom of problem login unto the CafeCentra Server as well as the frequent disconnections and connections. The solution is to change the name of the offending computers on the network to ensure that every computer on the network has a unique computer name.

TSI-059: Restricted Tickets Are Not Working On Any Computer At All!

PROBLEM DESCRIPTION:

The administrator has created some restricted tickets that are supposed to work only on some computers or within a specific time frame but the tickets are not even working or allowing login on any of the computers whether within the valid time frame or on a valid computer or not. The CafeCentra Client simply brings the message that the ticket or user account is not valid for logon within the current time frame.

PROBLEM RESOLUTION:

The problem may be due to one of three reasons as outlined below:

1. The CafeCentra Server always checks to ensure that all restricted tickets are usable only within the valid weekdays irregardless of other restrictions. As a result, as part of other things selected while creating the restricted ticket, the administrator should select all the days under the **"Valid Days"** or else the ticket would not work even if all the other options are satisfied. After selecting all the days, the administrator should then create new tickets using the recently amended scheme because older tickets would not carry this amendment.
2. Another cause of problem even if the step in 1 above has been followed, is this: If the administrator wishes to restrict the ticket to a set of computer, under the **"Valid On Computer Names Starting With:"**, he is expected to state 3 characters that begin the name of all computers in the group or domain where the ticket can be used. If there are more than 3 characters, then the tickets would not work. Note that the names of the computers are not treated as case sensitive, so if you specify the 3 characters as **"upc"** and **"UPC"**, both mean the same thing.
3. If a ticket is restricted to a specified time range, it must be noted that what is used to validate the time range is the time on the CafeCentra Server computer. If the time on CafeCentra Server is wrong or incorrect, then it is likely to create login problems for time restricted tickets.

TSI-060: Problem Refilling User Account

PROBLEM DESCRIPTION:

Administrator is trying to refill a ticket or user account and doesn't know how to go about it.

PROBLEM RESOLUTION:

To refill a user account or ticket, start by clicking on the Client Users link on the Shortcuts bar at the left side of the CafeCentra Server window or access it through View menu->Client Users. You would be presented with a view where you can select the range of the date of creation of the ticket you want and then specify search criteria including the Username of the ticket. You would have to type the ticket username in the associated box and then click the Load Accounts button. CafeCentra would list the account in the view where you can select the ticket, right-click on it and select the option of Refill User Accounts to have CafeCentra Refill the ticket or user account selected. You can select the option of refilling from a ticket to be created dynamically or from an existing ticket or user account.

TSI-061: Former Tickets Are Suddenly Not Working Anymore!

PROBLEM DESCRIPTION:

Tickets that were created and have been working a day or thereabouts ago are suddenly not working anymore. Users cannot login with the tickets and a search on the CafeCentra Server for the Ticket History shows DELETED or UNKNOWN

PROBLEM RESOLUTION:

The problem is due to the fact that the current database being used by CafeCentra Server does not contain the tickets because it is a new or different one, or someone has changed the system date on the computer where CafeCentra Server is installed. If someone or some utility program changed the date forward, all previous tickets may be detected by CafeCentra Server as having expired depending on the difference in dates and it would thus automatically delete those tickets. Hence the ticket history showing DELETED or UNKNOWN.

TSI-062: Printer Monitoring Not Working on CafeCentra Version 4.5!

PROBLEM DESCRIPTION:

Printer monitoring has been configured on CafeCentra Server but it is not working at all and no print job is shown when the printer monitoring icon on the CafeCentra Server toolbar is clicked.

PROBLEM RESOLUTION:

Printer monitoring configuration under CafeCentra Version 4.5 is somewhat different from the earlier versions. In Version 4.5, the Printer Monitor exists as a separate program which would have to be downloaded and configured separately before the Printer Monitoring option on

CafeCentra Server is then configured for it to work well with the Printer Monitor. The availability of a separate printer monitor program allows the monitoring of a printer connected to another computer on which CafeCentra Server is not running. To configure Printer Monitoring on CafeCentra Version 4.5, follow these steps:

1. If you want to configure Printer Monitoring, download and install the CafeCentra PrintServer from the CafeCentra download page and install it on the computer where the Printer is physically connected. Then go to Start menu->Programs->Earlyon CafeCentra PrintServer and select it. When the PrintServer runs, specify the IP Address of the computer where CafeCentra Server is installed and then type in the "Shared Key", a simple password. For example "mykey". Then type the password that would be used to login to change settings on the PrintServer and confirm it. Click OK.
2. On CafeCentra Server, go to Actions menu->Server Management->Printer Monitoring and type in the same "Shared Key" in the appropriate box. Also type the IP Address of the computer where the PrintServer is installed. Then select the "Enable Monitoring of Print Jobs" option and click the Apply and OK buttons. Thereafter, go to Start menu->Programs->Earlyon CafeCentra PrintServer and start it and it would show "ENABLED".

TSI-063: CafeCentra Server Product ID reads 100001-AAA-XXXXXXX-11111 and refuses to work after startup

PROBLEM DESCRIPTION:

After installing CafeCentra Server on a computer system, the Product ID displayed is **100001-AAA-XXXXXXX-11111**. The CafeCentra Server brings up a message reading *"There Was A Problem While Configuring Earlyon CafeCentra Server. You May Need To Uninstall And Re-Install CafeCentra To Overcome This Problem. Contact CafeCentra Support If This Problem Continues."* and refuses to load properly by aborting after the message button is clicked.

PROBLEM RESOLUTION:

The **100001-AAA-XXXXXXX-11111** ProductID is only generated when CafeCentra Server is not properly installed before being run on a computer system. For example it happens when you copy and save the folder (i.e. C:\Program Files\Earlyon CafeCentra Server) where CafeCentra Server is installed to another system or backup device. And then copy it back to a freshly formatted system and attempt to run the CafeCentra Server without having properly installed it using the Setup Program. In this case, the solution is to reformat the system, and install CafeCentra Server properly using the setup files rather than copying the installation folder back.

The problem may also occur if you install CafeCentra Server to another partition on the hard drive (i.e. D or E drive) while the C drive or Primary Partition remains unformatted without a valid file system (i.e. NTFS or FAT). The solution is to format both C and D drives properly before installing CafeCentra Server.

TSI-064: CafeCentra Server suddenly stops working and displays a dialog with the message about Authenticity Check

PROBLEM DESCRIPTION:

CafeCentra Server suddenly stops working and brings up a message reading *"Earlyon CafeCentra Has Encountered Problems During Operation... The Authenticity Of the Server License Or Evaluation Could Not Be Ascertained. Please ensure there is an Active Internet Connection on this Computer To Facilitate the necessary Authenticity Check. CafeCentra would automatically attempt the Authenticity Check every 20 Seconds. To stop the automated check, click the Close button."* If the close button is clicked, CafeCentra Server disappears and stops running.

PROBLEM RESOLUTION:

The Authenticity Check screen is only displayed when CafeCentra Server is unable to connect to the internet occasionally to validate its license. The reason may be due to the presence of a firewall on the host system that prevents CafeCentra Server from connecting to the internet, the outright absence of internet connection on the computer where CafeCentra Server is installed or the use of a proxy that requires authentication for internet connection. The solution in the case of a firewall is to either configure the firewall to allow CCServer.exe which is the CafeCentra Server program executable to access the internet or to outrightly disable the firewall. The other causes could be easily resolved through the provision of internet connection on the host computer or the use of an open or transparent proxy instead of an authenticating one.

Common CafeCentra Error Messages And Their Solutions

COMMON CAFECENTRA ERROR MESSAGES

TSE-001: Error Displaying Help Topic: {*Error Description*}

ERROR CONTEXT:

Message is displayed when attempting to access Context Help on the CafeCentra Server.

PROBLEM RESOLUTION:

Ensure that the Help File is properly installed on the system where CafeCentra Server is installed. Check for **CafeCentra.chm** in the directory where CafeCentra Server program resides. Also check to ensure that hh.exe which is used by MS Windows to open **chm** help files is installed and located in the Windows or System32 directory.

TSE-002: Error Displaying Context Help: {*Error Description*}

ERROR CONTEXT:

Message is displayed when attempting to access Context Help on the CafeCentra Server.

PROBLEM RESOLUTION:

Ensure that the Help File is properly installed on the system where CafeCentra Server is installed. Check for **CafeCentra.chm** in the directory where CafeCentra Server program resides. Also check to ensure that hh.exe which is used by MS Windows to open **chm** help files is installed and located in the Windows or System32 directory.

TSE-003: Error Loading Application Window: {*Error Description*}

ERROR CONTEXT:

Message is displayed when starting CafeCentra Server program.

PROBLEM RESOLUTION:

Cause of problem depends largely on the additional error description provided. Most times, it is due to insufficient memory and a simple reboot of the host computer solves the problem. If the problem persists after the reboot, ensure that the hardware configurations of the host computer are up to the stated minimum for running CafeCentra Server according to the Help file. Also check that no recently installed program is hogging or consuming the majority of host computer memory. A simple check can be conducted using the Task Manager to check processes and memory usage for each one of the processes.

TSE-004: Error Refilling User Account: {Error Description}

ERROR CONTEXT:

Message displayed when attempting to refill a user account or group of user accounts using a pre-defined account scheme.

PROBLEM RESOLUTION:

Most common cause of the problem is empty or un-initialized information in the database relating to user account schemes after a recent upgrade from a lower version to higher version of CafeCentra Server. Problem may be solved by using a newly created scheme with the new version and disabling the old one that was upgraded. Another alternative is to uninstall the CafeCentra Server, delete the database folder (i.e. *ntdat*) and install a fresh copy with a fresh database and then create new schemes and tickets.

TSE-005: Error Removing/Editing Administrator: {Error Description}

ERROR CONTEXT:

Message displayed when attempting to add, remove or edit an administrator account inside CafeCentra Server.

PROBLEM RESOLUTION:

Problem is often due to a corruption of the administrator information in the database. Using the Database Repair Toolkit to export data with Administrator information not selected as part of the data to export should solve the problem though new administrator accounts would have to be created because the default admin account would be the only one created by the Repair Tool.

TSE-006: Error Creating/Editing Administrator: {Error Description}

ERROR CONTEXT:

Message displayed when attempting to add or edit an administrator account inside CafeCentra Server.

PROBLEM RESOLUTION:

Problem is often due to a corruption of the administrator information in the database. Using the Database Repair Toolkit to export data with Administrator information not selected as part of the data to export should solve the problem though new administrator accounts would have to be created because the default admin account would be the only one created by the Repair Tool.

TSE-007: Error Loading Configuration Window: {Error Description}

ERROR CONTEXT:

Message displayed when attempting to load the configuration screen on CafeCentra Server through Actions menu->Server Management->Server Configuration.

PROBLEM RESOLUTION:

Problem understanding and resolution depends to a large extent on the additional error information that is provided by the program.

TSE-008: Error Saving Security Manager Settings Information

ERROR CONTEXT:

Message displayed when attempting to save the Programs Execution Manager plug-in settings or configuration information by clicking the Apply or OK button.

PROBLEM RESOLUTION:

Likely cause is due to either insufficient registry privileges required for saving information or corruption of the host Microsoft Windows operating system's registry data. Another cause could be invalid information supplied for the programs list in the configuration window.

TSE-009: Error Loading Earlyon CafeCentra Security Manager Settings

ERROR CONTEXT:

Message displayed when attempting to access the Programs Execution Manager plug-in settings or configuration screen through the Plugins menu on CafeCentra Server.

PROBLEM RESOLUTION:

Likely cause is due to corruption of the saved Programs Execution Manager settings.

TSE-010: Error Loading Configuration File: {*Error Description*}

ERROR CONTEXT:

Message displayed when attempting to load a CafeCentra Server configuration file.

PROBLEM RESOLUTION:

Problem understanding and resolution depends on additional error information. A basic cause of the problem is a corrupt or absent configuration file.

TSE-011: Error Exporting Server Settings: {Error Description}

ERROR CONTEXT:

Message is displayed when attempting to export server settings through the Tools->Export Server Settings menu.

PROBLEM RESOLUTION:

Problem is likely due to errors in the server settings encountered while attempting to make the export or CafeCentra Server is unable to create an export file at the specified location.

TSE-012: Error Importing Server Settings: {Error Description}

ERROR CONTEXT:

Message is displayed when attempting to import server settings that have been previously backed up from CafeCentra Server through the Tools->Import Server Settings menu.

PROBLEM RESOLUTION:

Problem is likely due to corrupt backup settings file made through Tools->Export Server Settings menu, the backed-up file could not be located or the backup was not made through the appropriate means.

TSE-013: Error Exporting User Accounts: {Error Description}

ERROR CONTEXT:

Message is displayed when attempting to export user accounts through the Tools->Export User Accounts menu.

PROBLEM RESOLUTION:

Problem is likely due to errors in the user accounts data in the server database encountered while attempting to make the export or CafeCentra Server is unable to create an export file at the specified location.

TSE-014: Error Importing User Accounts: {Error Description}

ERROR CONTEXT:

Message is displayed when attempting to import user accounts that have been previously backed up from CafeCentra Server through the Tools->Import User Database menu.

PROBLEM RESOLUTION:

Problem is likely due to a corrupt database backup made through Tools->Export User Database menu, the backed-up file could not be located or the backup was not made through the appropriate means.

TSE-015: Error Executing Remote User Login: {Error Description}

ERROR CONTEXT:

Message is displayed when attempting to login a user account remotely to a client workstation from the CafeCentra Server.

PROBLEM RESOLUTION:

Most common cause of the problem is empty or un-initialized information in the database relating to user account schemes after a recent upgrade from a lower version to higher version of CafeCentra Server. Problem may be solved by using a newly created scheme with the new version and disabling the old one that was upgraded. Another alternative is to uninstall the CafeCentra Server, delete the database folder (i.e. **ntdat**) and install a fresh copy with a fresh database and then create new schemes and tickets.

TSE-016: Error Loading User Account

ERROR CONTEXT:

Message is displayed when attempting to login a user account remotely to a client workstation from the CafeCentra Server.

PROBLEM RESOLUTION:

Most common cause of the problem is empty or un-initialized information in the database relating to user account schemes after a recent upgrade from a lower version to higher version of CafeCentra Server. Problem may be solved by using a newly created scheme with the new version and disabling the old one that was upgraded. Another alternative is to uninstall the CafeCentra Server, delete the database folder (i.e. **ntdat**) and install a fresh copy with a fresh database and then create new schemes and tickets.

TSE-017: Error Loading Server Settings: {Error Number}

ERROR CONTEXT:

Message is displayed while starting CafeCentra Server or during operation of CafeCentra Server.

PROBLEM RESOLUTION:

The common cause of the problem is corruption of CafeCentra Server settings information and the solution is to download the Server Settings Repair Tool from the CafeCentra website and run it on the host computer where CafeCentra Server is installed.

TSE-018: Error Occurred: CafeCentra has encountered a problem during operation. The integrity of this application cannot be verified. The Evaluation is faulty or the License has been invalidated.

ERROR CONTEXT:

Message is displayed shortly after the starting of CafeCentra Server, causing the server to suddenly stop working and terminate after clicking the OK button on the error dialog.

PROBLEM RESOLUTION:

The cause of the problem is commonly as a result of system restore on a licensed system, ghosting of a system with CafeCentra Server or the CafeCentra License has been upgraded or downgraded while the Activation Key has not been applied again after the upgrade or downgrade. In the later case, the solution is to re-apply the Activation Key when the Evaluation/Licensing dialog comes up. If the Evaluation/Licensing dialog does not come up at the start of CafeCentra Server, then when the CafeCentra Server starts, login quickly and go to the Help menu and select the *Upgrade License At Next Run* to put a check mark on it. The next time CafeCentra Server runs, it should bring up the Evaluation/Licensing dialog.