North Texas Library Consortium
Support and Troubleshooting Guide

FOR CRITICAL SYSTEM PROBLEMS

(if Evergreen server is down or circulation functions completely fail)

1. Make sure the problem is not limited to one workstation.

2. Make sure the problem is the Evergreen system, not your Internet connection.
    Try going to a web site in a browser
    Try going to your OPAC in a browser
    Click the 'Re-Test Server' button on the staff client login screen

3. If possible, determine whether other NTLC libraries are also having the same problem, and whether the problem has already been reported. (Check the NTLC email list, or call another library.)

During NTRLS business hours

call Judy Daniluk: 817-201-6778 (cell)

or call the NTRLS System Office: 817-377-4440
and ask for Judy Daniluk or Paul Waak

After hours, or if Judy does not answer

call Equinox support directly:

　　　　1-877-673-6457 (877-OPEN-ILS)

　　- To reach support, choose option 2.

　　- If a technician doesn't answer, leave a message and the technicians will automatically be paged.

　　- Identify yourself, say you're with the North Texas Libraries, and describe the problem.

After reporting the problem

Send a message to the NTLC mailing list (NTLC@ntrls2.org) letting them know that the problem has been reported. This will avoid duplication of effort.

Use Evergreen in offline mode until service is restored.

For Non-Critical Problems

1. Try logging out, re-starting the staff client, and logging back in.

2. Does the same thing happen on every workstation?

3. Does the same thing happen for other staff users (using different logins)

4. So that others can understand your problem description, please include relevant details such as –

   a) What were you doing when the problem happened?
   b) What was the approximate time of the incident?
   c) What were you expecting to happen, and what actually happened?
   d) Did an error message come up? (Please include the exact words of the message and a screenshot, if it would help make things clear.)
   e) Supply item and patron barcodes.

5. To find out whether other libraries have seen the same problem, send an email to the NTLC mailing list, NTLC@ntrls2.org

6. For cataloging issues, send an email to the cataloging committee at NTLC-Cataloging@yahoogroups.com

7. For other issues, send an email to the NTLC mailing list or directly to Judy at jdaniluk@ntrls.org