

## Troubleshooting Library Online connection problems

Connection problems are commonly seen as a "failed to get configuration from server" message. They are sometimes related to Library Online troubles and are sometimes related to network problems.

1. If the problem is with a single Library Online PC
  - a. Reboot the PC (reboots work wonders!)
  - b. For wired PCs, check the network connection (cable from PC to wall/floor jack) and reboot
  - c. Call your appropriate PC support person
2. If the problem is with multiple Library Online PCs
  - a. Check the SCLS status wiki ( <http://sclsstatus.pbworks.com> ) to see if someone is already working on the problem
  - b. If you have more than one network, are PCs from both networks having problems?
    - i. YES - you have multiple networks and all Library Online PCs on all networks are having trouble. It is likely a system-wide Library Online problem. Refer to Library Online support procedures.  
<http://www.scls.info/technology/telus/emersupp.html>
    - ii. NO - you have multiple networks but only one network's Library Online PCs are having problems. It is likely a network problem related to that network. Call your support folks (Helpdesk for LINK network. Dan for most non-LINK networks.)
  - c. If you only have one network and multiple Library Online PCs from that network are having trouble..
    - i. Weekdays: Refer to Library Online support procedures.  
<http://www.scls.info/technology/telus/emersupp.html>
    - ii. Weeknights, weekends, or holidays: Check with another library that has multiple networks (ex. Madison PL) – and refer to section 2b to determine if the problem is network-specific or system-wide.

If you are uncertain about whether it is a Library Online problem or a problem related to your library's network, please start by contacting

Kerri <http://www.scls.info/about/contact/kh.html>

or

Dan <http://www.scls.info/about/contact/dj.html>