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ISI

ATTAIN Technical Support Center

www.isinj.com

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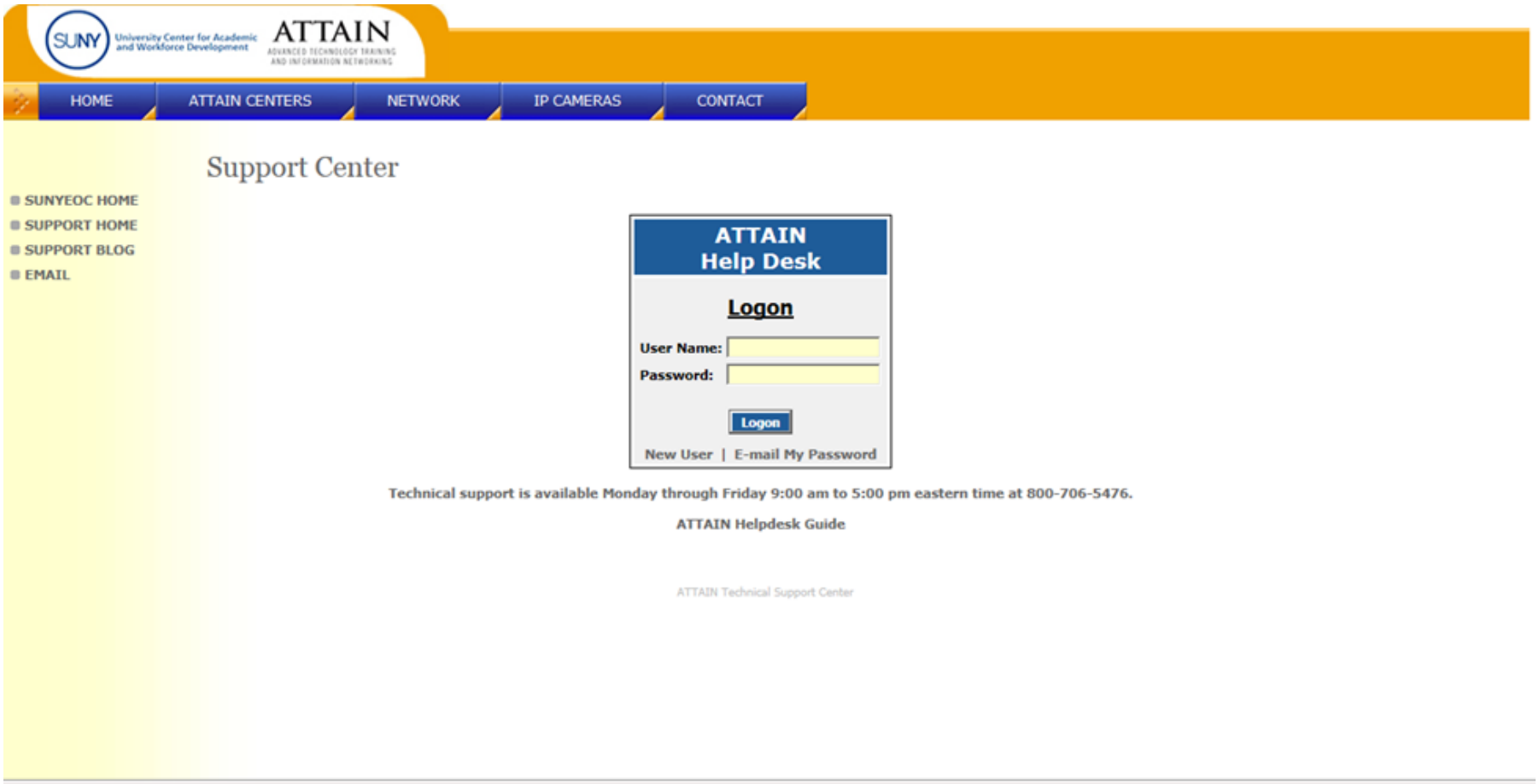

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- SUNYEOC HOME
- SUPPORT HOME
- SUPPORT BLOG
- EMAIL

SUPPORT BLOG EXAMPLES

- E-mail password recovery
- ALI Steps
- GMetrix current issues
- Location of serial numbers for workstations and monitors
- ELLIS Guides/Manuals
- Headset adjustments for ELLIS

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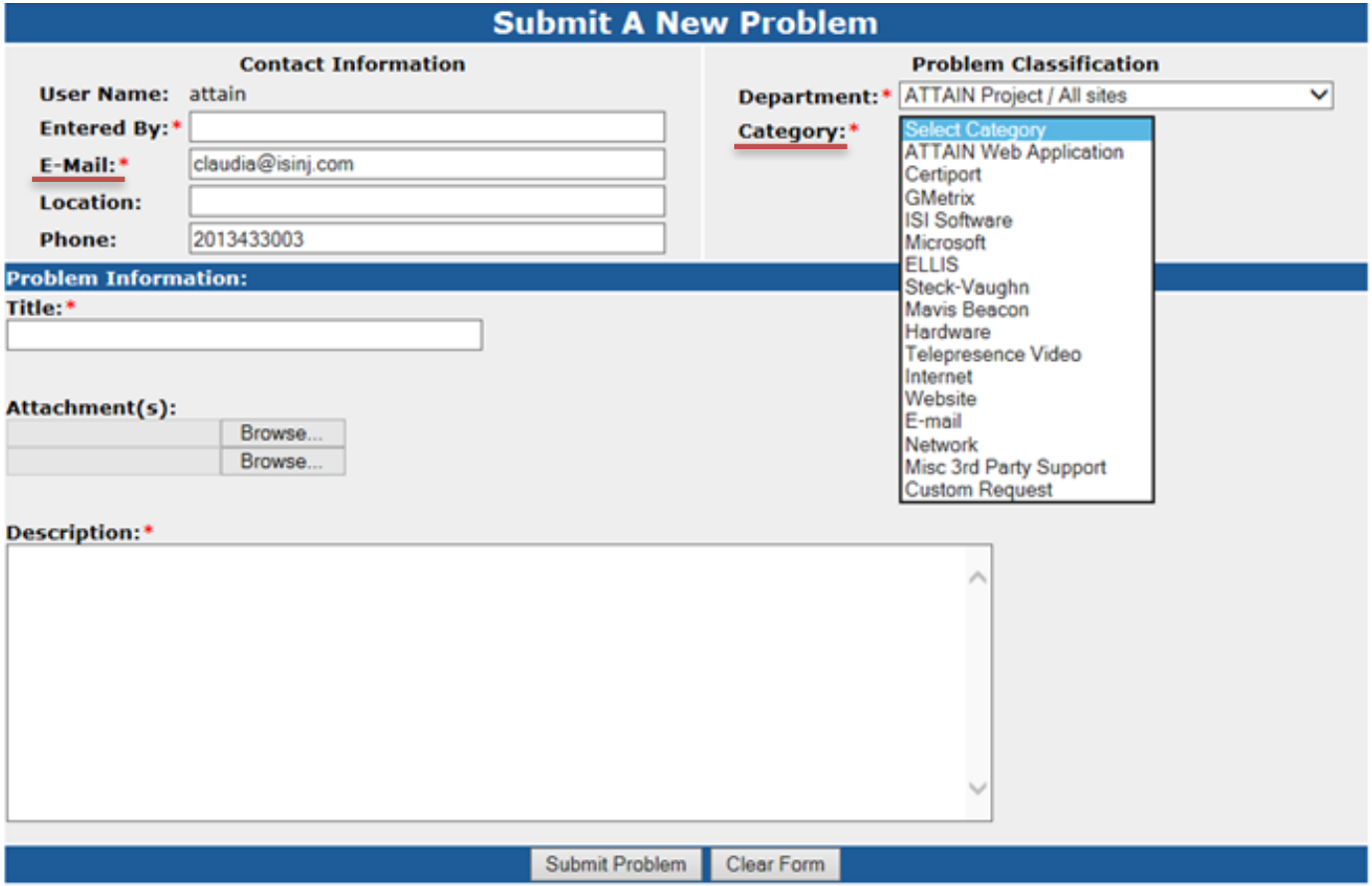

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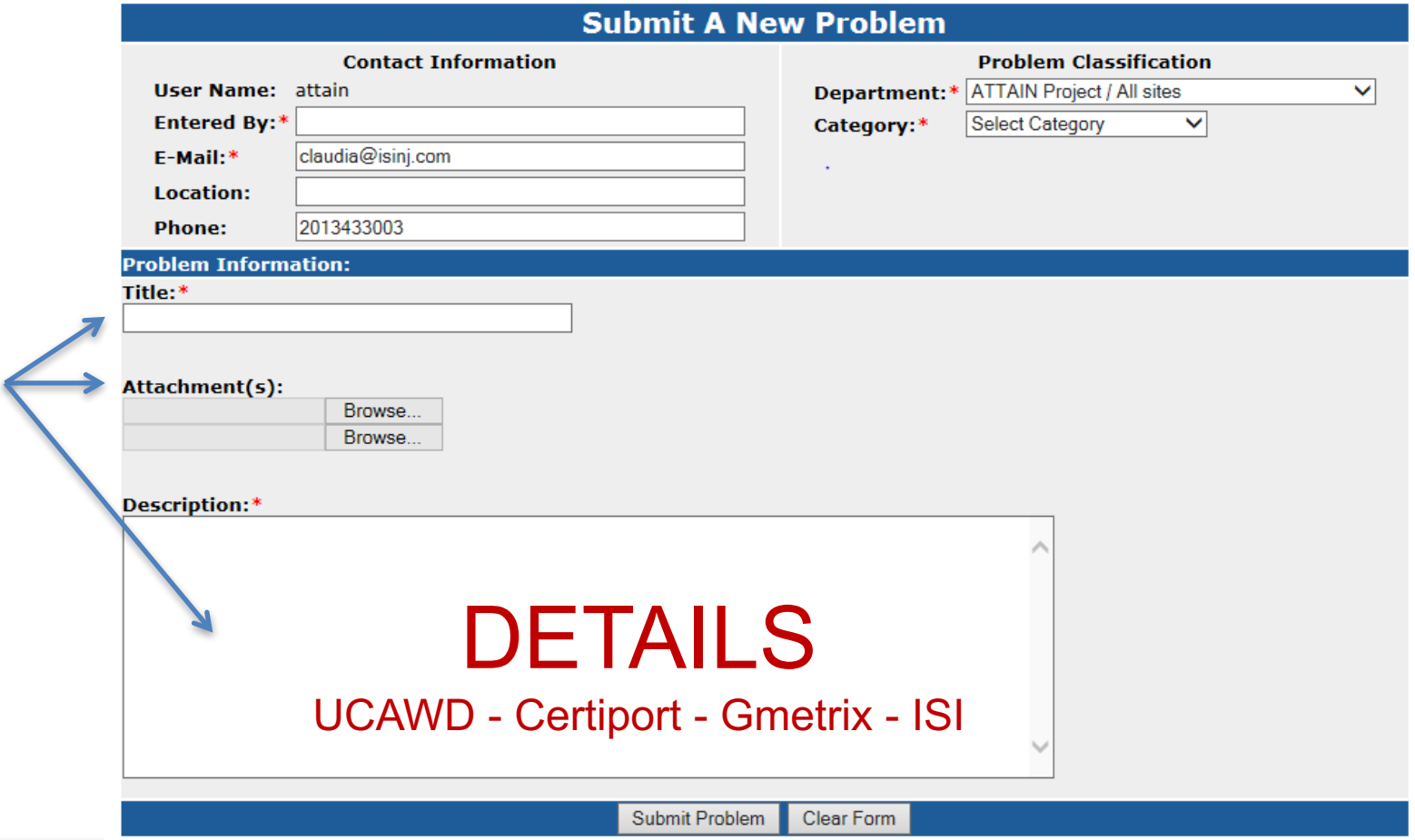

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Problem Information:

Title: *

2 Laptops

Description:

We have 2 laptops that are not working.

Notes:

Describe the problem:

- What troubleshooting steps have you taken before opening up the ticket?
- What do you see on the screen?
- Does the laptop power up?
- Are both stations having the same problem? If not, open up a separate ticket.

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Problem Information:

Title: *

Computer #12

Description:

Computer is not working; check screen.

Notes:

Describe the problem:

- What does “not working” mean?
- What troubleshooting steps have you taken before opening up the ticket?
- What does “check screen” mean?
- What do you see on the screen?
- Is the workstation powering up?

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Problem Information:

Title: *

Internet is Down

Description:

Thanks for bringing the internet up again.

Notes:

If internet is down place a call to ISI.
Not necessary to open a ticket when internet is down

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Problem Information:

Title: *

Computer #4

Description:

Computer won't boot.

Notes:

Describe the problem:

- What troubleshooting steps have you taken before opening up the ticket?
- What do you see? Lights? Error Messages?
- What do your hear? Beeping? Fan? Or nothing?

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Problem Information:

Title: *

Ellis

Description:

Program is not functioning correctly.

Describe the problem:

- What do you mean by “not functioning correctly”?
- Is it happening on a particular station, multiple stations or all stations?
- Which ELLIS product? Basics, Intro, Middle or Senior Mastery?
- Is it happening to all students or a specific student?
- Is the management tool – Instructor Utilities running?
- What do you see? What’s on the screen?

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Problem Information:

Title: *

Printing

Description:

Unable to print at some stations, yet at others.

Describe:

- Which stations have print functions
- Which stations don't have print functions
- What steps have you taken on stations not printing
- If situation allows, have you tried logging off/on

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Problem Information:

Title:*

GMetrix Files Missing

Description:

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The files for GMetrix are missing.

Any help with this matter will be very much appreciated.
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Describe the problem:

- Are you looking in the correct location? (C:/TEMP)
- Which files - Templates files or Project Files?

New GMetrix feature: *Save to cloud*

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Problem Information:

Title:*

Gmetrix and MOS

Description:

Seems like G-Metrix and Microsoft Office is not communicating correctly. Tried doing repairs on MOS, but we are encountering the same problems

Did you run the diagnostics?

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Diagnostic checklist

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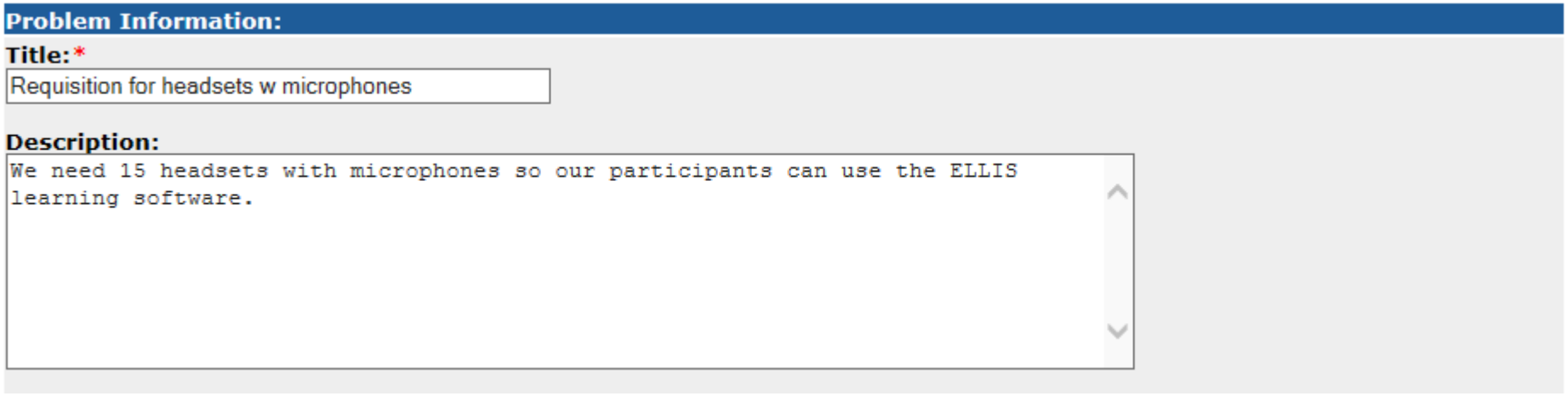

HEADSETS:

- PLEASE don’t wait until you are down by more than 5 headsets to request replacements
- Headset models are standard and include microphones
- Troubleshooting audio and recording issues

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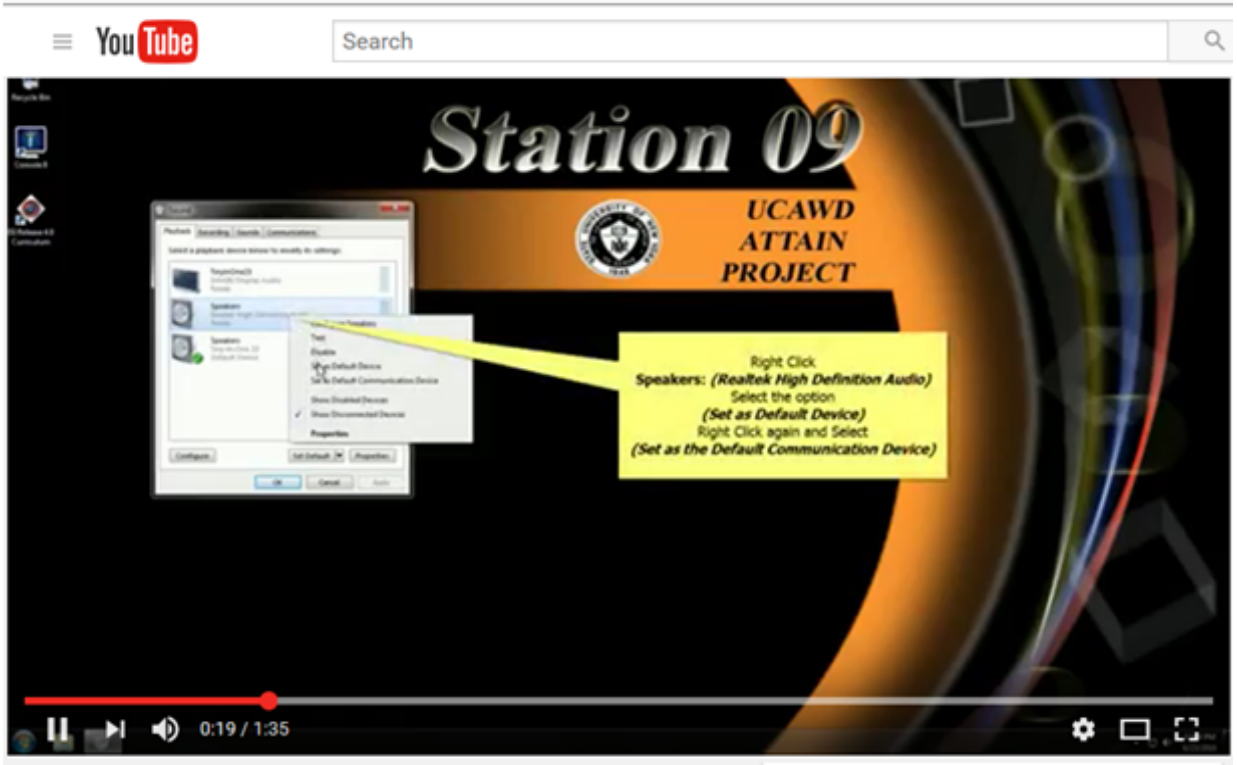

How to disable audio devices on Lenovo Monitor.

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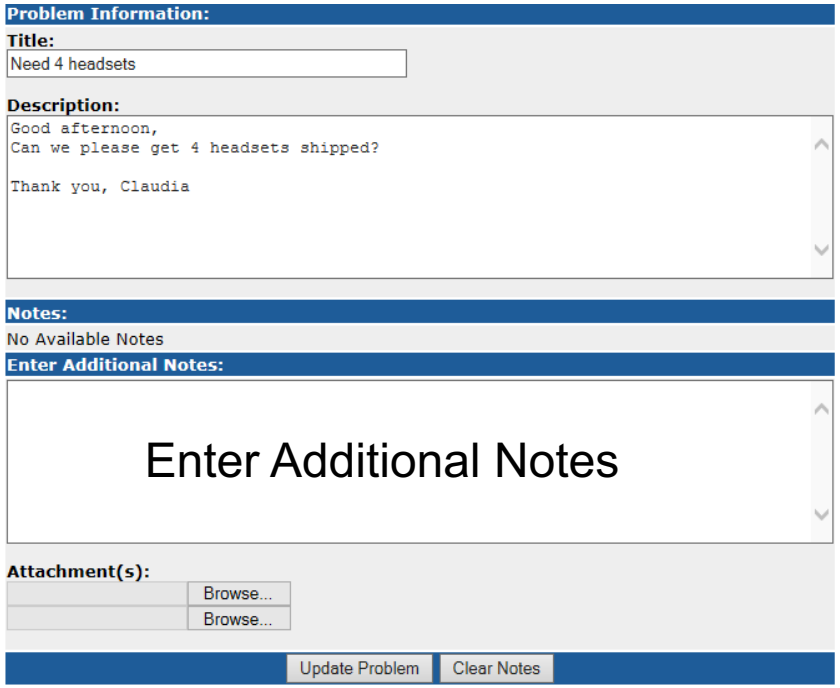
UPDATE TICKET



UPDATE TICKETS…

- If the situation or problem has changed
- If you've resolved the problem yourself
- If you receive a follow up request from ISI or UCAWD
- If you worked with Certiport and Gmetrix.

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DO NOT REBOOT THE SERVER

- Unless you've been directed by an ISI Technician
- *Even if you are sure* that it's the same problem you've encountered before and were directed to reboot the server, *do not reboot the server.*
- Do not log on to the server unless asked to by ISI technicians

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ISI Maintenance Tasks and Reminders

- ISI will be running auto-reboots and software updates on Sundays.
- In order for the updates to run properly, LTCs MUST LOG OUT of GLOBAL at the end of each week.
- Please don’t give participants access to administrative accounts for any reason.
- If you are sharing or using a participant station, please don’t leave the administrative account running when you are not in the lab.

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Questions?
Thank you!
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