

Lawyers Office Management System



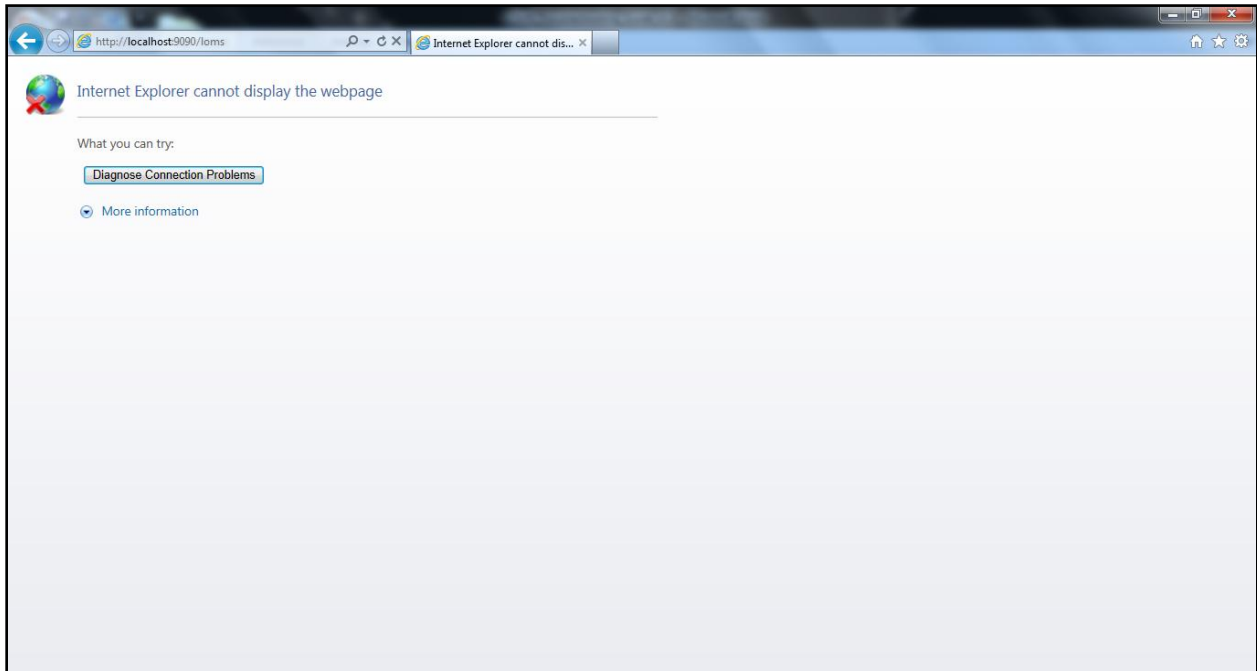
Trouble Shooting Guide V1.0

Login Page Not Found

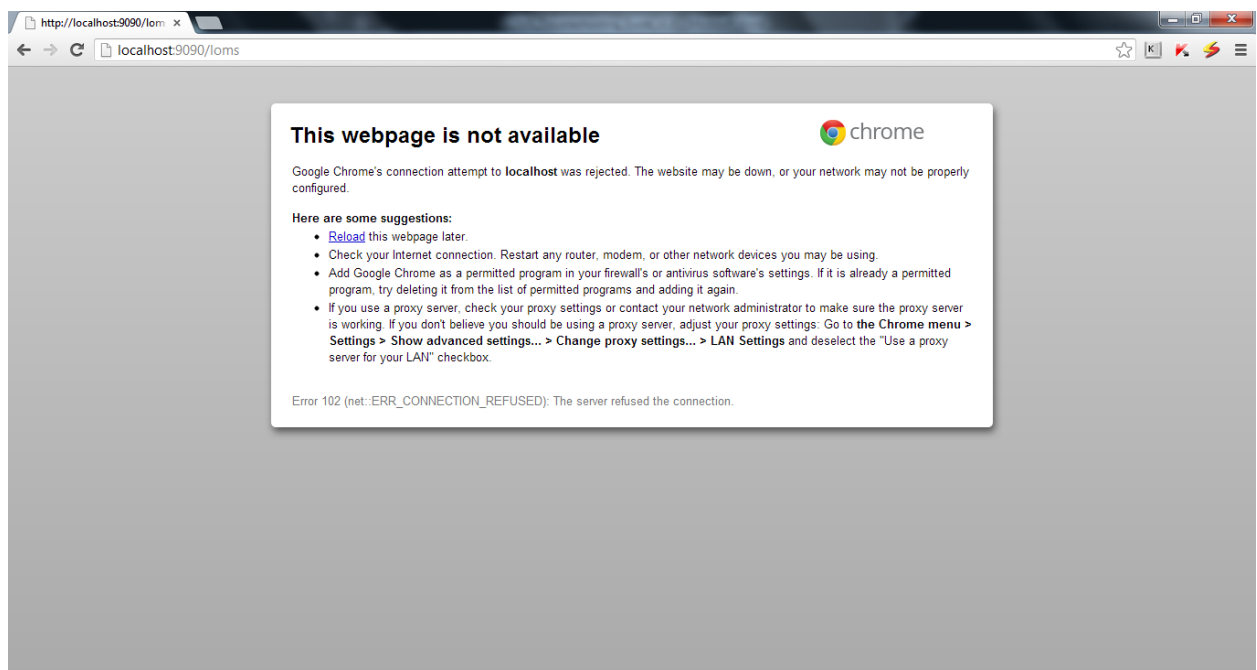
ISSUE:

When the user enters the URL <http://localhost:9090/loms> in a web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.) the web page may be displayed as shown below,

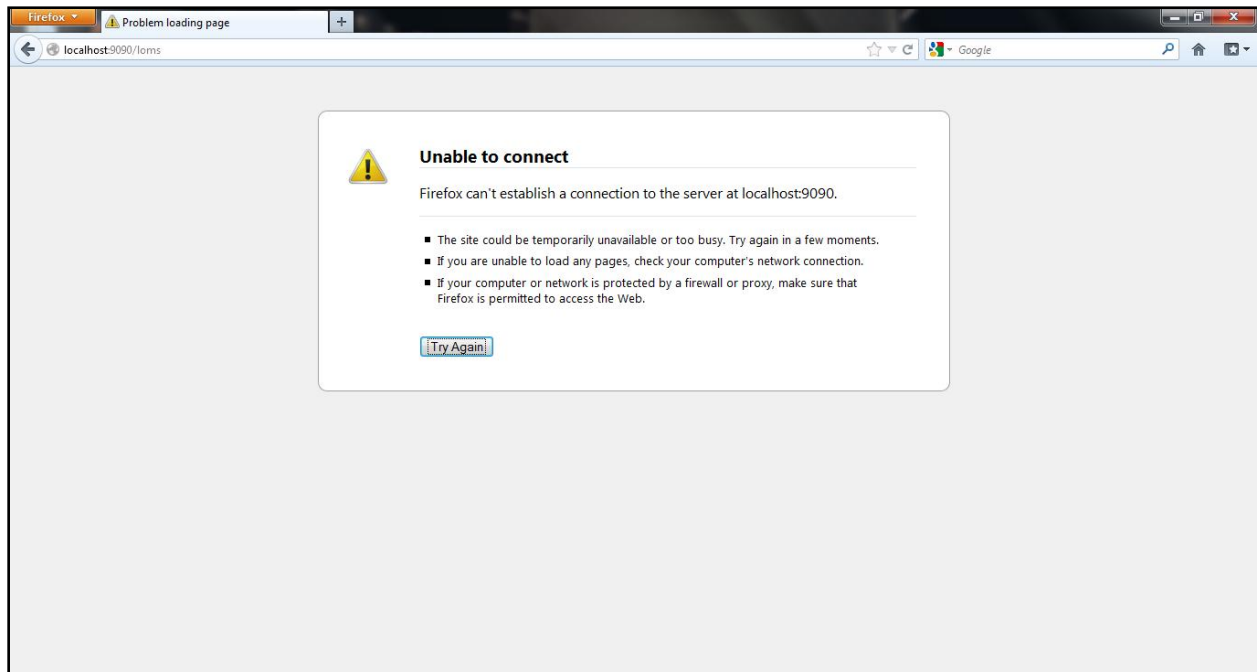
- Internet Explorer



- Google Chrome

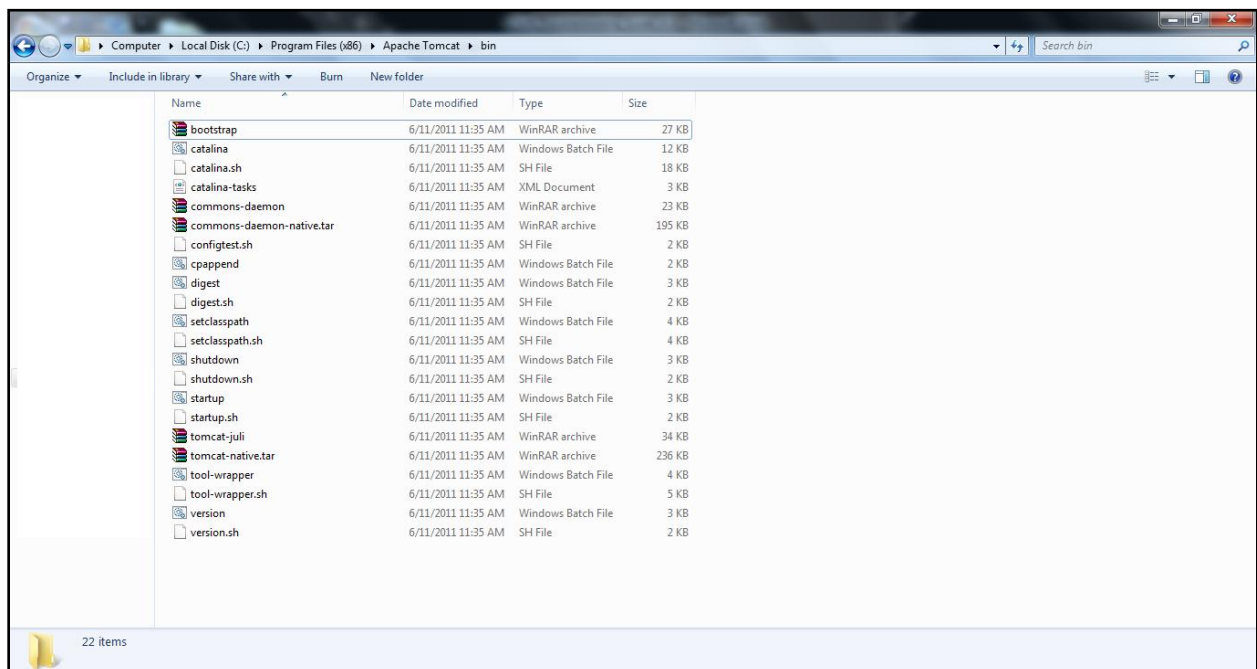


- Mozilla Firefox

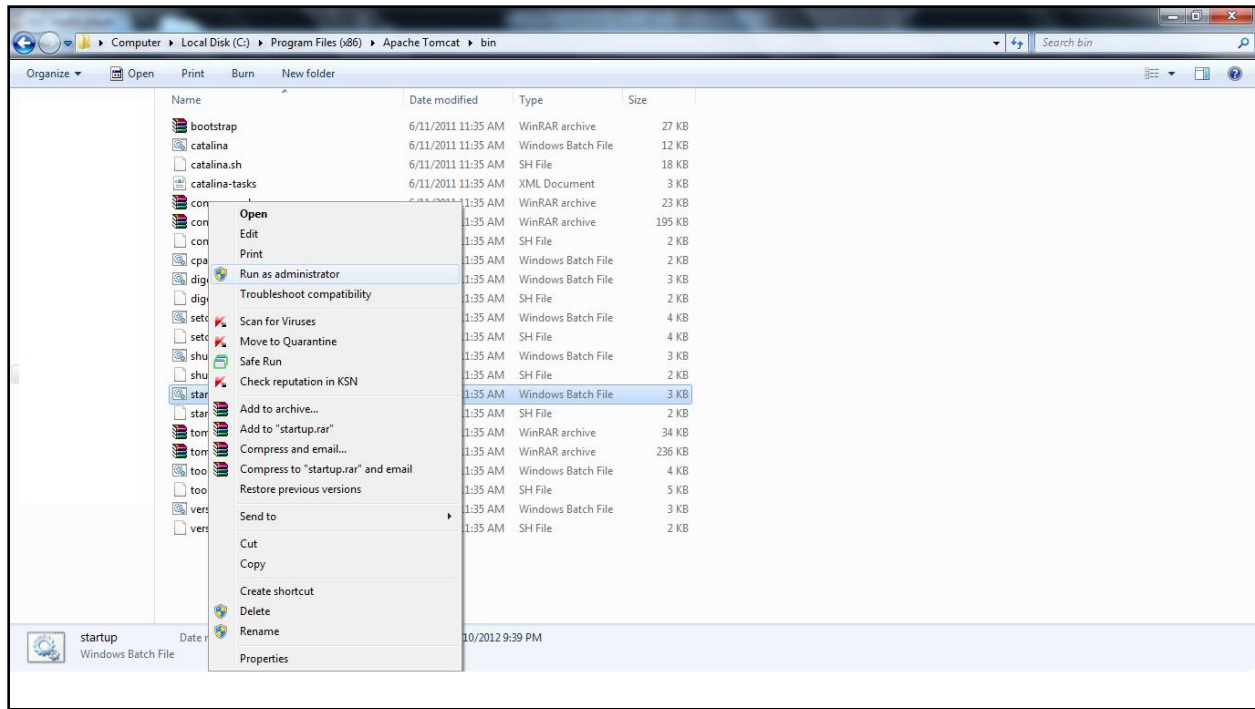


ACTION:

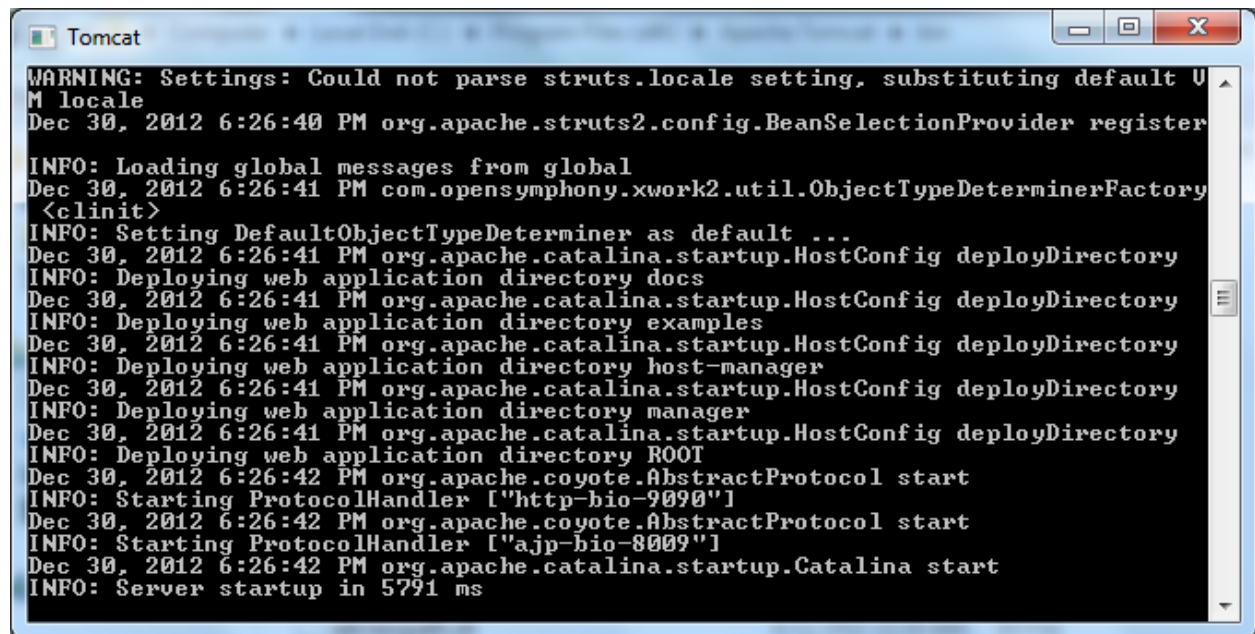
Navigate to the link ***"C:\Program Files (x86)\Apache Tomcat\bin"*** [If the Apache Tomcat folder is not found under "Program Files (x86)" then navigate to ***"C:\Program Files\Apache Tomcat\bin"***] as shown below,



Right Click on the file name ***"startup.bat"*** (File Type – Windows Batch File) and click on ***"Run as administrator"*** option as shown below,



The application will load the black screen window as shown below,



When you get the message ***“INFO: Server Startup in xxxx ms”*** the Tomcat apache server is up and running. Now you can enter the URL <http://localhost:9090/loms> in the web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.) and the application will load successfully.

NOTE:

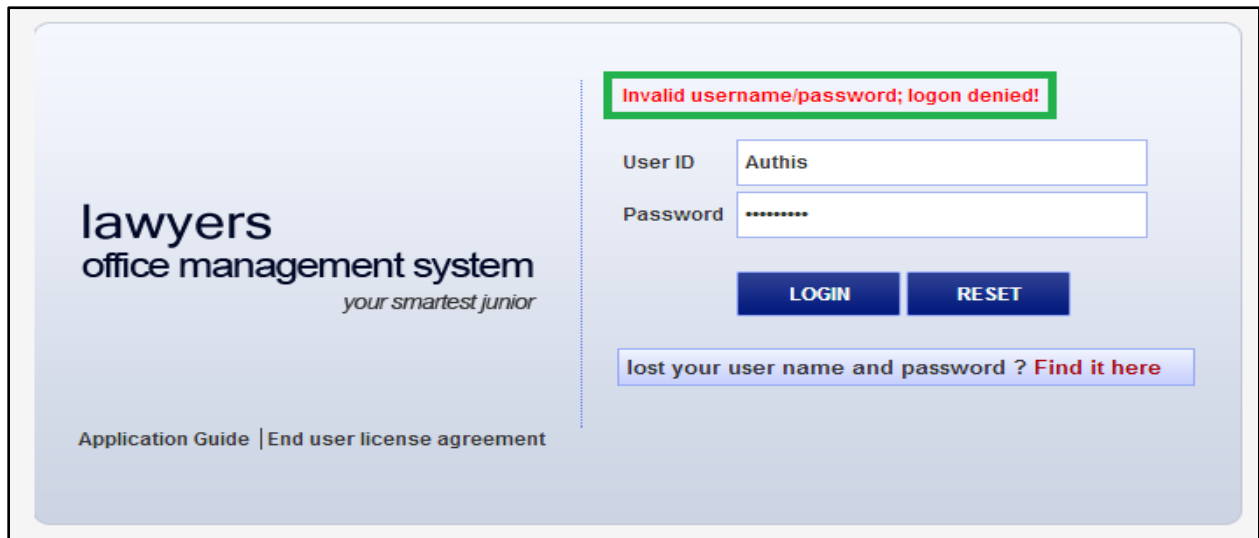
If the application still does not startup and the issue persists please try the below options,

- 1) Right Click the file name “**startup.bat**” (File Type – Windows Batch File) and click on “**Run**” option
- 2) Under the folder “**C:\Program Files (x86)\Apache Tomcat\bin**” and Right Click on the file name “**shutdown.bat**” (File Type – Windows Batch File) and click on “**Run as administrator**”. After the server is Shutdown again repeat the above process to startup the server
- 3) Try restarting the computer and repeat the above process
- 4) If none of the above solutions mentioned works, kindly send an email to loms.support@sunraysts.com

Invalid Username or Password

ISSUE:

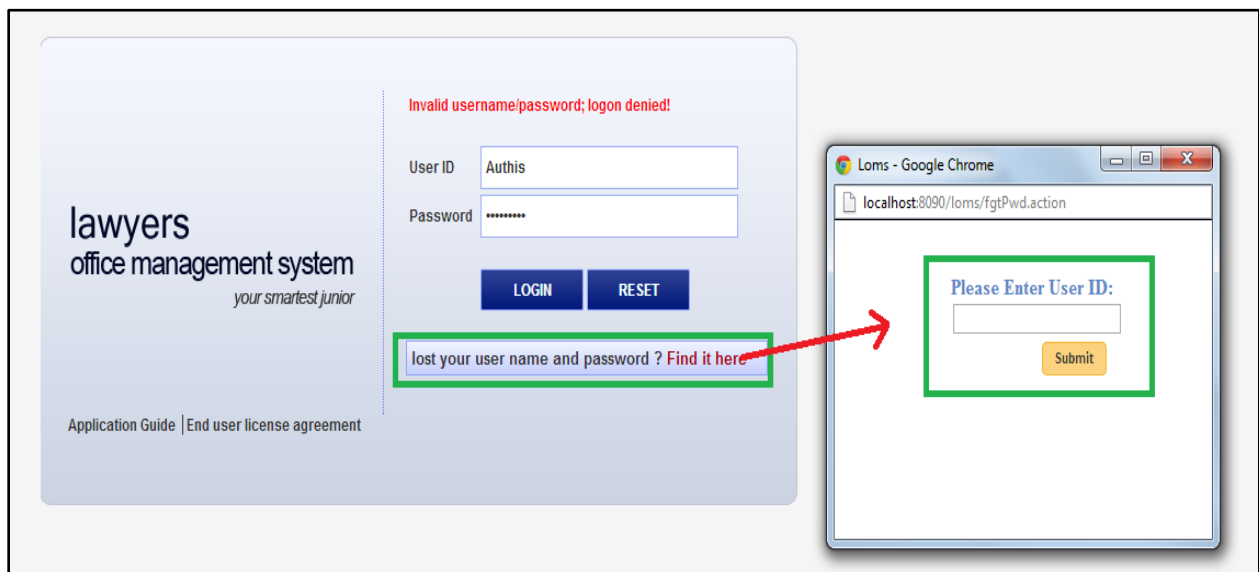
When the user tries to login to the application with his credentials and if the application displays the error message ***“Invalid Username / Password; Logon denied”*** as below,



The screenshot shows the login interface of the 'lawyers office management system'. On the left is the logo and tagline 'your smartest junior'. Below it are links for 'Application Guide' and 'End user license agreement'. On the right, there is a login form with fields for 'User ID' (containing 'Authis') and 'Password' (masked with dots). Below the fields are 'LOGIN' and 'RESET' buttons. A red error message 'Invalid username/password; logon denied!' is displayed at the top of the form area. At the bottom of the form area, there is a link: 'lost your user name and password ? Find it here'.

ACTION:

Try entering a valid username / password combination again. In case if you have forgotten the password, you can reset the same by clicking on the link ***“Lost your username and password? Find it here”***



This screenshot illustrates the action taken after the login error. A red arrow points from the 'Find it here' link in the previous screenshot to a new browser window. The browser window, titled 'Loms - Google Chrome', shows the URL 'localhost:8090/loms/fgtPwd.action'. The new page has a green border and contains the text 'Please Enter User ID:' followed by a text input field and a yellow 'Submit' button.

- Once you enter the “**User ID**” the application will prompt for the “**Security Answers**” for the Security Questions you would have set when creating the user.
- Enter the correct answers, new password and click on RESET button. The application will RESET the password. Now you can try logging into the application with the new password

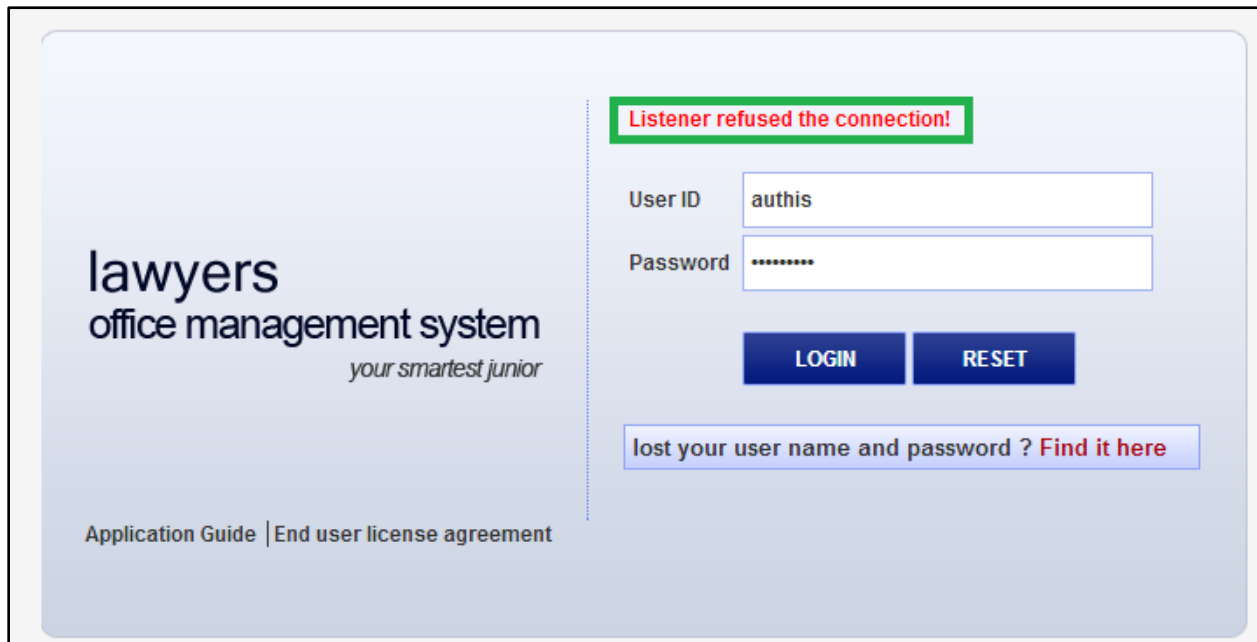
NOTE:

If the above solution does not fix the issue kindly send an email to loms.support@sunraysts.com

TNS Listener Not Found

ISSUE:

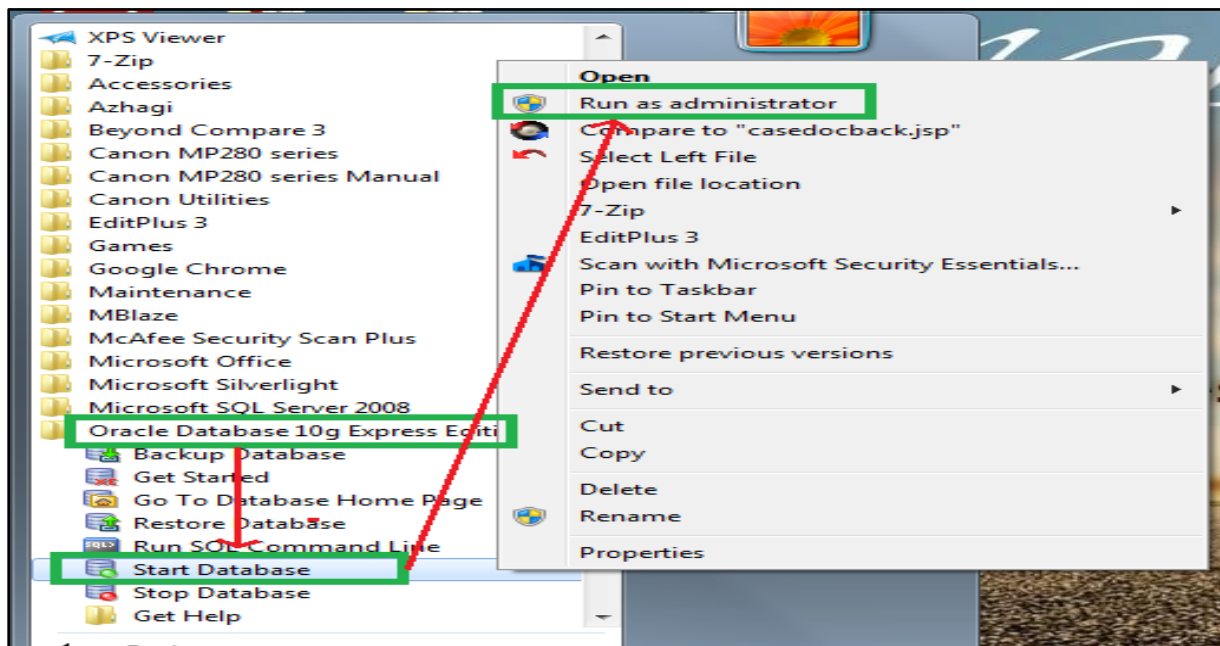
When a user tries logging into the application by entering a valid username – password, the application may throw an error message “***Listener refused the connection***”



ACTION:

Navigate to ***Start → All Programs → Oracle Database 10g Express Edition***

Right click the “***Start Database***” option and click on “***Run as administrator***”



NOTE:

If the database still does not startup and the issue persists please try the below options,

- 1) Navigate to the path **Start → All Programs → Oracle Database 10g Express Edition**. Right click the **“Start Database”** option and click on **“Run”**
- 2) Navigate to the path **Start → All Programs → Oracle Database 10g Express Edition**. Right click the **“Stop Database”** option and click on **“Run as Administrator”** (If this does not work, Navigate to the path **Start → All Programs → Oracle Database 10g Express Edition**. Right click the **“Stop Database”** option and click on **“Run”**)
- 3) Try restarting the computer and repeat the above process
- 4) If none of the above mentioned solutions work, kindly send an email to loms.support@sunraysts.com

Email Failure

ISSUE:

When a user tries to add Client / Case / Case Hearing/ Send Email / Raise a Service Request, the application may throw an error message “**Note: Email has not been sent to the Client due to Internet Problem**” as shown below

The screenshot shows the 'Add Client Information' form. At the top, a green banner displays a success message: 'Client Info has been added Successfully Client ID is CL100080'. To the right of this message, a red-bordered box contains the error note: 'Note: Email has not been sent to the Client due to Internet Problem'. A link 'Click here to Add Case' is also present. Below the banner, the form contains various input fields for client information, including First Name, Last Name, Telephone No, Mobile No, Email ID, Gender, Permanent Address, Temporary Address, Organization Name, Organization Address, Organization Telephone No, Organization Mobile No, PAN Number, and TIN Number. A red asterisk indicates marked fields.

ACTION:

- 1) Kindly check your internet connection.
- 2) Email Settings might not have been activated in the LOMS application. Kindly go to the link “**Edit Product Settings**” and select Configure Email service and select Email service as **YES**.

The screenshot shows the 'Edit Product Settings' form. At the top, a navigation bar contains links: [Manage Case], [Edit Product Settings], [Service Request], [Search Judgments], [Change Password], and [Logout]. The 'Edit Product Settings' link is highlighted with a red box and a red arrow. Below the navigation bar, the form contains input fields for Email ID, Email Password, and Confirm Email Password. The Email ID field is pre-filled with 'authis.its@gmail.com'. Below these fields, there is a section for 'Email Service' with radio buttons for 'Yes' and 'No'. The 'Yes' radio button is selected and highlighted with a red box. Below this section, a yellow banner contains a message: 'This email id and password will be used for both EMAIL and SMS services. If you have not registered for SMS services with Mvayoo please disable SMS option.' At the bottom of the form, there are two buttons: 'Update' and 'Reset'.

NOTE:

- a) Only GMAIL Email IDs allowed. This email id will be the sender id and it would be the application master user's (LAWYER) responsibility to enter a valid email id as the application will not be able to validate the same
- b) If none of the above mentioned solutions works, kindly send an email to loms.support@sunraysts.com

Judgment data not Search/Download

ISSUE:

When a user tries to Search / download Judgment data the application might throw an error message showing ***“No Internet Connection. Please check the internet settings.”*** as shown below,

The screenshot displays the 'Search Judgments' interface. At the top, there's a title 'Search Judgments' and a note '* Marked fields are Mandatory'. Below this, a 'Court Type' dropdown is set to 'Supreme Court Of India'. The form includes several input fields: 'Judgment Date', 'Judgment Month' (set to 'March'), 'Judgment year' (set to '1950'), 'Judgment Title', 'Judgment Bench', 'Judgment Citation', 'Judgment Citation Info', 'From Date', and 'To Date'. A 'Search' button is located below the form. Below the search area, there's a 'Search Result' section with a table header containing columns: 'Judgment Date', 'Judgment Court', 'Judgment Title', 'Judgment Bench', 'Judgment Citation', 'Judgment CitorInfo', and 'Judgment Act'. A red error message box is overlaid on the table, stating 'Internet Connection might be gone. Please check.'

ACTION:

Internet connection might not be enabled or the internet settings might have changed. Please check if the internet is working or not.

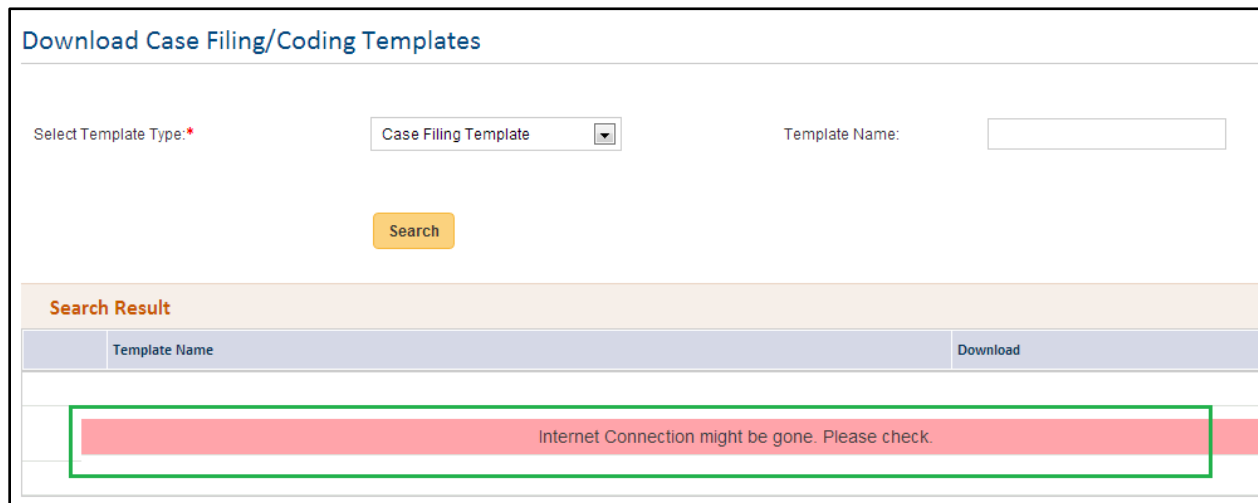
NOTE:

If the issue still persists, kindly send an email to loms.support@sunraysts.com

Unable to Search or Download Template data

ISSUE:

When a user tries to Search or Download Template data the application may throw an error message “***No Internet Connection. Please check the internet settings***” as shown below,



The screenshot displays a web application interface titled "Download Case Filing/Coding Templates". It features a form with a dropdown menu for "Select Template Type:" (set to "Case Filing Template"), a "Template Name:" input field, and a yellow "Search" button. Below the form is a section labeled "Search Result" containing a table with headers "Template Name" and "Download". A red error message box, outlined in green, is positioned at the bottom of the table, stating: "Internet Connection might be gone. Please check."

ACTION:

Internet connection might not be enabled or the internet settings might have changed. Please check if the internet is working or not.

NOTE:

If the issue still persists, kindly send an email to loms.support@sunraysts.com

Other Issues

In case you face any issues with the LOMS application apart from the scenarios mentioned above kindly send an email to loms.support@sunraysts.com.

Thank You!!!