Lawyers Office Management System
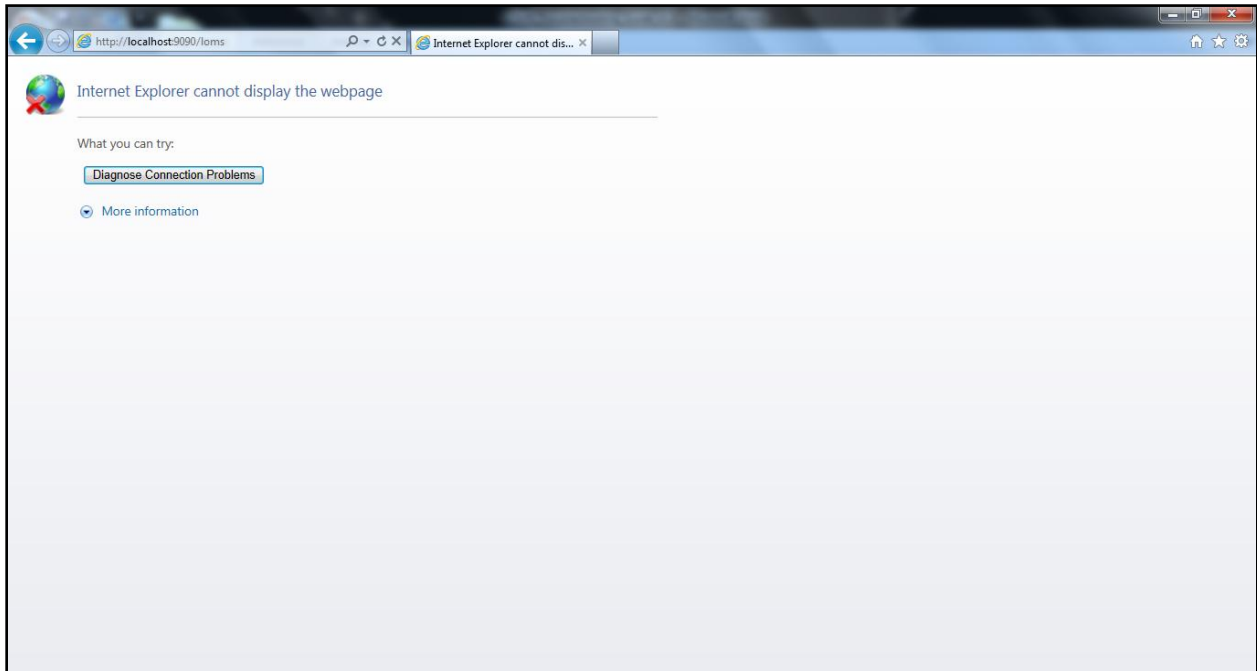

Trouble Shooting Guide V1.0

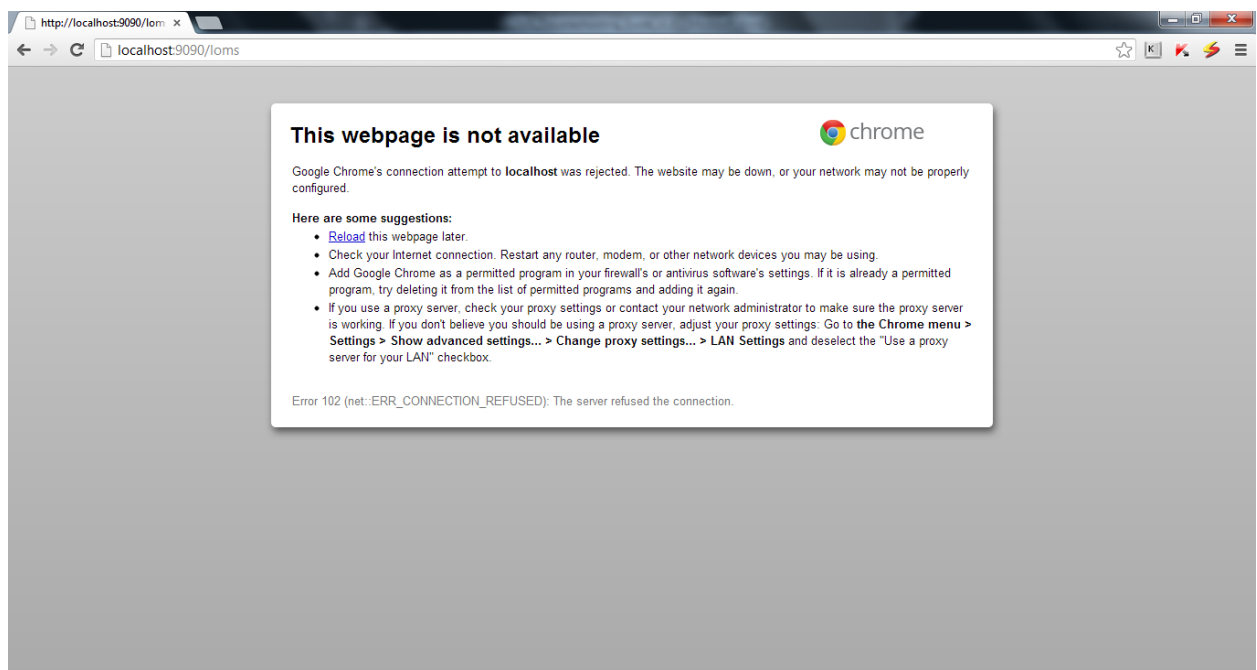## Login Page Not Found

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,
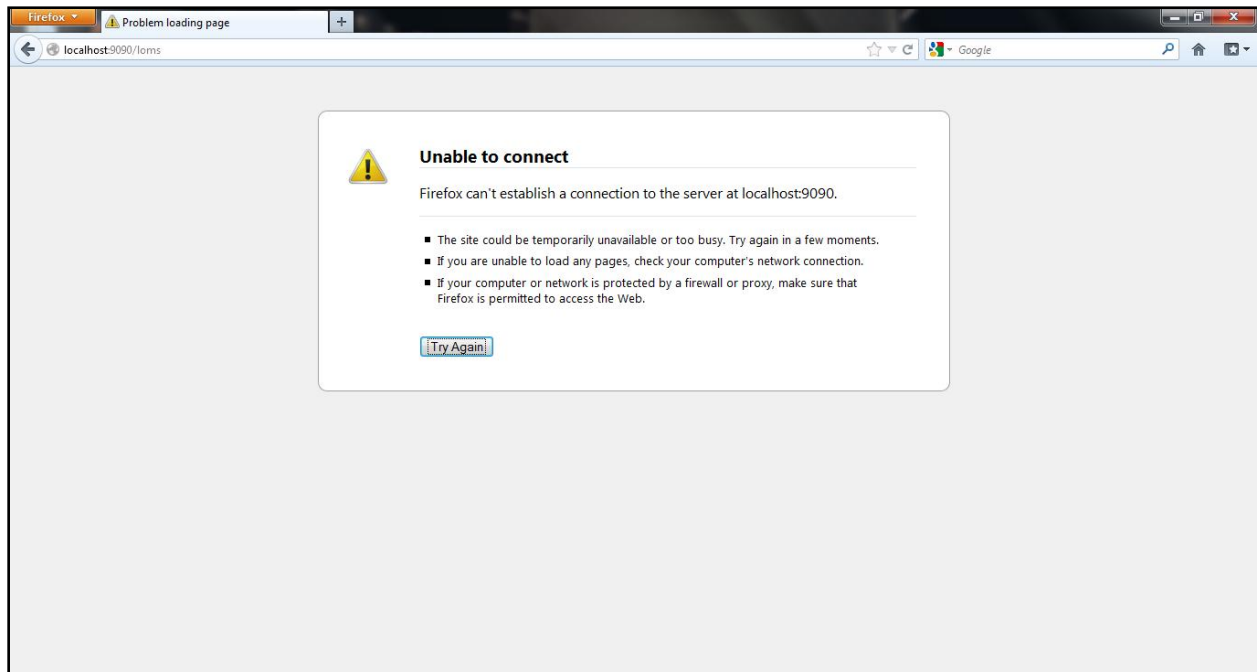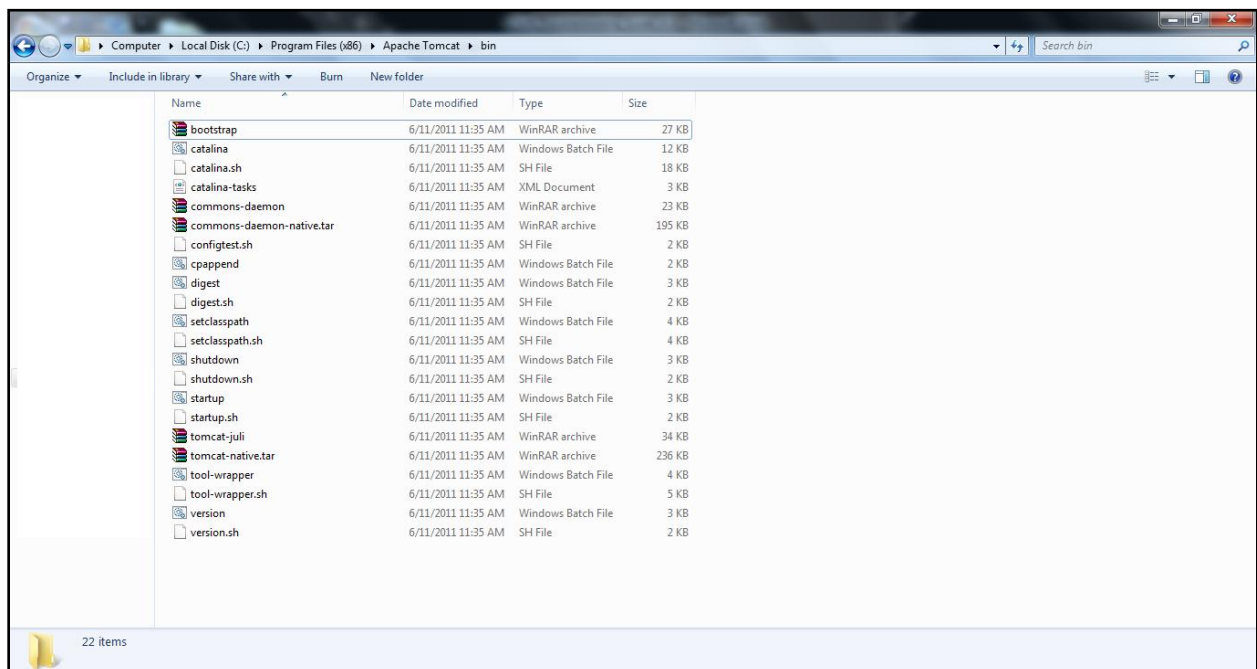
- Internet Explorer
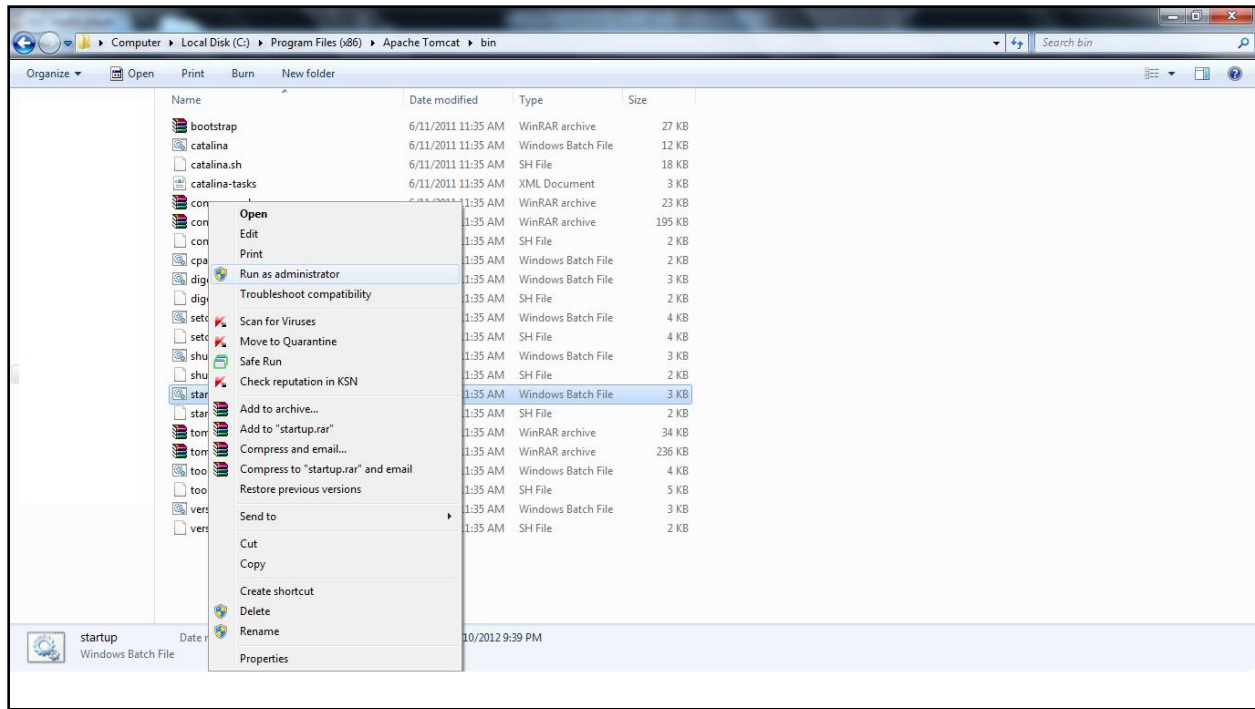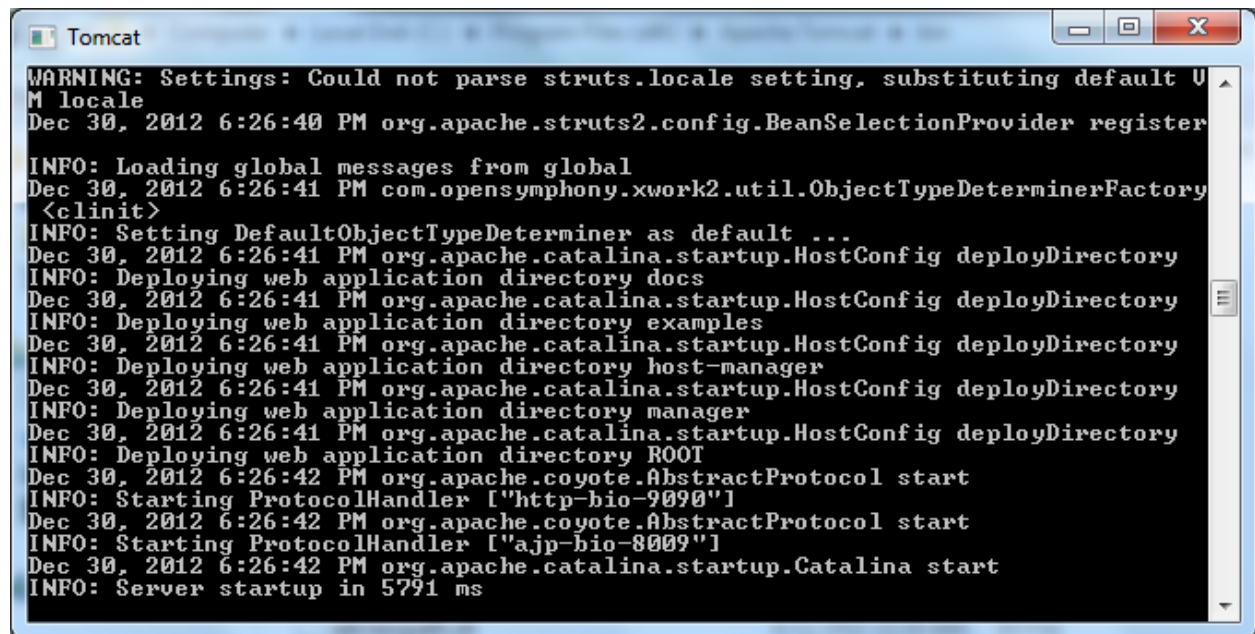

- Google Chrome

- 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.
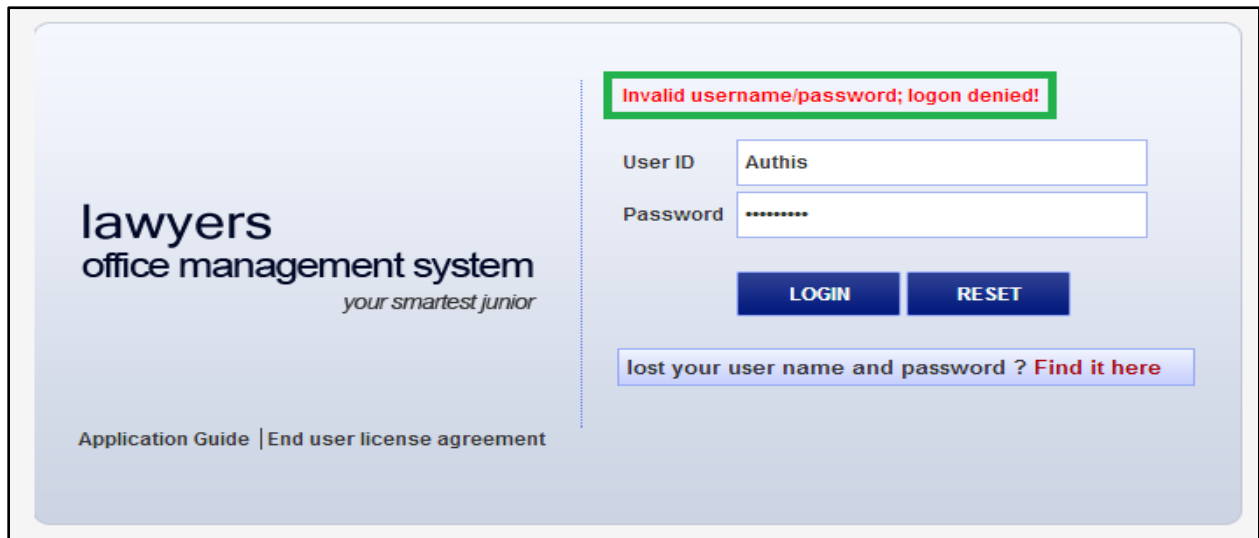
NOTE:

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
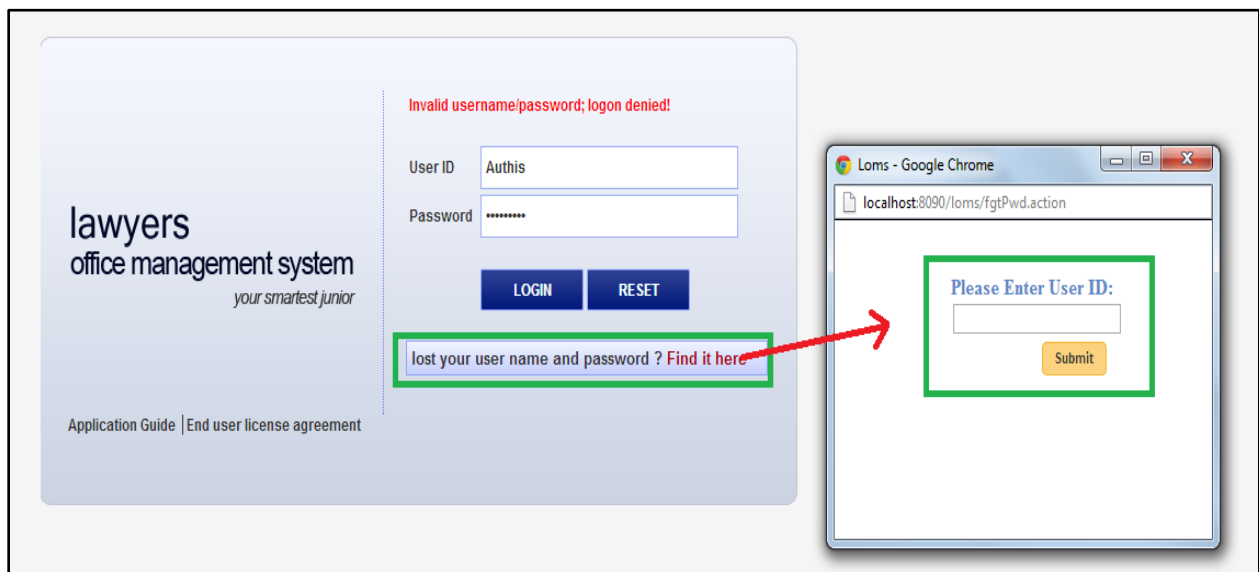
Invalid Username or Password

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,

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*"

➢ 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
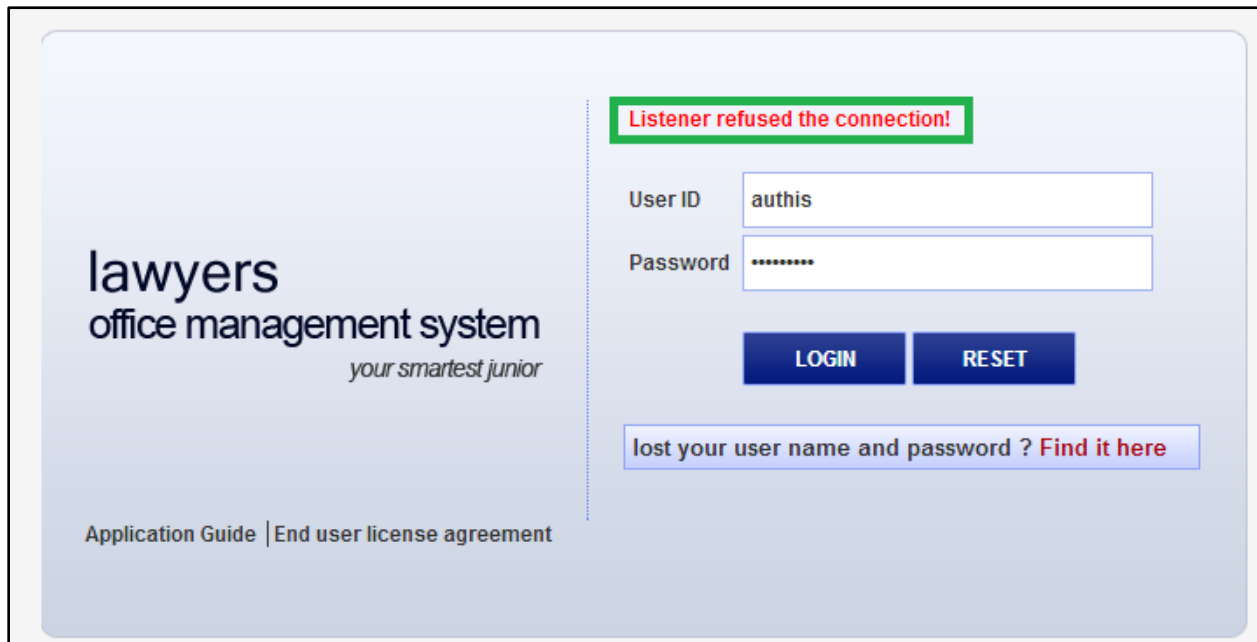
NOTE:

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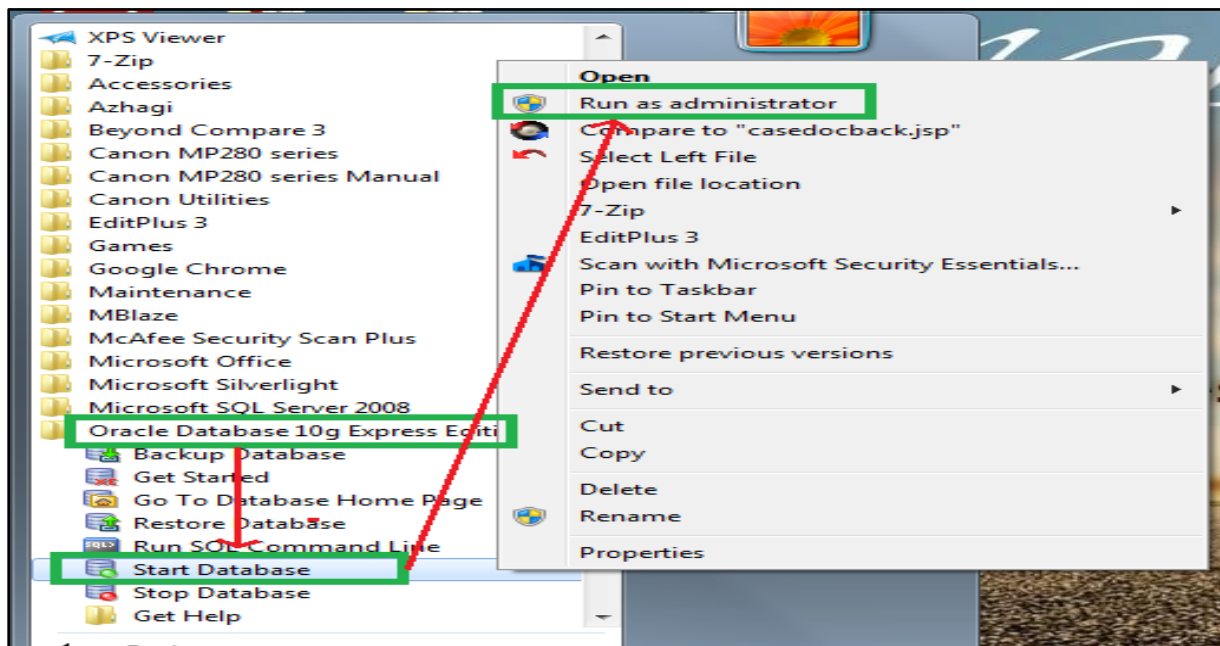
TNS Listener Not Found

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***"

<u>NOTE:</u>

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 works 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 works, 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

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.**

<u>NOTE:</u>

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,

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,

ACTION:

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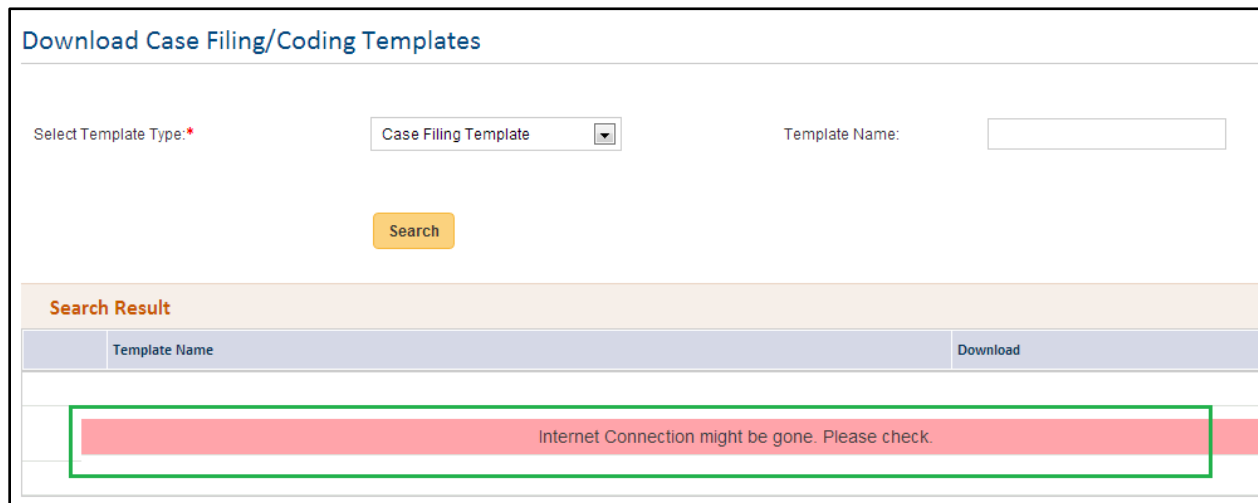
NOTE:

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

<u>Other Issues</u>

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!!!