# Screen captures

### Troubleshooting note

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|  | **Trouble?** |
| If certain items are missing from the menus, your installation might be set to hide them. To change this, click **Tools > Preferences > Full Menus**. |

### Step troubleshooting

3. Select one of the following configuration settings:

* Stand-alone system
* Networked system

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|  | **Trouble?** |
| If an error message is displayed, the system configuration setting might be wrong. Click **Back**, and then select the other configuration setting. |

### Task troubleshooting

**Result**

The new content now is displayed on the web site.

**Trouble?**

If the new content is not displayed on the web site, the web server might have a stale cache. To fix this, follow the steps in Restarting the web server.

### Simple topic

**System will not turn on**

Everything looks right, but the system still does not start.

**Condition**

The system is plugged in, the power switch is on, but the system does not start.

**Cause**

The problem usually is caused due to power being not supplied through the electrical outlet. Often, a circuit breaker has been tripped.

**Remedy**

1. Turn the system power switch to **Off**.
2. Reset the circuit breaker.
3. Turn the system power switch to **On**.

**Cannot log into the system**

You cannot log into the system. Multiple solutions exist for the problem, which you should try in sequence.

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| **No user account exists**  You must have a user account to access the system. |
| **Remedy**   1. Have your customer account number available. 2. Go to <https://example.com/newaccount> to set up a new account. |
| **Forgotten user ID or password**  You have forgotten your user ID or password.  **Remedy**  Go to <https://example.com/reset> to retrieve your user ID or reset your password.  **Contact support**  There is an unidentified cause for this solution.  **Remedy**   1. Have your customer account number available. 2. Contact customer supper at 1-800-123-4567. |

**EJOL: Excessive jitter on line**

The system experienced an “excessive jitter on line” alarm. Although the category is minor, the alarm should be cleared within 24 hours.

**Determine the cause**

The EJOL alarm occurs due to the following issues:

* Trouble on the far-end system
* Excessive line noise
* Faulty LN243 circuit pack

The following flow chart that shows the process for diagnosing the cause:

1. Query the state of the far-end system.  
   If the far-end system is not healthy, go to Far-end not healthy.
2. To retrieve the line-fault count, click **Operations > Performance > Line**.
3. To retrieve the line-fault-max value, click **Administration > Transmission > Settings**.
4. Compare the line-fault count to the line-fault-max value:

* If the line-fault count is greater than or equal to the line-fault-max value, go to Excessive line noise.
* If the line-fault count is less than the line-fault-max value, go to Faulty LN243 circuit pack.