Troubleshooting Guide

Autodiscipline

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# Introduction

## About This Guide

This Troubleshooting Guide is intended for people who are responsible for maintaining, administering, or supporting the usage of Autodiscipline.

Chapters 2 and 3 of this guide provide general information about troubleshooting common issues that may be encountered during the program usage and how to diagnose these issues:

* Troubleshooting Overview (chapter 2)
* Finding Error and Status Information (chapter 3)

Generally, the chapters are organised using general problem topics. Each general problem topic is further divided into specific related issues.

## Product Documentation

The Autodiscipline software is shipped with a comprehensive set of electronic documentation, including an installation guide and a user manual in the package accompanying the software product, and more user help materials provided for in-program assistance.

The documentation set that externally accompanies the software product can be accessed by unzipping the software package, which comes in the form of a zip file. The in-program user documentation can be accessed after the installation of Autodiscipline, and is easily accessible through the navigation menu.

**Note**

To view and print the documentation files, you need the Adobe Acrobat Reader.. This is a free utility which can be downloaded from the internet at <https://get.adobe.com/uk/reader/>.

# Troubleshooting Overview

The main components that are described in this chapter include the following:

* Symptoms, Problems, and Solutions
* General Problem-Solving Model
* Preparing for Issues

## Symptoms, Problems, and Solutions

There are specific symptoms that characterize different problems that may be encountered with the Autodiscipline system, which can be traced to one or more issues, and be resolved by using specific troubleshooting methods that will be explored in the next chapter.

This chapter of the troubleshooting guide describes how to define symptoms and identify problems that require the implementation of troubleshooting methods and solutions in general environments.

## General Problem-Solving Model

The general problem-solving process is composed of the following list of actions:

* Clearly identify and define the issue problem with respect to a set of symptoms and potential causes.

Identify the general symptoms then outline what types of causes could have resulted in these symptoms.

* Create an action plan with the most likely problem (cause) in which only one variable is manipulated.
* Follow the existing solutions described in chapter 3 if the specific problem matches with the common issues outlined in this document.
* Repeat the previous step for each potential cause and examine whether the symptom disappears.
* Submit a report to or contact MonAppli technical support on the issue encountered if the problem is not resolved after following the solutions recommended in this document.

## Preparing for Issues

During the troubleshooting process, the software environment is expected to exhibit abnormal or unexpected behaviour. Therefore, document any changes being made to ensure that it is easy to back out if troubleshooting has failed. This will minimise any personal or business impact.

# Finding Error and Status Information

Effective troubleshooting relies on the availability of useful and detailed information. This section of the guide provides various sources of information that may be helpful in the troubleshooting process, covering the following topics:

* Basic Troubleshooting Steps
* Windows System Errors

## Basic Troubleshooting Steps

This section refers to the basic troubleshooting steps that should solve most problems that you may encounter whilst using Autodiscipline. Try all the steps below before contacting Autodiscipline support.

**Autodiscipline is slow or lags**

Try the tips and techniques outlined below if Autodiscipline is running slower than expected on your device:

* Turn off battery-saver mode
* Ensure that you have sufficient RAM
* Close unnecessary programs that are running in the background
* Ensure that your operating system is maintained and up-to-date
* Check that your PC is not infected with virus

**Troubleshoot user permissions**

If none of the steps above solve your problem, your problem may be related to user permissions.In this case, the following methods can be implemented to resolve the issue:

* Create a local administrator account on your Windows computer

After you create the admin user account, login to the new user and run Autodiscipline to see if the problem has been resolved.

* For non-admin user accounts, start Autodiscipline in safe mode

This ensures that third-party extensions and utilities are turned off to prevent any possible interference with the operation of Autodiscipline, which may help solve your problem.

**Autodiscipline is crashing**

If a crash is encountered after having performed all the steps listed above, be sure to submit all crash reports. If you submit a crash report for a known issue to MonAppli with your email address for further contact, we can email you a solution for correcting the problem.

## Troubleshooting Windows System Errors

Symptoms of a Windows system related error include a blank or flickering dialog box, a frozen cursor or screen, a blue screen, an unexpected restart, or a Windows error message.

Before beginning the troubleshooting process, check that your system meets the minimum requirements for Autodiscipline and back up all personal files.

Please contact MonAppli for further assistance if the following methods do not resolve your problem:

* Update your Windows to improve its performance and compatibility

To obtain Windows service packs and updates, visit <https://support.microsoft.com/en-au/windows/update-windows-3c5ae7fc-9fb6-9af1-1984-b5e0412c556a>. For help with installing service packs and updates, contact Microsoft technical support.

* Reinstall the Autodiscipline application

Refer to the installation guide provided in the software package if needed.