

What to do if [REDACTED] is not working:

- ask which Terminal Server is used to logon to [REDACTED]
- ask for UserID which is used for logging on to Terminal Server and [REDACTED]
- ask if it is a Common Client or NC
- ask if this is valid for all workstations or only on one specific

only on one workstation

Reboot workstation/NC

on all workstations

- ask for error message
- ping respective Terminal Server

if possible

- try to connect to terminal server
and run application
- try to reproduce the problem

not possible

- reboot Terminal
Server

Problem Catalogue (most common problems):

- WinMHS application sends a timeout in logging on :
- WinMHS sends a timeout when creating new Orders: