

Odyssey Troubleshooting Guide

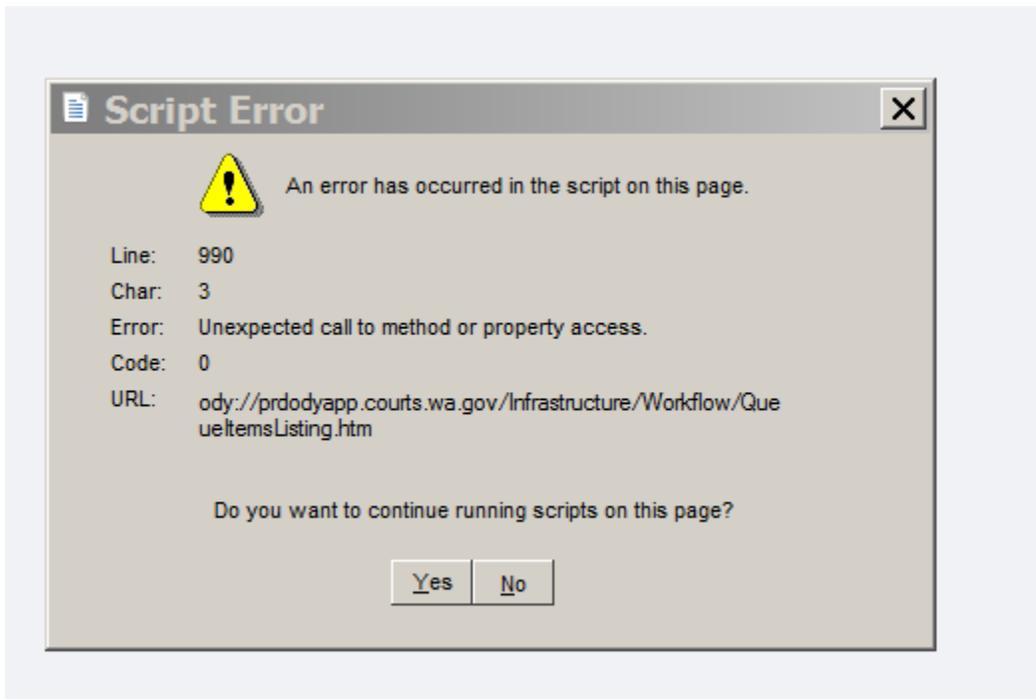
❖ Overview:

The purpose of this guide is to provide a first line of troubleshooting for an end user before they place a ticket with Local IT Support. Also provided is an [Odyssey issue questionnaire](#). This is the list of information that AOC will need to receive for each technical-related issue in order for us to pinpoint the issue and find a resolution.

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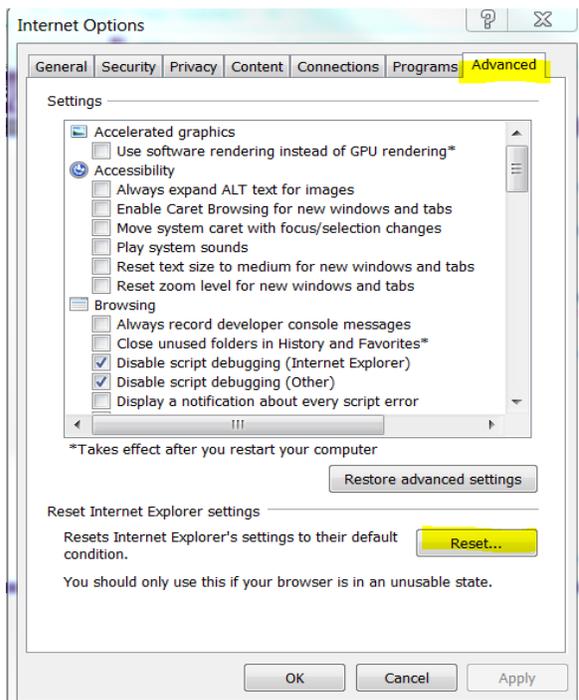
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❖ Script error:



1. When you encounter a script error like the one above, first verify that it's reproducible. Click **Yes** to continue running scripts or if the client seems to hang up, right click the task bar, go into Task Manager and end the Odyssey task.
2. If you killed the Odyssey task launch the client again and try to go back to where you were to see if the script error comes back. Does it come back? Yes-Proceed to Step 3, No- Skip to Step 5.
3. Run the Odyssey Delete Cache.bat file that should have been placed on your desktop when Odyssey was deployed. If not, contact your local IT for the file. Once you run the bat file, log back into Odyssey and navigate back to where you were. Does the script error come back? Yes-Proceed to Step 4, No-Skip to Step 5.

4. Close the Odyssey Client and launch Internet Explorer. Navigate to Tools, Internet Options, Advanced, and click **Reset**. Then click **OK**.

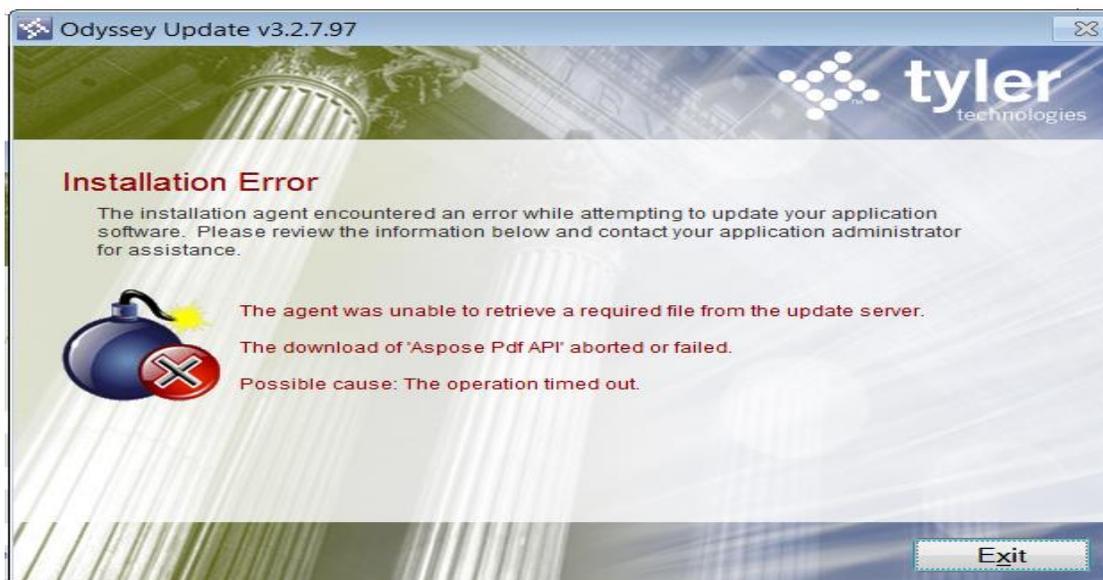


Launch Odyssey and navigate to the place you were before. Does the script error come back? Yes- Proceed to Step 5, No-Skip to step 6.

5. Please submit an eService ticket to AOC explaining your steps to reproduce this error so we can fix the issue. If you are not a site coordinator, you will first need to submit this information to a site coordinator so they can submit the eService ticket for you. Please reference the [Odyssey issue questionnaire](#).
6. If you do not get the script error again, continue to work but note how often this happens. We are constantly looking at network, server, and client configurations to address this issue. The more information you can provide (time of day, case #, action you were attempting, etc.) the better we are able to find the root cause. Please reference the [Odyssey issue questionnaire](#).

❖ Installation error:

1. An installation error can occur after AOC installs patches when Odyssey is attempting to download the updates.

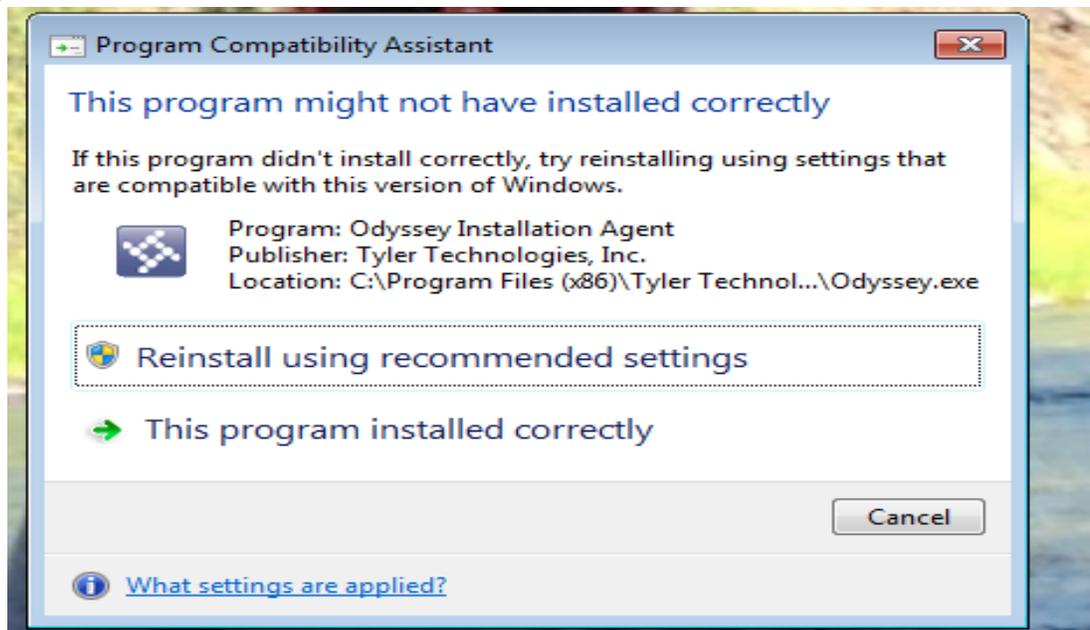


2. This could also be a local permissions issue. Click **Exit**. Right click the Odyssey icon and select **Run as administrator**. You may be prompted to input credentials. If your credentials do not work you will have to submit a ticket to your local IT support. Did you receive the error even though you ran it as administrator? Yes- Proceed to Step 3, No-Skip to Step 8.

3. Contact your local IT and have them log in as an Administrator and attempt to run the Odyssey client. Did you receive the error after the local IT logged in and ran the program? Yes- Proceed to Step 4, No-Skip to Step 8.
4. Launch Internet Explorer and navigate to speedtest.courts.wa.gov and begin the test. Every court is running on a 100Mb/sec internet connection to AOC. Does your speed test results show speeds under 50Mb/sec download? Yes-Proceed to Step 5, No- Skip to Step 8.
5. Have your local IT download and install the latest Network card drivers for your workstation. Do you still receive the error after the driver install? Yes- Proceed to Step 6, No-Skip to Step 8.
6. Have your local IT verify that your workstation settings are set to Auto-Negotiate in your network adapter properties. Also have them check their network switches to ensure your port is set for auto negotiate. Do you still receive the error and slow speeds to the speedtest.courts.wa.gov? Yes- Proceed to Step 7, No-Skip to Step 8.
7. Have your local IT work with WaTech to look for errors over the IGN connection and address them. Do you still get the error? Yes- Proceed to Step 8.
8. Please fill out the [Odyssey issue questionnaire](#) and then submit the ticket along with all the troubleshooting steps to AOC help desk for further assistance.

❖ Installed correctly?

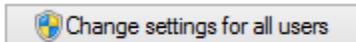
1. This error sometimes displays after a new install of Odyssey. Click **This program installed correctly**.



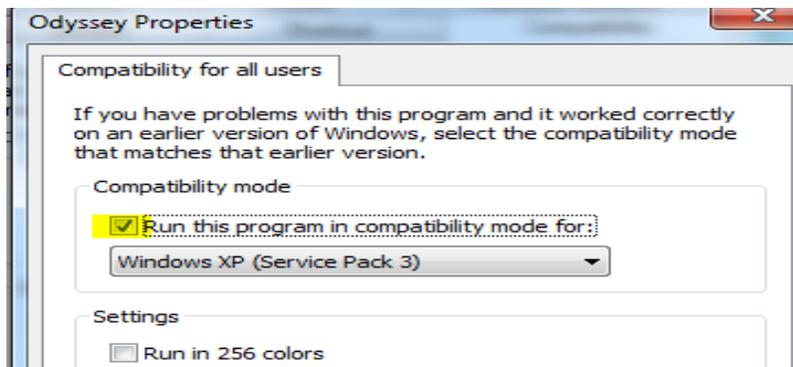
2. If you click **Re-install using recommended settings**, complete the following steps to avoid getting errors when merging forms or running flex calendars in Odyssey.
3. Right click the Odyssey icon and click **Properties**.
4. Click the **Compatibility** tab.



5. Click **Change settings for all users**. (You may be prompted for a password. If your username and password are not accepted then you will need your local IT support to assist.)

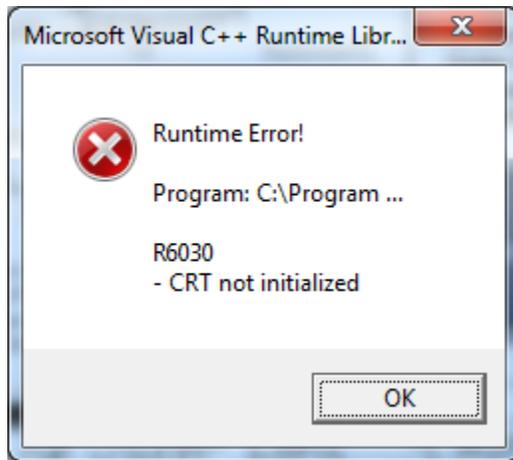


6. Unselect the **Run this program in compatibility mode for:** checkbox.



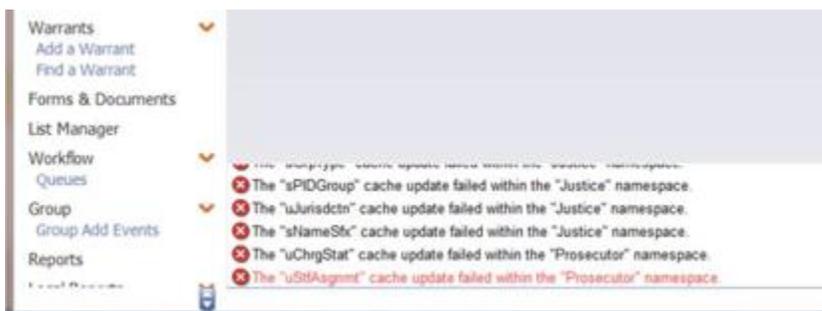
7. Click **OK**.
8. Click **OK**.

❖ Runtime Error:

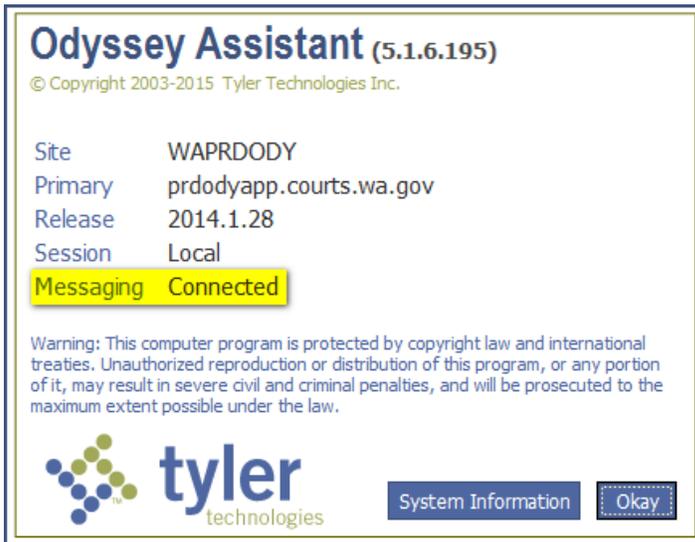
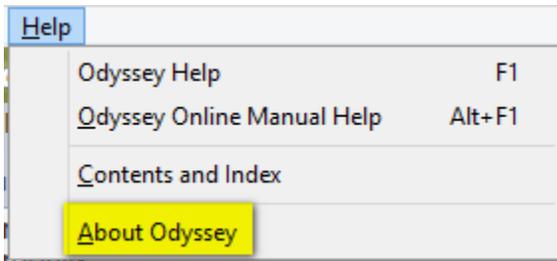


1. If you encounter a **Runtime Error!**, click **OK**. Close out of Odyssey (if it hasn't already crashed) and re-open it. Do you still get the error? Yes- Proceed to Step 2, No-Skip to Step 3.
2. Locate the Delete Odyssey Cache.bat on your desktop and run it. It should have been placed on your desktop when Odyssey was deployed. If not, contact your local IT for the file. Once you run the bat file, launch Odyssey and navigate to where you were before. Does the error come back? Yes-Proceed to Step 3.
3. Please reference the [Odyssey issue questionnaire](#) and submit it with a ticket to the AOC help desk.

❖ Cache Errors:



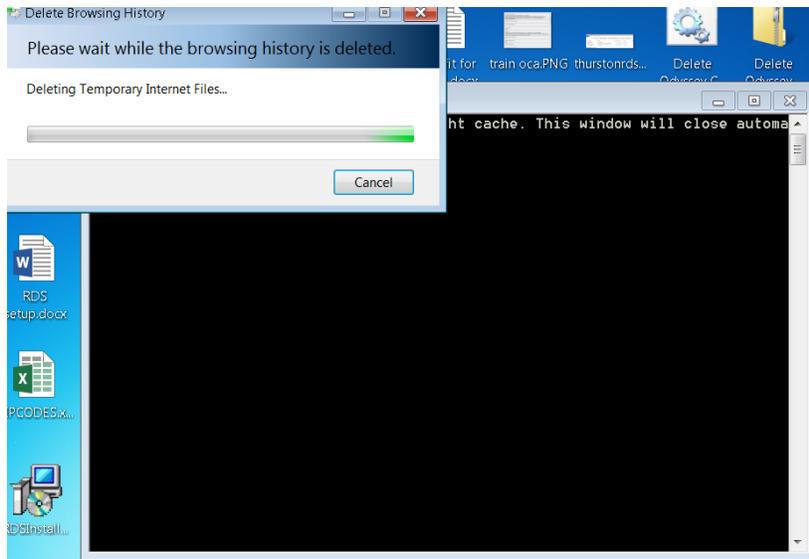
1. Cache errors will appear at the bottom of your Odyssey window. This can indicate a corrupt local cache or a network issue. From the **Odyssey** toolbar, click **Help** and then **About Odyssey**.



- a. If it shows **Messaging Disabled**, submit a ticket to your local IT and inform them that messaging is not enabled in Odyssey on your machine.
 - b. If it shows **Messaging Connected** proceed to Step 2.
2. The first troubleshooting step to take is to clear your Odyssey cache. You should have a shortcut to a **Delete Odyssey Cache** file on your desktop. (This was provided to your local IT for troubleshooting purposes and should be available on each user's workstation. If not, contact your local IT for the file.) Close Odyssey and double click the file.



3. After you double click the file, you will see the following:

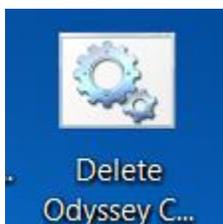


4. Once this is complete, launch Odyssey and try to do what you were doing when you received the cache errors. If you continue to have cache errors you will need to contact your local IT support as this may be related to a local permissions issue. Please reference the [Odyssey Issue Questionnaire](#).

❖ Performance Issues:

If the client seems to be running slower than normal, complete the following steps:

1. Launch Internet Explorer and put in the following: <http://speedtest.courts.wa.gov/>.
2. Run the test and note the speeds.
 - a. Was the speed under 50Mb/s? If Yes then proceed to creating a ticket with the local help desk noting the speed over the IGN/LGN is degraded.
 - b. Was the speed over 50Mb/s? If yes then proceed to step 3.
3. How is the speed to the internet? Does www.msnbc.com load quickly?
4. Close Odyssey and Launch the **Delete Odyssey Cache** file on your desktop. (This was provided to your local IT for troubleshooting purposes and should be available on each user's workstation. If not, contact your local IT for the file.)



5. After running the **Delete Odyssey Cache** file, log back into Odyssey. After navigating a few cases has the speed increased? If not, proceed to Step 6.
6. Close out of Odyssey. Hold down the left Ctrl and Shift keys then double click the Odyssey icon. You will see something like this:



7. Log into Odyssey and navigate a few cases. Has the performance improved? If not, submit a ticket to your local IT department. Please reference the [Odyssey issue questionnaire](#).

Odyssey Issue Questionnaire

1. User Name
2. User Location/Site (Main Campus, Juvenile Center, etc.)
3. Description of the issue including screenshots
4. What was expected to happen if there was no issue?
5. The computer's IP address (Can be retrieved by using **ipconfig**)

To find **ipconfig** information, complete the following steps:

- A. Click the **Windows Start** button .
- B. In the **Search for Programs and Files** box type **cmd** and hit **Enter** or click the magnifying glass icon to start the search.



- C. In the command prompt type **ipconfig** and hit **Enter**.
- D. Record the **Ethernet adapter Local Area Connection** information to provide with this questionnaire. Feel free to take a screenshot if that's easier.

```
C:\Users\ndeudrc>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : courts.wa.gov
    IPv4 Address. . . . .           : 206.194.165.37
    Subnet Mask . . . . .           : 255.255.255.0
    Default Gateway . . . . .       : 206.194.165.1
```

6. The user's outside IP address (What AOC sees it as)
7. The date/time of the issue
8. Is the issue reproducible? If so, what steps did you take to reproduce it?

9. When did the issue start or when was it first observed?
10. Is there a workaround? If so, what is it?
11. What are the results when the user goes to <http://speedtest.courts.wa.gov> and runs the test?
12. If this is a speed issue, are you experiencing slow issues going to the internet in general such as www.msnbc.com?
13. What troubleshooting steps have already been taken to resolve the issue?