



# FordEcat troubleshooting guide

v1.1 – 23/07/2004

## FordEcat DOESN'T START...

If when clicking on the FordEcat icon on your desktop, FordEcat doesn't start please proceed through the following troubleshooting steps.

If you are trying to run FordEcat on a FordEcat Server or a FordEcat Standalone PC go to step 1.)

If you are trying to run FordEcat on a FordEcat Client PC, first make sure that FordEcat is running on your FordEcat server. If FordEcat is running on your FordEcat server but still not working on your client, please go to step 3.)

### 1.) Is the MSSQL server Up and running?

In the right hand side of the task bar, you should see one of the following icons:

1.a) If you can see this icon

Move your mouse pointer over the icon, you should see a text box like:

Running - \\myserver\FORDDB - MSSQLServer

where **myserver** will be replaced by the name of your PC

1.a.1) If yes, your MSSQL server is up and running  
Proceed to Troubleshooting Step 2.)

1.a.2) If not, please contact the FordEcat Helpdesk.

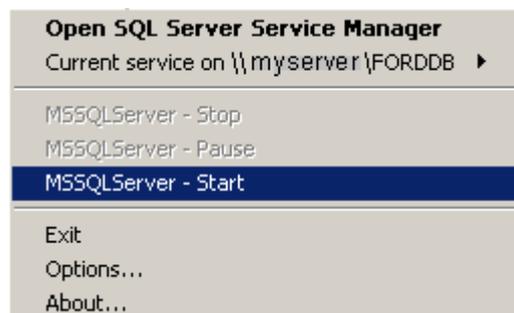
1.b) If you can see this icon

Move your mouse pointer over the icon, you should see a text box like:

Stopped - \\myserver\FORDDB - MSSQLServer

where **myserver** will be replaced by the name of your PC

1.b.1) If so, right click on the icon and choose the option "MSSQLServer – Start":



After a short while, the icon should change to

Go to check 1.a) above.

1.b.2) If not, please contact the FordEcat Helpdesk.

1.c) If you can see this icon 

In the taskbar, click on "Start", then "Programs", then "Ford" ,

You should be able to see the following menu: 

1.c.1) If not, you may have only performed stage 1 (MSDE installation) of the 2 stages of the installation process

Please ensure that you have ran through stage 2 (FordEcat Application and Data installation) of the installation process.

1.c.2) If so, when it is safe to do so, reboot your PC and go to troubleshooting step 1.)

If you have already rebooted your PC and are still in the same situation, please contact the FordEcat Helpdesk.

1.d) if you cannot see any of the above icons, perform the following actions:

In the taskbar, click on "Start",  
 then "Programs",  
 then "Startup"

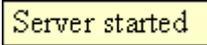
and choose 

Please repeat Troubleshooting step 1.)

## **2.) Is the FordEcat Manager Up and running?**

In the right hand side of the task bar, you should see one of the following icons:  

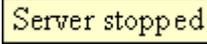
2.a) If you can see this icon 

Move your mouse pointer over the icon, you should see a text box like: 

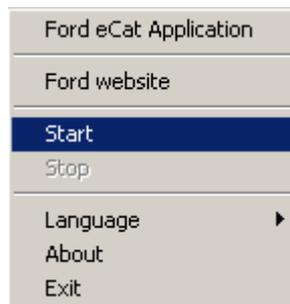
2.a.1) If yes, your FordEcat Manager is up and running  
 Proceed to Troubleshooting Step 3.)

2.a.2) If not, please contact the FordEcat Helpdesk.

2.b) If you can see this icon 

Move your mouse pointer over the icon, you should see a text box like: 

2.b.1) If so, right click on the icon  and choose the option "Start":



After a while, the icon should change to 

Go to check 2.a) above.

2.b.2) If not, please contact the FordEcat Helpdesk.

2.c) if you cannot see any of the above icons, perform the following actions:

In the taskbar, click on "Start",

then "Programs",

then "Ford"

and choose  eCat Manager

This will start the FordEcat Manager

After a while, please repeat Troubleshooting step 2.)

### **3.) Are Internet Explorer's Proxy settings correct?**

If you have validated troubleshooting step 1.) and 2.) or you are trying to run FordEcat on a client and FordEcat is still not running when clicking on the FordEcat Desktop icon, please refer to the Quick Guide item "*Proxy configuration for FordEcat*"

Once you are confident your proxy settings are correct and FordEcat is still not running, go to step troubleshooting step 4.)

### **4.) Are Pop-ups blocked?**

If you are using a Pop-up blocker (for example as available in the Google toolbar), please configure it to allow the FordEcat Pop-Ups.

If FordEcat is still not running when clicking on the FordEcat Desktop icon, please contact the FordEcat helpdesk.

## FordEcat STARTS...HOWEVER

### ***FordEcat works but disappears when starting another Internet Explorer-based application (Rapid,...)***

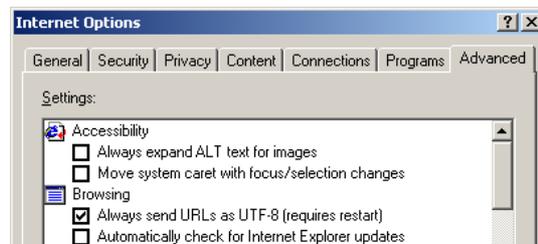
This situation is caused by the other application taking over an existing Internet Explorer Window instead of creating its own. In this case it takes over the FordEcat window.

#### **Solution:**

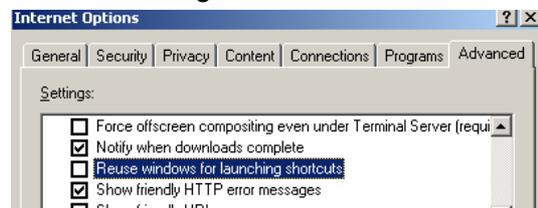
- Start Internet Explorer
- In the menus, select "Tools" then "Internet options".  
The following window will open.



- Select the "Advanced" tab



- Scroll down to the setting "Reuse windows for launching shortcuts"



- Make sure that this setting is NOT selected.
- Click on "OK"
- Exit Internet Explorer