ISOLATING NETWORK PROBLEMS

Sometimes it is necessary to determine if a database malfunction is being caused by the Appilistic Clubhouse database itself or an underlying Network problem. In such cases, the database should be closed and network access tested without interaction between the two.

1) Close the Appilistic Clubhouse database.

2) Open Windows Explorer

    a) Right click on the Start Button/Orb/Window
    b) Select "Explore"/"File Explorer"/"Windows Explorer"

3) In the left scroll window of Windows Explorer, select "Computer"/"My Computer"/"This PC"

    a) At this point, Network Locations should be visible on the right.
    b) Look for the "Appilistic" or "Clubhouse DB" drive (Usually S: or T:, but sometimes L: or Z:).
    c) If the "Appilistic" or "Clubhouse DB" drive is not visible, then the drive must be mapped for this Windows User.
        • Detailed procedures for mapping the "Appilistic" or "Clubhouse DB" drive are available in your customized Satellite Installation Procedure.

4) Open the "Appilistic" or "Clubhouse DB" drive by double clicking on it.

    a) WARNING: Be careful not to delete or modify necessary system files.

5) Test that you can open, modify and save a file on the network drive.

    a) It is safe to open and modify the file "DoNotUsePc.txt".
    b) OR, drag and drop a text, Word, or Excel file of your own into the network drive.
    c) Modify and Save the test file.

6) If you are blocked from seeing, opening, modifying or saving the test file, network permissions will need to be adjusted for proper operation of the database.

    a) Speak with you network administrator.