I.T. Support Issues and Resolutions

Most Recent to Least Recent

10/23/2023 – fix Pat’s drive mappings

10/23/2023 – make sure Paul has “New Teams Meeting”

10/19/2023 – Eric requested I add the following person to the Lonza SAM portal

Email / username: [samir.kessouar@lonza.com](mailto:samir.kessouar@lonza.com)

Password: fG$m3nGrT!v4

**Samir Kessouar**

Director, Capital Procurement, Process Equipment

Office: +41 61 316 2586

Mobile: +41 79 965 9086

Resolution: To do remote into our SQL server pmsql01.perfectionmachinery.com

Connect to the American Eagle SQL server 172.25.37.19 by clicking “Connect”

A computer screen with icons

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And then Click “Database Engine”

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See Andy or American Eagle for the password…it starts with J3N

Once connected the left rail will show something like this:

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Click the + to expand the Database node. Scoll down to the “perfectionmachinery\_vpn” database. Single left click it. The select the “New Query” button at the top of the screen.

Then run the following query. Before running change the email, password and first and last name fields as needed. You can just copy and paste the below code into a the new tab that opened and press F5 to run it

A screenshot of a computer screen

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USE [perfectionmachinery\_vpn]

GO

--select \* from int\_users where useremail like '%@meg%'

declare @email varchar(100)

declare @fname varchar(100)

declare @lname varchar(100)

declare @phone varchar(30)

declare @passw varchar(100)

declare @vendorid int

--Shane Weckerly@holley.com

set @email = 'samir.kessouar@lonza.com'

set @fname = 'Samir'

set @lname ='Kessouar'

set @phone = '+41 61 316 2586'

set @passw = 'fG$m3nGrT!v4'

set @vendorid = 116

-- set @vendorid = 94 fortdearboarn

if(select count(\*) from int\_users where useremail like @email) > 0

begin

print 'email already on table int\_users'

end

else

begin

INSERT INTO [dbo].[int\_users]

([username]

,[password]

,[vendorid]

,[useremail]

,[locationid]

,[firstname]

,[lastname]

,[phone]

,[AddAMachine]

,[isenabled]

,[workaddress]

,[EmailSentToPMS]

,[register\_id]

,[lastlogon]

,[numberoflogons]

,[allassets]

,[OtherAssets]

,[UnsubscribeAssetsAdded]

,[UnsubscribeMonthly])

VALUES

(@email

,@passw

,@vendorid

,@email

,0

,@fname

,@lname

,@passw

,1

,1

,''

-- from here down no changes needed

,getdate()

,-1

,'12/30/1899'

,0

,1

,''

,0

,0)

end

GO

10/19/2023 – Eric wants the demo SAM portal for potential client Lonza to have the name, phone, and email associated with the test user of LON1 to be blank.

Resolution: Remote into to our SQL server at pmsql01.perfectionmachinery.com , connect to the American Eagle database at 172.25.37.19

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Run the following query for the proper user record on database perfectionmachinery-vpn

UPDATE INT\_USERS

SET useremail = '',

firstname = '',

LASTNAME = '',

PHONE = ''

where username = 'LON1' 🡨---- change ‘LON1’ to the proper user id

10/19/2023 – Josh needs a new QR code to be sent to him so that he can remote into the VPN.

Resolution: login to the FortiGate portal. In the left rail choose this option:

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Then click on the user to get to this screen:

A screenshot of a computer

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Click this button near the top right 

Then on this screen enter the “Host” as vpn.perfectionmachinery.com

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Then click the “Send” button at the bottom of the screen

10/16/2023 – Bryon Surz desktop email stopped working.

Resolution attempt 1: remove the ‘Outlook’ profile via ‘Control Panel’ and ‘Mail’.

Then start outlook and attempt to re-add the “Outlook” Profile.

However, that process failed.

Resolution attempt 2: add the following registry keys:

HKEY\_CURRENT\_USER\Software\Microsoft\Office\16.0\Outlook\Autodiscover

DWORD: ExcludeLastKnownGoodUrl

Value: 1

HKEY\_CURRENT\_USER\Software\Microsoft\Office\16.0\Outlook\Autodiscover

DWORD: ExcludeHttpsRootDomain

Value: 1

HKEY\_CURRENT\_USER\Software\Microsoft\Office\16.0\Outlook\Autodiscover

DWORD: ExcludeSrvRecord

Value:1

Reboot the PC after adding the above

Start Outlook and add the “outlook” profile when prompted for a profile name

10/16/2023 – Alec stating he missed an email from CATSAM, he is wondering if he is still part of that group.

Resolution: Login to the O365 admin account <https://admin.microsoft.com/Adminportal/Home#/homepage>

Click “Show All” in left rail

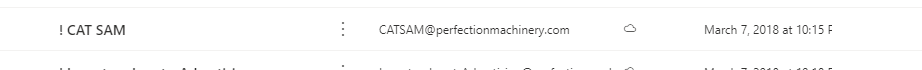
Click “Exchange” in left rail

Expand “Recipients” in left rail

Click “Groups: in left rail

Click “distribution list” in middle top area

Find the list in the middle



Click the list

Click “members” in right window

10/12/203 – Lucy informs me that there are duplicated deal records fro a new deal. I deleted the the duplicate.

10/12/2023 – Josh Winkelmann needs machine spec entry in Spike to be updated so that any description that contains HTML does not need to have an associated value entry.

Resolution – update the programming on form frmSpec.cs, publish the new version

10/12/2023 – Kal Modi cannot access VPN because he got a new phone

Resolution: contact CCC and have them send him a new QR code.

10/12/2023 – Paul Shoniker cannot access email.

Resolution: Microsoft was experiencing an outage, once they cleared up their issue Paul was working again

10/11/2023 – Pat could not connect to the VPN. His current and old password did not work. My credentials did not work either. I updated his Forticleint VPN to the most current version, rebooted the PC, and then my credentials worked. I did not test his credentials because I would have needed his 2FA code.

Resolution: The username for the VPN is case sensitive. ‘Pat’ uppercase ‘P’ needs to be used for his username.

10/9/2023 – Pat reports ‘Spike Dog’ not working on California PC

Resolution: Logged into his computer. Ran outlook and double clicked on an external email. Checked that the ‘Spike Dog’ icon showed up in the menu ‘ribbon’ near the top right of the screen. It did, so I am not sure why Pat reported it was not working.

10/9/2023 – Steve Kleba – Dynadock stopped working and Josh replaced with a spare.

10/9/2023 – Lucy Heinz – requested to be added to the email that Spike automatically generates when a deal is added.

Resolution: Run the application SpikeMaint and choose the ‘Email Lists’ tab, then select the “DealAdded’ choice from the left box

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Then select ‘Lucy’ from the drop down.

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10/6/2023 Pat Angus, California PC not able to login.

Resolution: Had Pat login using his old password. The current password did not work because he changed it while in Chicago and therefore his California PC was not aware of the new password. Once he logged in under the old password, and connected to the VPN, then the PC updated itself with the new password.

He also had trouble connecting to the VPN. I connected to his California PC using the nAble portal <https://nable.ccc1.com/IndexAction.action>

Username is [mango@perfectionmachinery.com](mailto:mango@perfectionmachinery.com)

Password: B8seball1!

Then need to 2FA using Microsoft Authenticator.

Once connected to his PC I connected to the VPN using my credentials. This at least got him working.

10/6/2023 Vaughn Barber, not able to run Spike. Drives not mapping.

When Vaughn attempted to run Spike he got the error that a needed jpg file on the W drive could not be found. This error is due to the W drive not mapping. The drives were not mapped because a day or two prior Vaughn had changed his password. Therefore, the drives could not map because the process that maps drives was using his old credentials.

Resolution: Have the user login to the PC using their new credentials. Connect to the VPN. Then ‘lock’ and unlock the PC. Then open file explorer and see if the drives are connected. If they are showing the red ‘x’, then click on each drive and it should connect.

10/9/2023 – Spike , Kathy reporting that she cannot bring up various customer records, getting an unhandled exception error about, “…violating constraints…”.

Cause: More than 1 record on the customer table using the same customer number.

Resolution. Went into the SQl database and ran the following query to look for duplicate customer records. select count(\*) as thecount,cstno from customer where cstno > '' group by cstno

order by thecount desc, cstno desc

The above query returned about 6 records where the column ‘thecount’ was greater than 1. Deleted the duplicated customer records. Not sure how the duplicates got created, but will look for a fix.