

## **Via QuestionPoint Support Staff**

### **The steps are detailed, but they work when followed step-by-step:**

The next time you get an "Updating" message, please capture the "About" information displayed at the time of the active chat session. The QuestionPoint "About" information is available if you right click on the monitor page. Then copy and paste the information from that window into an email to [support@oclc.org](mailto:support@oclc.org). This email will help our Product Team in troubleshooting on our end. You want to capture this information as close as possible to the time of the issue. Additionally, you can perform a trace at the time as well.

To perform a Trace:

1. Click Start
2. Click Run
3. Enter into the box CMD
4. Click OK
5. Type in tracert 132.174.11.14
6. When done Right click the Program Bar
7. Select Edit then Mark
8. Using the mouse highlight the results
9. Once highlighted, hit the Enter key (this will copy the highlighted text)
10. Paste the results in an email to support@oclc.org.

Lastly, capture the URL displayed in the web browser at the time of the "Updating" message. This will help us pin point on our end which particular QuestionPoint load balancer you are using at the time.