

Glitches happen.

Here's how to troubleshoot:

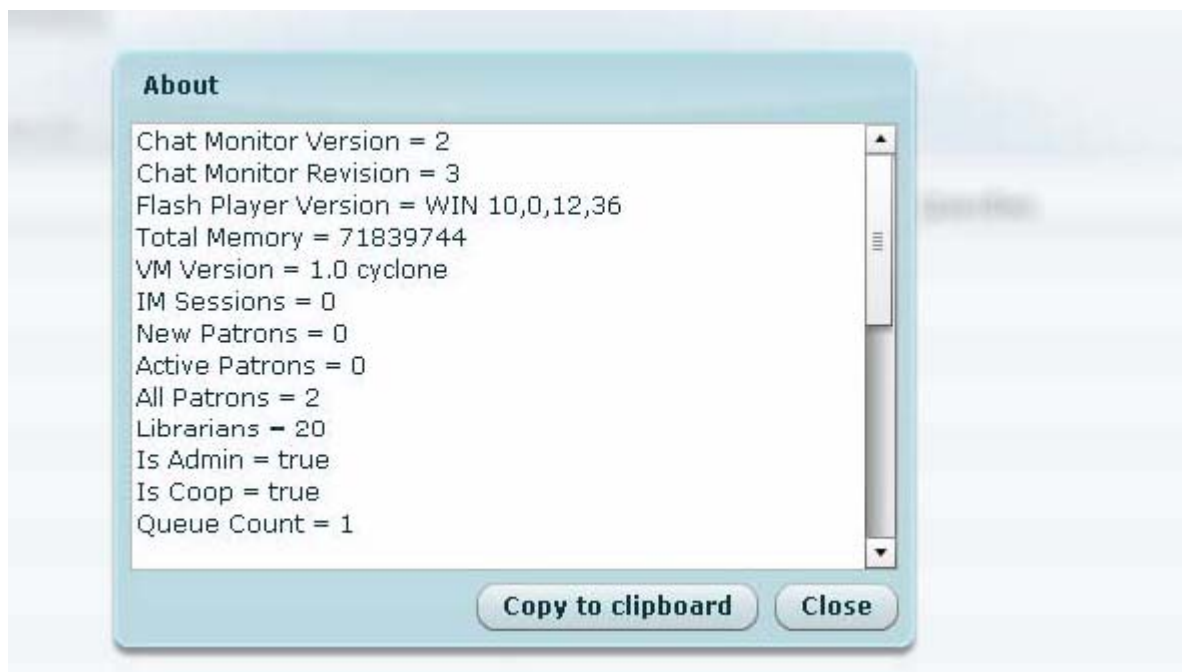
1. Refresh the window. (F5 or the “refresh” button in your browser)
2. “X” out of the Chat Monitor, check your settings, clear your cache, launch chat again.
3. close all other programs, windows (except Chat and My QuestionPoint)
4. take note of what is happening, what you're doing, what else is running and collect the “About” information and make a note or report it to Julie/Cathay/QP Support.

- Right click anywhere in the Flash Chat librarian interface and click “About...”



The screenshot shows the QuestionPoint chat interface. At the top, there is a header with the QuestionPoint logo, a timestamp '15:02:05 2008/12/17', and navigation links for 'Queues (1)', 'Settings', 'Help', and 'Logout'. Below the header, the user's name 'JULIE STRANGE / CATHAY CROSBY (100305626)' is displayed, along with a 'Monitoring: Live Queues' status. The main interface has a 'Patron Chat' button and an 'IM (U)' button. A 'Queues' section contains buttons for 'New (0)', 'My Active (0)', 'All (3)', and 'Librarians (20)'. A table with columns 'Patron', 'Time', 'Queue', and 'Question' is visible. A context menu is open over the 'Librarians (20)' button, showing options: 'Reload Chat Monitor', 'About...' (highlighted), 'Settings...', and 'About Adobe Flash Player 10...'.

- Once you see the “About” screen, click “Copy to clipboard” to copy the information on the screen. This is the information you will send to Julie, Cathay, or QuestionPoint when reporting your issue



The screenshot shows the 'About' dialog box with the following text:

```
Chat Monitor Version = 2
Chat Monitor Revision = 3
Flash Player Version = WIN 10,0,12,36
Total Memory = 71839744
VM Version = 1.0 cyclone
IM Sessions = 0
New Patrons = 0
Active Patrons = 0
All Patrons = 2
Librarians = 20
Is Admin = true
Is Coop = true
Queue Count = 1
```

At the bottom of the dialog box, there are two buttons: 'Copy to clipboard' and 'Close'.