

Key Express Trouble Shooting Manual

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System Requirements:

- Internet Explorer Version 5.5 or higher with 128 bit encryption
 - Symptoms:
 - You will get a Page cannot be displayed error message. In the body of the message it will say web page requires 128 bit encryption.
- Internet Explore Cookies Enabled
 - Symptoms:
 - When you get to the log on page you can see the page but none of the boxes are there to log on with.
- A Version of Adobe Reader
 - Symptoms:
 - Cannot open or view Help document or other PDFs on the site. To include but not limited to: Pre Auth, Claims, Invoices, Confirmations, Packing Slips, Warranty Registration, and Purchase Orders.

Performance Issues:

- ~Performance Issues may include the following symptoms:
 - ~More than 1 minute waiting to log onto the site
 - ~More than 1 minute to move from one screen to another while logged into the site
 - ~If the site appears to “freeze up” for more than 2 minutes

- **What type of internet connection do you use?**
Keystone recommends using DSL or Cable Internet Connections. Please note that performance issues may be incurred while using Key Express with a dial up internet connection.
- **How long have you been frozen or waiting?**
Try logging off the site and logging back in. If performance does not improve, go on to the next question.
- **Are other programs slowing down your computer?**
Try closing other programs and see if performance improves. Running several programs could "max out" your computer and cause it to run slower.
- **What were you doing when you started having performance issues?**
Such as what screen they were in and what buttons they were clicking on. Document this information and send to the Customer Service Department.
- **How long have you been logged into the web site?**
Document this information and contact a Team Member in the Customer Service Department.

How to Questions:

- Try using the Help Document on the site. This document is fairly large and may take 1-2 minutes to open. It includes step by step instructions for each function of the web portal with pictures.
- If the Help Document does not answer your questions, feel free to contact the Customer Service. Our team members can answer many questions in regards to the web site.
- If you are getting an error message Keystone will need a word for word description of the message, or a screen shot of the error message.

How to Detect a Virus:

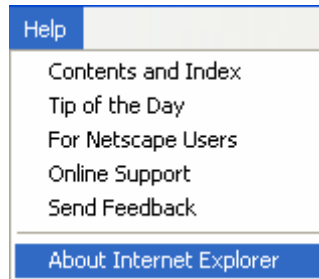
- If you open the website and many pop-ups appear.
- The site kicks you off every 5-10 minutes. If you are inactive on the site for more than 20 minutes the system will automatically end your session.
- Try logging on to the site from another computer or check with other users around you.
- If you can not duplicate the problem at another machine, contact your IT department or computer person.

Are you using Internet Explorer Version 6.0?

In order to efficiently run the KeyExpress Web site, users should have version 5.5 or higher of Internet Explorer. Before following these instructions consult your IT Department or computer person.

Checking your version of Internet Explorer:

Open your Internet Explorer and select **Help** from the toolbar and choose About Internet Explorer from the drop down list.



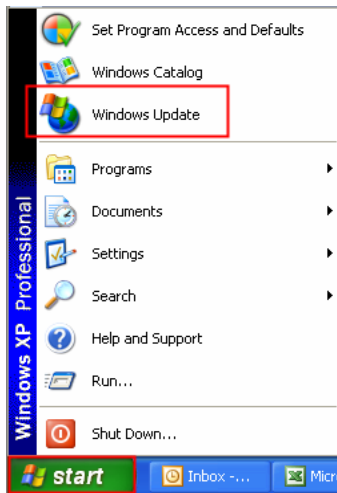
A new window will open where you can view the version of **Internet Explorer** that you are currently using.



In this picture, you can see that the version is **Version 6.0**.

Updating your version of Internet Explorer:

To update your version of Internet Explorer click on your **Start Menu** and select **Windows Update**.

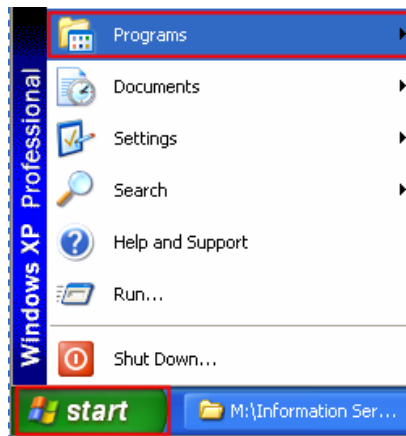


Once you click on this link, the **Microsoft Windows Update Site** will open and you can browse for updates. The site offers help with finding updates and how to use the update tool.

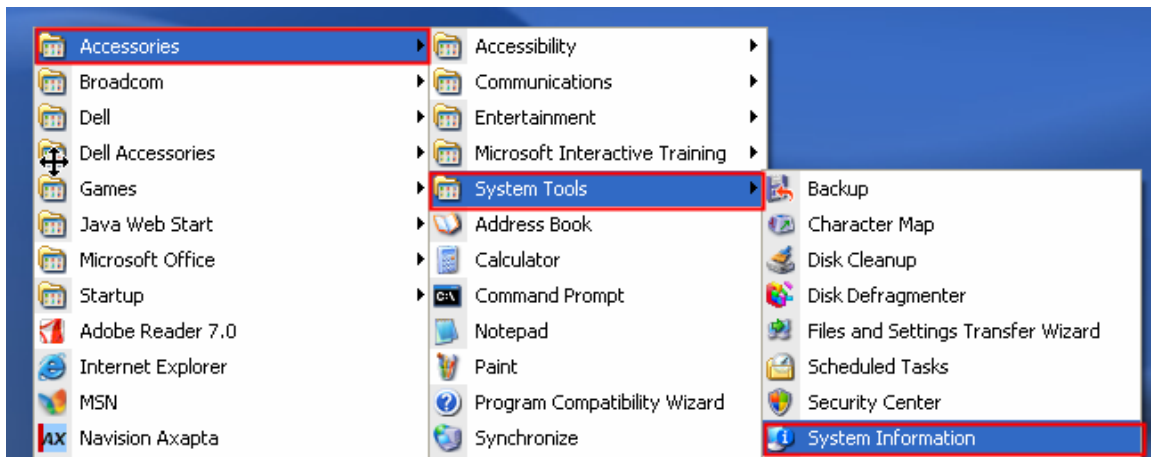
Is your System “bogged down” by other programs?

We recommend using a PC Operating System of Windows 2000 or higher. To find out what Operating System you have follow the instructions below. If you are having performance issues this is one thing you can check to see how much of your memory you are using.

First go to your **Start** button at the bottom of your windows screen, and then choose the **Programs** button.



Then from the **Programs** list choose **Accessories**, and then choose **System Tools**, and then choose **System Information**.



This will open a screen with your computers information.

| Item | Value |
|----------------------------|---|
| OS Name | Microsoft Windows XP Professional |
| Version | 5.1.2600 Service Pack 2 Build 2600 |
| OS Manufacturer | Microsoft Corporation |
| System Name | WALLG |
| System Manufacturer | Dell Inc. |
| System Model | OptiPlex GX520 |
| System Type | X86-based PC |
| Processor | x86 Family 15 Model 4 Stepping 3 GenuineIntel ~ |
| Processor | x86 Family 15 Model 4 Stepping 3 GenuineIntel ~ |
| BIOS Version/Date | Dell Inc. A03, 8/5/2005 |
| SMBIOS Version | 2.3 |
| Windows Directory | C:\WINDOWS |
| System Directory | C:\WINDOWS\system32 |
| Boot Device | \Device\HarddiskVolume2 |
| Locale | United States |
| Hardware Abstraction Layer | Version = "5.1.2600.2180 (xpsp_sp2_rtm.040803 |
| User Name | KEYSTONERV\wallg |
| Time Zone | US Eastern Standard Time |
| Total Physical Memory | 512.00 MB |
| Available Physical Memory | 154.61 MB |
| Total Virtual Memory | 2.00 GB |
| Available Virtual Memory | 1.96 GB |
| Page File Space | 1.20 GB |
| Page File | C:\pagefile.sys |

The first thing on the list should be the **OS Name**; this is the PC operating System.

You need to look at the **Total Physical Memory** which is how much memory your computer has, then look at the **Available Physical Memory** this is how much memory your computer has left. If the available physical memory is lower than 40% try closing some of your running programs this should make more memory available and let your open programs run faster.