

# ePCR Outage and Troubleshooting Protocol For End-Users

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This is a basic troubleshooting guide for personnel to aide in deciding when to contact technical support if the system is reported to be “Down”, not populating incidents to the “Pending Box”, Etc... Please follow your agencies prescribed protocols prior to calling for any outside ePCR support. Only authorized or designated personnel should contact ePCR support to ensure your agency IT resources are available or can be reached to assist if needed. The CAD Interface(s) location for your agency should be documented by your IT department as this may change based upon your network infrastructure. Check the ePCR support website for system status, application references and contact information.

Please follow the troubleshooting instructions below prior to calling the support line.

[www.dnissupport.net](http://www.dnissupport.net)

1. **Citrix Users:** Unable to login to the <https://alcoepcr.dni.net> Citrix website, or the application will not launch after clicking the ePCR application Icon then contact support, local IT and then DNI. (Please restart the computer prior to calling for support)
  - a. **If the PCR program is freezing or not responding while moving from tab to tab, etc... please report it to your EMS Division, supervisor, etc.. to contact the DNI helpdesk immediately by phone. (Do not use email for these issues)**
2. **End User is unable to login to, or open the ePCR application:**
  - a. Do they know their password? Have someone else try to login to confirm issue is isolated to that user.
    - i. Contact your EMS Division to reset password thru DNI Support
  - b. There is an error message on launching of the program?
    - i. Restart computer or close and reopen the application.
      - Contact DNI Support through your designated admin contact for assistance
3. **There are no visible “Dispatched”, “Open” in the Pending Box for any type of ePCR status’:**
  - a. Is there a **“Green Plus”** on the Globe Icon in the lower right corner of the program?
    - i. Yes? All incidents should be visible if you are signed in with a crew setup, make sure you have the correct unit selected
    - ii. No? – Continue to “C” or “D” for instructions
  - b. Is the time on the computer correct? (lower right corner of system tray)
    - i. If not change to current time.
      - Contact DNI Support through your designated admin contact for assistance
  - c. Is there a **“Blue Exclamation”** in the Globe? (local network problem or the user is signed elsewhere)
    - i. Is the user signed in somewhere else, the message button will turn orange and the message will display on that screen. It will not give the location, they should know that.
      - They must logout of the application on the last computer they were using, or have someone restart it.
    - ii. It may be a local network problem, Firewall on, etc...
    - iii. Try to restart or contact your departments IT personnel for assistance
      - Contact DNI Support through your designated admin contact for assistance
  - d. Is there a **“Red X”** on the Globe? (There is no connection to the server at all)
    - i. Restart the Computer to try to correct the problem
      - Contact DNI Support through your designated admin contact, or check to see if there was an outage notice sent to your agency.

4. **“Open” status incidents are visible in the “Pending Box”, but there are no new or current “Dispatched” Status incidents being populated for the responding unit entered in the current crew setup.**
- a. This is usually a result of the CAD interface from your CAD to the ZOLL System.
- Contact your IT support internally to determine if the interfaces are running and restart them to confirm they are functioning correctly.
  - Contact DNI Support for assistance in resolving the issue.