

Trouble Shooting Common Questions

Q. I tried to log onto the web page but it gave me an error trying to log on.

A. Check with the system Administrator. The Server may have been logged off.

Q. I wasn't given a password when I was told that I could log on.

A. The password is the same for everyone. Use your user name and the password "oce".

Q. How do I get to the web-based version of the OCE Electronic Job Ticket?

A. There is a link on the Document Control web page.

Q. I have set up the Electronic Job Ticket on the PC version and began to search for drawings. When I select Add Docs I get an error message that reads "You do not have the proper security permissions to perform this operation"

A. Your search Criteria has been downloaded with the default setting. Click OK on the error message. Then at the top of the page there is a menu bar. Select **Search Options**. A drop down menu will appear and you will need to select search setup. Under search setup select Jlab Drawing Search and click OK. Your new search field will now be set.

Q. I need a quick copy of a certain drawing. Do I have to use the job ticket method of getting prints or can I print it myself.

A. You can print it yourself to any network printer you have loaded on your computer. On the DCG web page there are directions on how to do this through the PC and WEB based versions of Electronic Job Ticket.

Q. I need to link a drawing to a document I am working on. Can Electronic Job Ticket do this?

A. No.

Q. I try to log on and it tells me there is an error.

A. There may be several reasons this has happened. There may be too many people logged in. Or you may have closed your browser before clicking exit on the Electronic Job Ticket. Call the System Administrator for assistance.

Q. I opened Electronic Job Ticket to find a print. When I click to view it nothing comes up.

A. There may be several reasons this is happening. If you are using the web based version, you may have a pop up blocker on. You can by pass this by pressing and holding down the Ctrl key the same time you click to view.

If it's happening on the PC and Web based version, The reason may be that you have more then one version of Adobe Acrobat on your computer. When there is more then one version, Electronic job ticket doesn't know which to use and stops processing. The solution is to remove a version of Adobe Acrobat.