

Moscore QM - Support #420

Little T has issue with networking

04/23/2021 11:21 PM - Walter Pate

Status:	Resolved	Start date:	04/23/2021
Priority:	Normal	Due date:	
Assignee:	Walter Pate	% Done:	0%
Category:	Network Connections	Estimated time:	0.00 hour
Target version:	Customer needs to fix	Spent time:	1.00 hour
Description			
Little t called , with season setup discovered that the secondary computer was not seeing local host			

History

#1 - 04/23/2021 11:34 PM - Walter Pate

- Status changed from New to Resolved

I had the customer identify each computers IP address

Then asked her to ping each address from the other computer. Both computers appeared to see each other.

I asked the customer to look for the Local hosts ip address on the second computers Moscore-QM network refresh window

She told me there were two different computers on the list

I asked her to enter the ip address of the local host in the second computers Moscore-QM Network refresh window

Once the second computer saw the Local host ip address on the network The Moscore network came on line and customer was happy