Troubleshooting IT Issues

- MaticTrack
- Phone System
- File Storage
- VPN
- Other Issues
- Printer Won't Print (Desktop e.g. Xerox)

MaticTrack

Matic Track isn't loading.

Error 28

Can't Dispatch Goods

Can't Upload Artwork/Files

Next Day Posters Not Syncing

Queue isn't Processing Files / Queue is Stuck

Can't Search in CRM

Phone System

All Lines are Busy when phoning out

Can't get online

Can't phone into building

File Storage

Can't Access Files

Accidentally Deleted a File

VPN

Can't Access VPN

Other Issues

Can't Connect to RocketChat

Can't Connect to Zammad, RocketChat or MaticTrack

Can't Send Emails From Zammad

Can't Send Emails from Matic Track

Printer Won't Print (Desktop e.g. Xerox)

Error 041-341

Remove toner cartridges and ethernet cable. Turn off machine and turn back on after 45 seconds.

Error 016-748

You need to reinstall the firmware using Xerox Desktop Print Experience to the latest firmware.

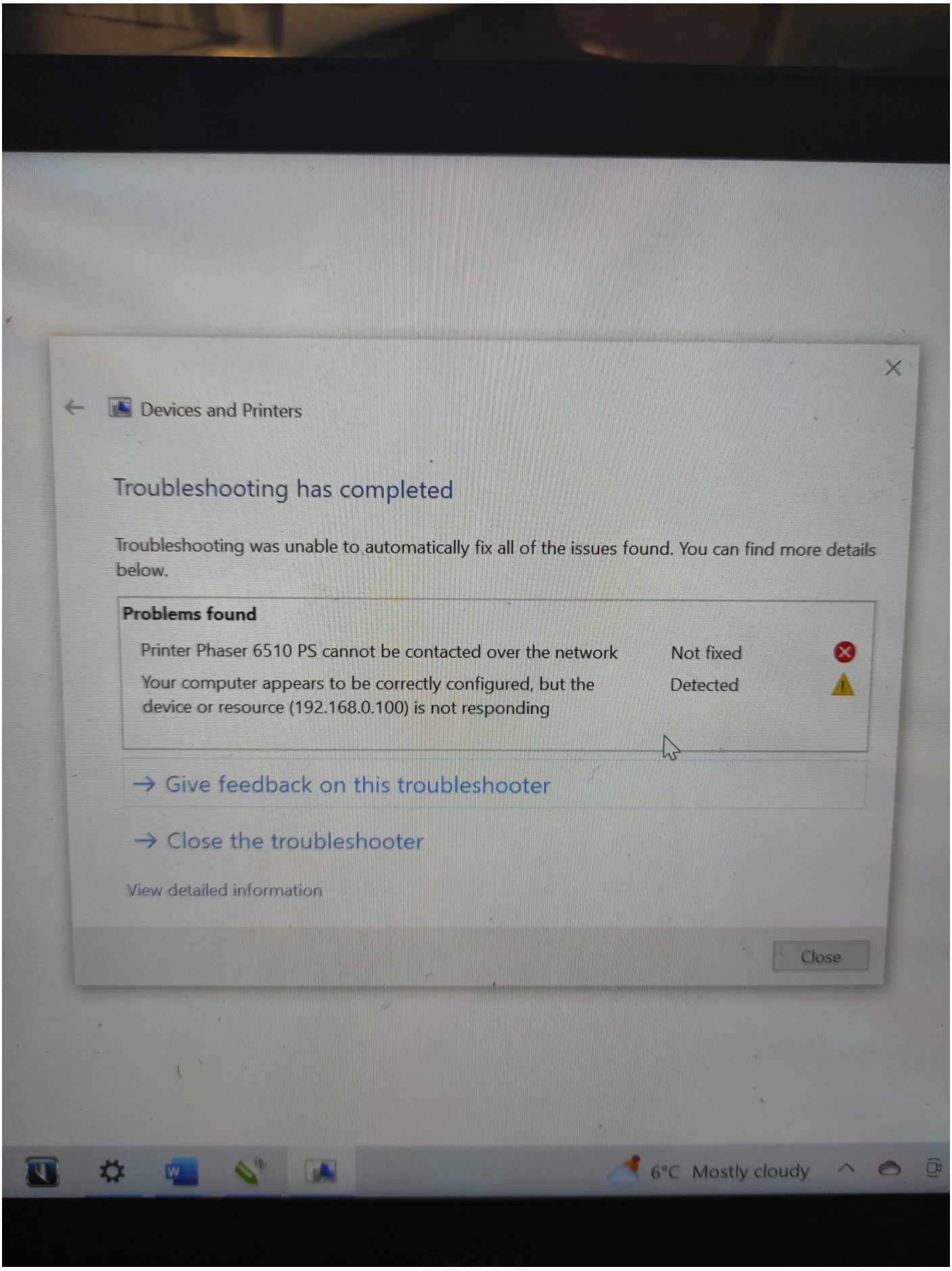
Other Troubleshooting

If you try and trouble shoot you'll get an error like below.

You'll have to ask Robert for the new IP address.

Then you can follow the video below to update ip address to new address.

https://www.youtube.com/embed/YcNETLD4Xto


Devices and Printers
Troubleshooting has completed
Troubleshooting was unable to automatically fix all of the issues found. You can find more details below.
Problems found
Printer Phaser 6510 PS cannot be contacted over the network
Not fixed
Your computer appears to be correctly configured, but the device or resource (192.168.0.100) is not responding
Detected
→ Give feedback on this troubleshooter
→ Close the troubleshooter
View detailed information
Close
6°C Mostly cloudy