Manual: 2.5. Troubleshooting

Problems at this stage could have several forms:

1. *The installer terminated with errors.* Please check that you have administrative priviledges on the user account of your computer from which you started the installer. Please check that your internet connection is working and not restricted in any way. Please check that your operating system is a 64-bit Microsoft Windows system.

2. *The installer finished without errors but the page "http://localhost:3000" does not display anything.* Depending on your system, there may be a time delay of a few minutes between the end of the installation and the start of the webserver. Please wait up to five minutes after the installer is finished and try again. If the page still does not load, the webserver is not running. To start it manually, please start a commandline prompt, navigate to the install directory and execute the command "rails s -b [IP-address]" to start the webserver. Please give it two minutes to start up and check the webpage again. The webpage should now load normally or the commandline prompt will contain a feedback message telling you the cause of the problem.

3. *The page at "http://localhost:3000" displays fine but the page at "http://[IP-address]:3000" does not.* The software and interface server work fine. The problem is in the routing to the IP address. Please consult with an IT network administrator regarding the opening of port 3000 for the HTML protocol.

4. *The page at "http://[IP-address]:3000" displays fine on the local computer but not on other computers.* There is a problem in the network connectivity and most probably with the firewalls. Please consult an IT network administrator.

5. *Some other problem exists or one of the above problems persists.* Please contact algorithmica technologies and ask for help. Please provide exact and detailed information about your system, what you have done so far and how the problem manifests. Thank you for your patience!