

Appendix G: Troubleshooting Guide

Who do I contact to ask technical questions?

If you are having technical issues please contact information email cupss@epa.gov with the subject technical question or visit <http://www.epa.gov/cupss>

Is the information able to be sent electronically?

No. CUPSS is a desktop application and does not require an Internet connection to run nor can it guarantee that the user has set up an outgoing mail server on their system. You can, however, backup your CUPSS database that can then be compressed and sent as an attachment to an email. See Appendix A for details on how to backup and restore the CUPSS database.

Why am I being asked to install Flash?

The training videos require Macromedia Flash to be played and if your Internet browser does not have the flash plug-in they require then you will be asked to install it. If your browser does not install it automatically download Flash from http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash.

Why can't I open the training videos?

The training videos require Macromedia Flash to be played and if your Internet browser does not have the flash plug-in then you will need to install it. You can download Flash from http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash.

Why was the example database overwritten when updating the CUPSS application to the latest version?

When you update CUPSS by installing the latest version from the web site the Example Database is replaced and not migrated like your own CUPSS database is.

Why does CUPSS take a long time to open?

Sometimes CUPSS can take longer to open than normal. This could be due to other applications running on your system but if not and you recently closed CUPSS you may need to end all CUPSS processes before opening the CUPSS application again.

To end all CUPSS processes on a computer running Windows:

1. Hit Ctrl+Alt+Del
2. Click **Task Manager**
3. Select the **Processes** tab
4. Select the process with the Image Name "cupss.exe"
5. Click **End Process**

6. Click **Yes** and wait for the process to be removed from the list of processes
7. Select the process with the Image Name "javaw.exe"
8. Click **End Process**
9. Click **Yes** and wait for the process to be removed from the list of processes
10. Select the process with the Image Name "mysqld-nt.exe"
11. Click **End Process**
12. Click **Yes** and wait for the process to be removed from the list of processes
13. Open the CUPSS application

Why is CUPSS running so slowly?

CUPSS System Requirements:

- 1 GHz Processor - 2 GB Recommended
- Minimum 512 MB RAM - 1 GB Recommended
- Hard Drive Disk Free Space: Minimum 1.5 GB - 2 GB Recommended
- At least 800x600 capable video card

Sometimes CUPSS can run very slowly if the application had not fully shutdown therefore you may need to end all CUPSS processes before opening the CUPSS application again.

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How do I backup my CUPSS database?

See Appendix A for details on how to backup the CUPSS database.

How do I restore a backup database?

See Appendix A for details on how to restore the CUPSS database.

How do I replace the CUPSS database with a different database?

To replace a CUPSS database with a database from another installation of CUPSS you can backup the database from both versions and then select the other installation of CUPSS backed up database to be restored to See Appendix A for details on how to backup and restore the CUPSS database.

Why do I need to turn on pop-up?

The CUPSS website opens the training videos in a new window therefore you will need to enable pop-ups for the CUPSS website in your Internet browser.

Why is the progress bar not progressing when I start CUPSS?

You may encounter this problem for a number of reasons. If the progress bar % complete does not increase after several minutes then you will need to end all the CUPSS processes before opening the CUPSS application again.

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Why do I get an error when I restart CUPSS?

You encounter this problem if you close the CUPSS application and restart it without giving it time to properly shut down this will cause an error because the connection to the database wasn't given time to shutdown. You will need to end all the CUPSS processes before opening the CUPSS application again.

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How do I register CUPSS?

Visit <http://yosemite.epa.gov/ow/cupssreg.nsf?opendatabase> to register your copy of CUPSS.

How do I maximize or enlarge the CUPSS window?

The CUPSS screen can not be enlarged and has been designed to work with systems that have a screen resolution of 800x600 or higher.

Why do I get an error when my computer is idle and activates the screensaver or hibernate mode?

When Windows enters power saving mode it closes the connection to CUPSS database and the system generates an exception. You will need to end all the CUPSS processes before opening the CUPSS application again.

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To prevent this from happening you are advised to close CUPSS if you do not plan to use it for a while and to set your computers power options to "Never" for:

- Turn off monitor
- Turn off hard disks
- System standby
- System hibernates

To set your computer's power options:

1. Select **Start->Control Panel**
2. Double-click **Power Options**
3. Select "Always On" from the Power schemes drop-down or "Never" from the Turn off monitor, Turn off hard disks, System standby and System hibernates drop-downs
4. Click **OK**