Paragon Revenue Group IT Troubleshooting Guide

Updated September 2023

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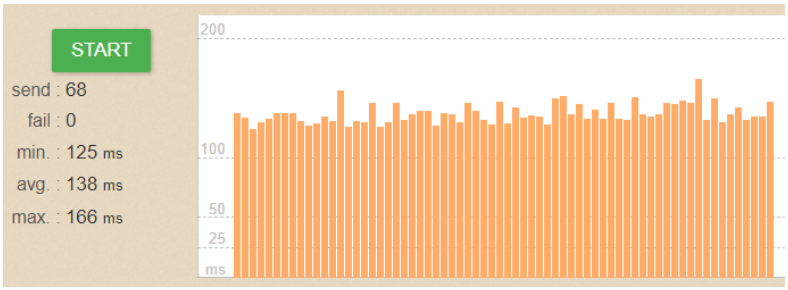
See a troubleshooting topic you would like covered in this guide? Please reach out to David in IT.

Section I: Connectivity Issues

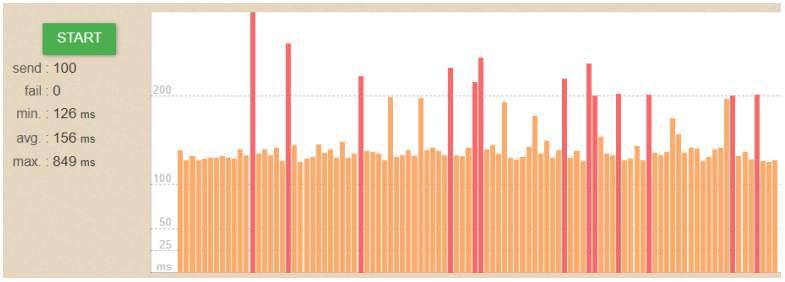
Screen is "Freezing", Frequent Disconnects, "Lagging"

These issues are caused by an unstable connection to the PRG office in Concord, NC. When your connection is unstable, some data may be lost. When working from home you are essentially streaming your office PC. It requires a reliable connection. Follow the below steps, in order, testing after each step to see if the problem is resolved.

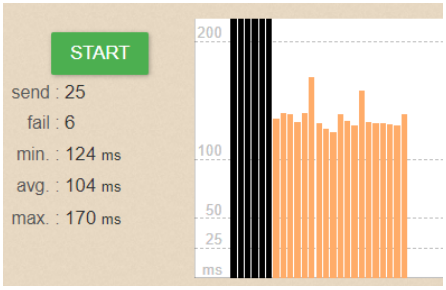
1. Close the Remote Desktop Connection, then reconnect.
2. Restart your office computer using the Restart Concord Computer icon on your office computer's desktop. While your office PC is rebooting, reboot your home PC.
3. Close the Remote Desktop Connection then use the Network Stability Test tool from prgremote.com.
    a. Using your **home** computer's browser navigate to prgremote.com then click the link for the Network Stability Test. Press the green START button to begin the test.
    b. Let the test run for at least 1 minute. Use the images below to determine if you have a stable connection.
        i. Stable Connection [Steady stream of green or orange bars.]:



        ii. Unstable Connection [Orange bars with tall red bars mixed in.]:

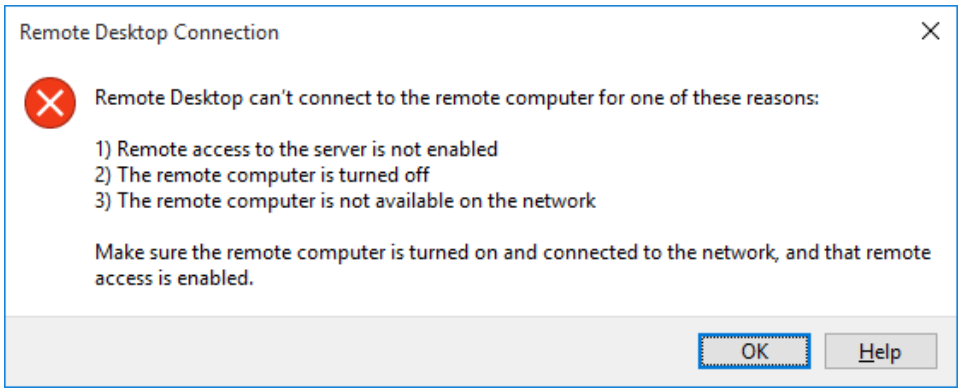


        iii. Critical Failure [Any black bars.]:



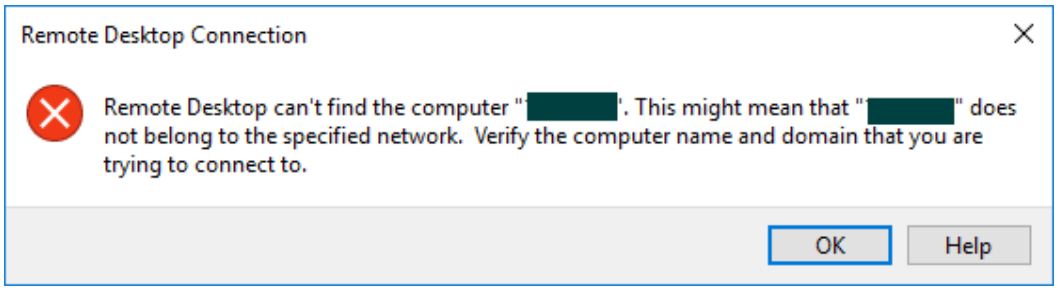
    c. If you show signs of an unstable or critical failure, reset your home networking equipment by unplugging the router and modem for 30 seconds, then plugging them back in. Then re-run the test. If you get the same results you will need to call your internet service provider (ISP).
4. If you are still having issues, run the Network Stability Test while you work. When you are disconnected, check to see how the graph looks. Reach out to IT for assistance if the results are unclear.

“Remote Desktop can’t connect to the remote computer…” Error Message



If you see this error message, you will need to reach out to IT. Your password may be expired, your AD account may be locked, or your DUO account may be locked.

“Remote Desktop can’t find the computer “JBAxxx”…” Error Message



If you see this error message after you have restarted your office computer, please wait 1 minute then try again. Otherwise, please reach out to IT for assistance. Your office PC may be frozen, updating, or powered off.

Section II: WebRTC Issues

Using WebRTC from Home vs the Office PC

WebRTC is best used from your home computer. This will help to prevent lag and other audio issues. Unless otherwise instructed by IT, please use WebRTC from your home computer. Before connecting to the office, open either Microsoft Edge, or Google Chrome on your home computer and login to WebRTC.

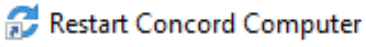
No Beeps, Static on the Line

If you do not hear any beeps when logging into WebRTC, or you have static on your line, please follow these steps, testing after each step.

1. Close all open web browsers on your home PC, then try again.
2. Make sure the volume on your home PC is not muted. Make sure the volume is turned up on the in-line headset controls on the headset wire.
3. Unplug your USB headset and move it to another USB port.
4. Unplug your USB headset, restart your home computer, then plug your headset into a different USB port.
5. Still having trouble, reach out to IT for assistance.

WebRTC Will Not Connect to FACS Workstation

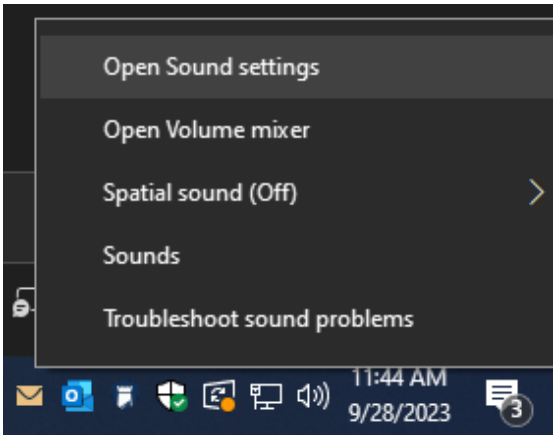
If you can successfully login to WebRTC and hear the beeps, but FACS Workstation will not connect after you put in the code, please follow the instructions below:

1. Close Workstation (WS) and WebRTC. Open WebRTC and login, make sure you hear the 3 beeps. Then open WS, login, then try again.
2. Restart your office PC using the  link on your office PC desktop.
3. Verify your home connection is stable using the Network Stability Test on prgremote.com. *Use the guide in Section I.3 to determine if your connection is stable.*
4. Still having issues? Reach out to IT for assistance.

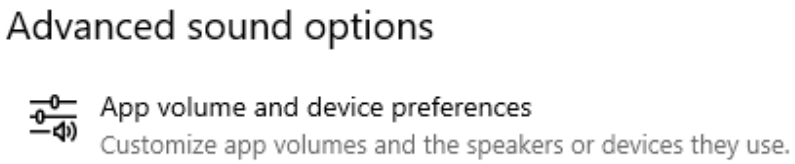
“Debtor Can’t Hear Me” & “I Can’t Hear the Debtor”

If you can connect to WebRTC and FACS Workstation, but either you can’t hear the debtor, or they can’t hear you, please follow the below steps, testing after each step.

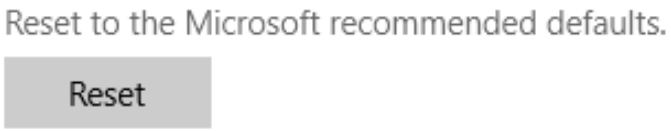
1. Follow the steps in the section above, “No Beeps, Static on the Line.”
2. Reset your home computer’s sound settings:
    a. For Windows 10:
        i. Right click on the speaker icon near the clock on your taskbar. Then click **Open Sound settings.**



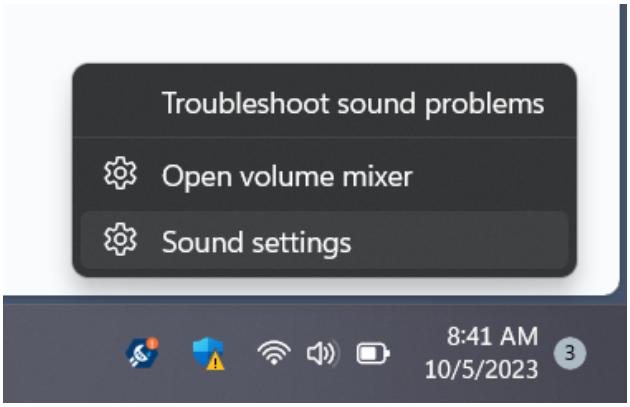
        ii. In the Sound window, scroll down to **Advanced sound options** and click the only option, **App volume and device preferences.**



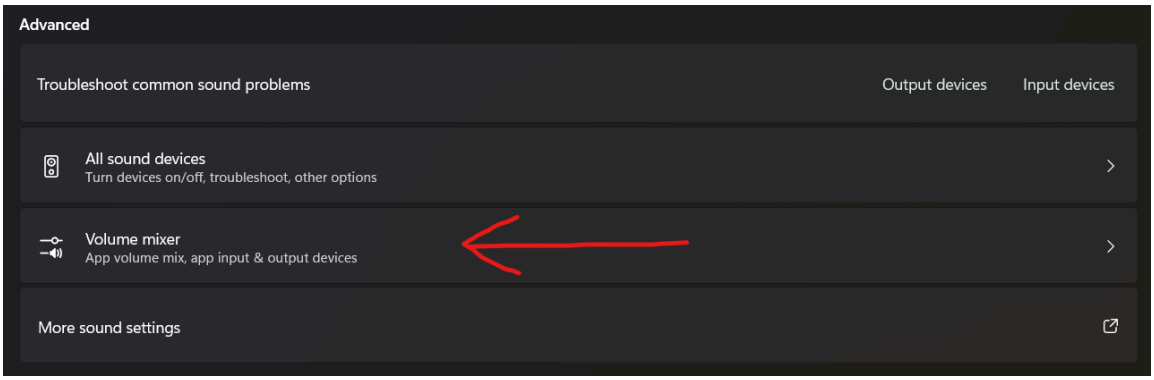
        iii. At the very bottom of the page, click the gray **Reset** button.



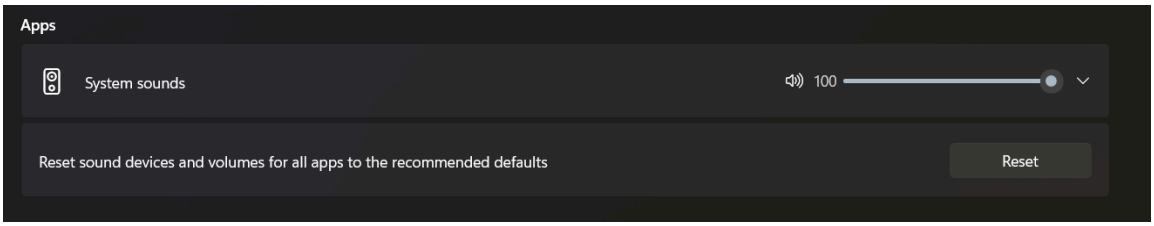
    b. For Windows 11:
        i. Right click on the speaker icon near the clock on the taskbar. Then click **Sound Settings.**



ii. Scroll down to the **Advanced** section, then click **Volume Mixer**.



iii. Under the **Apps** section click the **Reset** button.



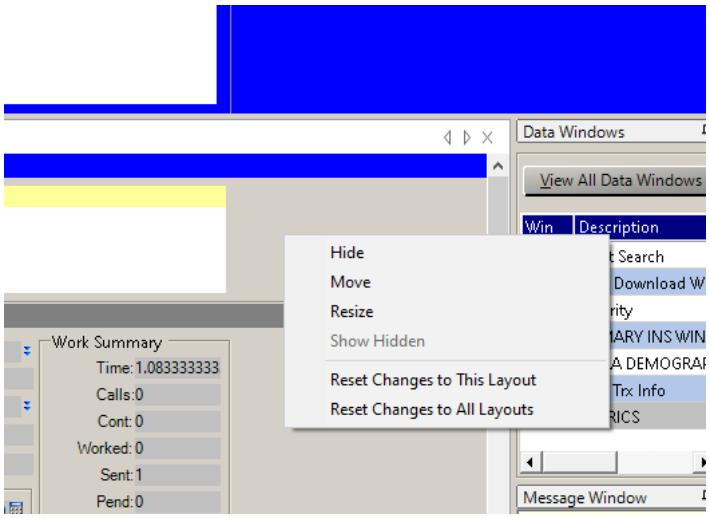
iv. Reboot your home computer, then try again.

Section III: FACS Workstation Issues

Missing Panels, Tabs, or Other GUI Elements

If a panel, tab, or any other part of FACS Workstation (WS) has seemingly disappeared for you, please follow the below steps to reset your WS settings.

1. On the screen where you are missing the element, find a blank gray space, right click, then click **Reset Changes to All Layouts**.



2. Close WS and log back in again. You may need to repeat 2-3 times before the issue is resolved.
3. Reach out to IT if the element is still missing from your screen.

Virtual Hangup & Other Application Errors

If you receive any in-app errors such as Virtual Hangup, unable to throw a call, unexpected error has occurred, etc. you will need to close FACS Workstation (WS) and log back in. If you are unable to close WS, use the Kill FACS Workstation icon on your office PC desktop. Still can't close it? Reach out to IT for assistance.

Workstation Frozen, but Everything Else is Working

If your workstation is frozen use the Kill FACS Workstation icon located on your office computer's desktop to terminate the process. Use the hotkey [Ctrl]+[D] to bring up your desktop if you are unable to minimize WS. Still can't close it? Reach out to IT for assistance.

FACS Account is Locked or Unable to Login

If you are unable to login to FACS or FACS Workstation, you will need to reach out to IT with the following information:

- Your full name.
- Your FACS initials
- Which directory you need assistance with – EBO (Dir2), BD (Dir0), M2 (CRD).

Section IV: Client System Connectivity Issues

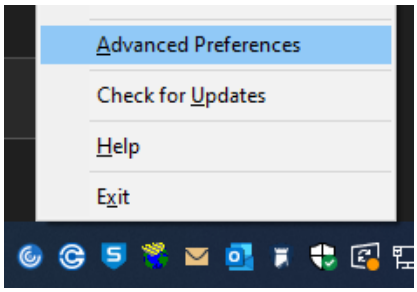
Credential Trouble

If you are trying to login to a client's system and receive any error about your account; "Unable to login" "Password has expired", "Account locked," etc. You will need to reach out to the client's IT helpdesk for assistance. If the client says you need PRG management to take some sort of action to reinstate your account, please reach out to your manager and explain.

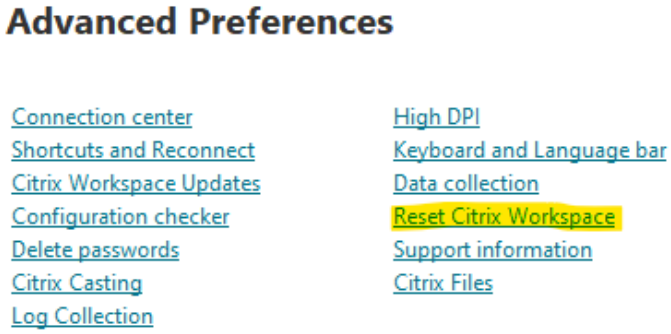
Client System Applications Not Opening

If you can login to a client's online portal, but are unable to launch the application such as EPIC, please follow the below instructions. Test again after completing the process.

1. Find the Citrix Workspace icon on your taskbar, near the clock. It looks like a blue circle with white rings. 
2. Right click on it and choose **Advanced Preferences.**



3. In the new window find the option **Reset Citrix Workspace**. Click on it, then click **Yes, reset Citrix Workspace** on the next popup.

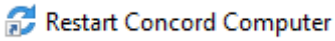


4. The application will reset. When it's completed, a small popup will appear letting you know it was reset. Click **OK.** You can close the next window that comes up.
5. Close any web browsers you may have open, then try to launch the client's system again.

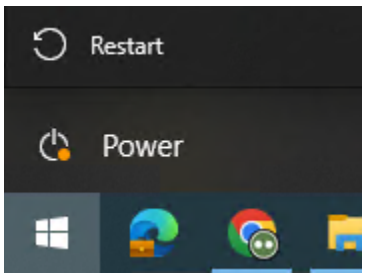
wSection V: General Technology Issues

How to Restart Your Office PC

You can restart your office PC in 2 ways:

1. Use the 

icon located on your desktop.
2. Click the Start button, then click the Power icon and choose **Restart.**



None of these working for you? Reach out to IT for assistance.

How to Use the Network Stability Test

Navigate to prgremote.com from your **home** computer and click on the link for the Network Stability Test. Then click the green START button. Please refer to section I.3 to understand the results of your test.

How to Use the Network Speed Test

Navigate to prgremote.com from your **home** computer and click the link for the Network Speed Test. On the next screen click the big GO button in the middle of the page. Wait for the test to finish running. You need at least 30 mbps download, and 3 mbps upload to work from home. You likely pay for far faster internet. If the test results show dramatically lower speeds than you pay for, reach out to your Internet Service Provider (ISP).

Home Internet Outage

If you are unable to access the internet from your home computer, check your home equipment for any signs of an outage. All the lights on your modem should be green or blue and blinking. If you see any red or missing lights, your internet may be out. If your Internet Service Provider (ISP) has a mobile app, check to see if there are any outage reports. For service, you will need to call your ISP.

New or Lost Cell Phone

If you have purchased a new cell phone or have lost your phone, you will need to reach out to PRG IT for assistance with reactivating DUO Mobile. You will need to install the DUO Mobile app from your phone's app store. PRG IT can also set DUO to call you instead of using the notification if that is easier for you.

Remote Support – Teamviewer Guide

If you are using a PRG loaner computer at home, Teamviewer is already installed on the desktop. You can skip to step X.

If you do not have Teamviewer installed on your home computer, please follow the instructions below to get setup for remote assistance.

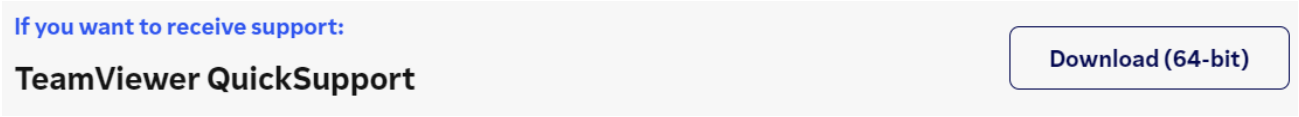
1. From your **home** computer, navigate to Teamviewer.com then click the “Free Download ->” button in the upper right of the page.

2. On the next page click the black button labeled “Download for free.”

3. Click the Teamviewer USA button then on the next page choose the option “Download (64-bit)” beside the “Teamviewer QuickSupport” entry.

4. Once downloaded, open/run the file.
5. Accept the End User License Agreement and click Continue.
6. Take a picture of the app screen and share it with the IT person helping you. The information below is what IT needs to help you.