

SAM Troubleshooting Guide

A guide to the most commonly experienced SAM issues, their causes and the solutions that you can apply in your library.

SAM SUPPORT:

MHLS

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Comprise

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The contact information above is in the order that you should attempt contact for support. During non-business hours, please report non-urgent issues by email or phone message to MHLS or contact us on the next business day. All contact should go to MHLS first, when at all possible.

SAM Good Practice:

- Document all changes to SAM PCs and Network settings.
- Inform MHLS about any major changes in your library's network, printing or computer equipment.
- When purchasing, new equipment contact MHLS for SAM compatibility.
- Be aware of your own security, passwords, and authorizations. You will need to turn off all Deep Freeze, Centurion guard to save changes. You must log in as administrator in many cases, as well.

Start up Issues

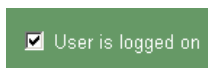
Problem: Sam does not start on a single PC


- **Cause:** The SAM start up service is no longer there or not present. Verify by going to the *Administrative Services* in the *Control panel (sort by name)* and look for a service beginning with SAM.
Solution: Add the service by double clicking *clientsrv.exe* in the SAM folder on your C drive. It won't seem like anything has happened, but you should find the service has been added. Restart the PC.
- **Cause:** SAM has been set not to start for your location in the Administrative Interface.
Solution: log onto <http://sam.midhudson.org/sam/index.html> and go to Location Maintenance/ System options and check "Enable SAM".
- **Cause:** a local firewall is blocking access between the PC and the SAM server at MHLS.
Solution: Turn off all firewalls. SAM cannot send/receive information to the server, staff PCs or sign up stations with a firewall enabled.

Session issues

Problem: Patron cannot login

- **Cause:** Patron record is in use by SAM either because a previous session did not end correctly or the new session was not started completely.
Solution: From the staff module enter the patron's SAM record and remove the check mark in the box next to "user is logged on". Click the "save" button at the top right corner of the patron record.



- **Cause:** Patron access is blocked by SAM.
Solution: From the staff module enter the patron's SAM record and verify that the patron has not been set as Inactive.  This status can be changed if appropriate, but you should check the note field in case the patron has been legitimately suspended from accessing SAM. Save any changes.
Solution: Check Millennium record to see if patron record has expired.
Solution: If your location blocks patrons who owe more than a particular amount of money, check the patron's Millennium account to see how much they owe in fines.
- **Cause:** Patron has used their daily time (this could be an accumulation of time at your location and time used at another SAM location over the course of the day.)
Solution: From the staff module, enter the patron's record to check the time used.



Time used is updated when the patron ends their SAM session. If a patron has accrued enough time to be blocked from SAM, you can reset their "logs" by placing a check in

Reset User's Logs

(resets time & Sessions back to zero) or update the patron's time by selecting a new allotment of time from the dropdown menu. Click the "save" button at the top right corner of the patron record.

- **Cause:** Patron is not using or has forgotten the correct PIN.
Solution: Reset the patron pin by clicking the "Change PIN /Password Next Time. Click the "Save" button at the top right corner of the patron record. The patron will be required to enter a new PIN/Password on their next login attempt.

Change Pin / Password Next Time

- **Cause:** Patron is does not have a library card fully entered in the Millennium system
Solution: Enter a Millennium patron record, including all required fields. Variations in the Millennium barcode field or typographical errors will cause SAM to not be able to locate and verify the patron's library record for the SAM authentication process to execute.

Problem: Patron was kicked off of SAM before a full session was used

- **Cause:** Patron has used their daily time (this could be an accumulation of time at your location and time used at another SAM location over the course of the day.)
Solution: From the staff module, enter the patron's record to check the time used. Time used is updated when the patron ends their SAM session. If a patron has accrued enough time to be blocked from SAM, you can reset their "logs" by placing a check in (resets time & Sessions back to zero) or Updating patron time by selecting what you will allow them from the dropdown menu. Click the "save" button at the top right corner of the patron record.

Time Used Today 00:00:00

Reset User's Logs

Printing Issues

Problem: **Printing-No one can print from SAM**

Verify that this is a SAM issue by closing SAM and printing. If you cannot print with SAM off, you most likely have a general printing problem unrelated to SAM. If this is the case, contact your network administrator.

- **Cause:** The printer is off, unavailable, unplugged, disconnected from the network, out of paper, or has an error (jam). Yes, this is many times the case. Really, check the obvious first.
Solution: Too obvious.
- **Cause:** The printer has been renamed or it has had its IP address changed on the network.
Solution: Verify that the printer is at the IP address that is indicated in the “Print Control” of your Sam Admin. Interface. Usually you can get the printer setting from the printer using the menu on the printer. Either edit your SAM settings or the printer settings to match.
- **Cause:** Your network is down internally. Try pinging the printer, if you cannot access the printer through ping the communication is not open in your network. Pinging is done from the command prompt. You can get to that from the start button, then choose run. In the space provided type the letters cmd . A command window will come up. Type the word ping followed by a space followed by the printers IP address.

Example :

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\lshedrick>cd c:
C:\Documents and Settings\lshedrick

C:\Documents and Settings\lshedrick>ping 192.168.1.50
```

You can ping the printer from any PC on that network to see if there is communication.

Solution: Begin with the obvious cable connections. Reset your switch. Contact your network provider.

- **Cause:** SAM printing did not start when the computer booted up. If this is the case. The SAM Printer ICON will not be present in the lower right toolbar tray. View this by hitting the Windows key (between Ctrl & Alt).
Solution: Restart the PC and ensure that SAM Printing is started. If it has not, check to see if there is any blocking software (Symantec or other brand) blocking this program) and check your firewall. Contact support for more help.

Problem: Individual PC Cannot Print but others can

There are many causes for printing problems, so these have been broken down into the steps of the SAM printing process to help you evaluate where your problem is stemming from.

A. SAM print informational window never displays or you get an SAM error message immediately.

- Cause:** SAM administrator interface has not been set up for this printer or installation of this printer. Each of your public PCs have the printer installed on them internally. When we added SAM to your PC and started it up, instructions were added to the SAM Server and PC for communication and the handling information for Print jobs. That link is established and maintained in your administrative interface under Location Maintenance (left toolbar) and Print Control (subset of Location Maintenance on the left toolbar). Your parameters need to be set each time a printer is added.
Note: ANY CHANGE IN THE NAMING (spaces, Caps ANYTHING) on established SAM PCs or added SAM PCs will create another printer interface on the SAM server. You should be VERY careful to have consistent naming of your printers. There really should be only one line for each of your printers on the SAM admin interface Please make your network administrators aware of this.

Solution: Check the name of the printer on your PC. Rename it to match the other PCs in your location, and then restart the PC.

Solution: You need to update your admin Interface and edit your printer parameters. Below is an example of a good set up. Only 1 printer in the printers list and it has been edited to include price per page, Page limit, applications and PCL language.

Print Control Modify

Please select a printer from the list below to change.

Location ID

Location Name

Modify	Printer Name	Port Name
<input checked="" type="radio"/>	HP LaserJet 4050 Series PCL	IP_192.168.0.200

Printer Name	<input type="text" value="HP LaserJet 4050 Series PCL"/>
Port Name	<input type="text" value="IP_192.168.0.200"/>
Price Per Page <input type="text" value="20"/> cents.	Page Limit <input type="text" value="100"/>
Applications allowed to print from (All, Internet, None)	<input type="text" value="All"/>
Language	<input type="text" value="PCL7"/>

B. SAM print window displays and print Job is interrupted because the patron has no \$

- **Cause:** Patron cannot print because there isn't enough money on their account, yet they think they should have sufficient funds.

Solution: Verify that the patron is correct about the number of pages that they are trying to print. Printing from web pages can be very misleading when trying to translate into the number of pages printed. They may not *think* that they have printed as many pages as they have and therefore not increased their account enough to cover the entire print job. Use print preview to see the page count of the document.

- **Cause:** Patron tried to print, found out they didn't have enough money and had staff add money before they closed the print information window.

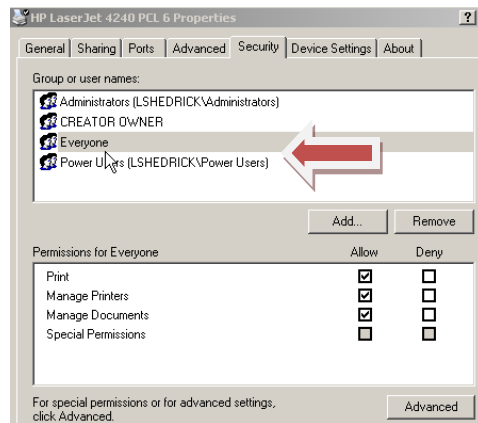
Solution: Verify that the print window is closed and add money to the patron account.

Solution: Worst case scenario is to have the patron exit and re-enter their account.

C. SAM Print window displays, patron approves job, but nothing happens

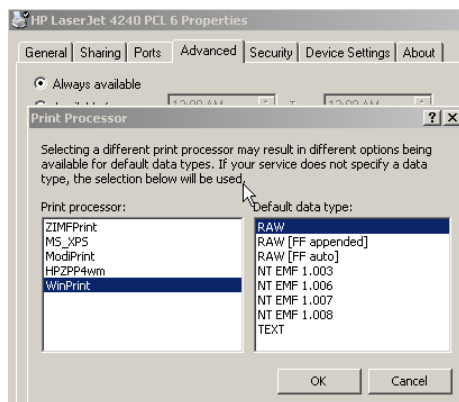
- **Cause:** Printer Security does not have a user everyone.

Solution: In the printer properties, go to the security tab. If user "Everyone" exists, verify that all "Allow" check boxes are checked. If there is no user "Everyone" add it and select all boxes.



Cause: The printer setting for Print Processor not set to WinnPrint with Data Type RAW

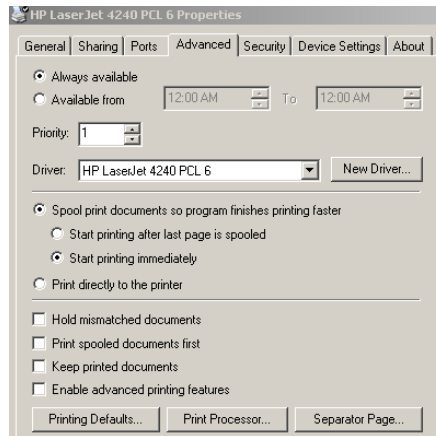
Solution: See example:



D. SAM Print window displays, patron approves job, the status box progresses, but nothing prints

- **Cause:** Printer “Advanced Settings” not correct.

Solution: Use example:



E. SAM Print window displays, patron approves job, the status box progresses, but the print job is gobbledygook, and may go many pages.

- **Cause:** printer driver incompatible with SAM.

Solution: Load PCL driver from manufacturer’s web site or disk.

- **Cause:** Printer PCL language not set or correct on SAM administrator interface (TRY PCL5, PCL6, Or PCL7).

Solution: In the SAM administrator interface edit the PCL language and save the changes. Restart your computer and test. You may need to try the third option, as well.

SAM Screen Display and Policy Issues

Problem: SAM image is skewed or covers the entry boxes for logging in.

- **Cause:** SAM is not loading your local image correctly or your local image is missing or corrupt.
Solution: Depending on your screen resolution, your image is being loaded from c:/sam/SamLogo.bmp or c:/sam/SamLogosmall.bmp. In most cases that file is also available in your update file on the SAM server and can be resupplied by restarting your PC. If that doesn’t correct the problem you can replace the file manually by saving a new copy to the c:/sam folder.
Solution: Try resaving your SamLogo.bmp file as SamLogosmall.bmp or vice versa.

Problem: SAM Screen says “SORRY” and patrons cannot login

The SAM “Sorry” screen is an indication that the computer no longer has access to the internet and or SAM server.

- Cause:** Your internet services have been interrupted briefly
Solution: Wait a moment. The screen refreshes every 5 seconds or so, this could be a temporary aberration.
- Cause:** Your internet service is down at this computer, in house or at your Internet Service Provider (ISP). Without Internet service, SAM cannot contact the server for authenticated logging in.
Solution: Try to figure out if it is this PC by checking other PCs, contact your service provider. They may have you reset your Router. Get familiar with the names and purposes of your network equipment. If only this PC is displaying the sorry screen, begin troubleshooting the internet connections, beginning with your data wire (the phone jackish cable in the back of the PC-check connection at the other end too).
Solution: Contact your network person to find out if there have been any network changes that may have affected this PC.

Problem: A gray box is displaying on the desktop and will not go away.

- Cause:** Windows or other automatic updates are trying to run.
Solution: Turn off automatic updates. You can set the PC to bring down the updates, but wait for you to manually install them. You should make regular checks for updates and install them after exiting SAM.

SAM Staff Interface and Sign up Station

Problem: Patrons are logged in but they are not being displayed on the staff screen or sign up screen.

- Cause:** Windows fire wall or some other firewall is blocking network communication
Solution: Turn off all internal firewalls on your PCs. It could be the patron PC or the staff PC.
Cause: Sign up station or Primary staff PC has a different IP address than the address set as KIOSK in the Administrative Interface.
Solution: Set a static IP on your Sign UP or primary staff PC that Matches the KIOSK setting. Restart Sign up or primary staff PC, and then restart public PCs.
- Cause:** Changes to your network have not been properly stored on the SAM server creating a conflict.
Solution: Contact Comprise and ask them to check the SQL table for your location.

Problem: Sending Messages and other Staff functions do not work

Cause: A firewall is enabled on the staff pc, the public PC or both, blocking the communication.
Solution: Check staff PC first and disable any firewall. Do the same with the public PCs.

Problem: Location/Branch does not display in top right corner of staff screen.

Cause: A mistake has been entered in the clntinfo.ini file

Solution: Check the file in C:SAM/clntinfo.ini . It should look like the text below. The file can be viewed and edited in notepad.

[WebServer]

Name=sam.midhudson.org

User=Comprise

Pass=Sam

MultiServer=No

Domain=.

[Branch]

Name=YOUR LOCATION-correct case, exactly as it displays in the Admin. Interface.

[Branches]

Names=Same as above% You need the %

[Settings]

LibPrefix=101

BranchPrefix=Your patron barcode prefix

UpperLimit=1000

LowerLimit=0

DisplayLAD=No

LastVisitor=

Mode=0

Problem: Cannot print visitor passes

Cause: A printer named "Visitor Cards Printer" does not exist on your staff PC.

Solution: Rename your current printer or install another copy of the printer using "Visitor Cards Printer" as the name.

Cause: Corruption in file smartcardhooks.dll.

Solution: replace file. The file can be found at <ftp://sam.midhudson.org> in the folder [Install PC Activity Manager - Sign Up Station & Staff](#) .