February 24, 2009

Employ Florida Marketplace (EFM) Update

TOPIC: Geographic Solutions has provided a list of questions that would help them provide assistance when a user experiences a problem with timeouts and system performance.

The most important piece of information GeoSol needs is: What was the exact "error message" that you received? You may either write it down or take a screen shot that can be sent when you contact them about a problem.

Other questions that will help them are:

- Log in name?
- Day of the week timeout or problem occurred?
- Time of day it occurred?
- Where were you in the application when the error occurred?
- What other applications were running on your workstation when the error occurred?
- What is the operating system?
- What browser and browser version are you using i.e. Internet Explorer v7.0?
- What is the CPU memory of your computer?

GeoSol has also recommended that users consider visiting a public Internet performance test site like www.testmy.net or www.speakeasy.net and run a speed test, a download test, and a bandwidth test on their connection at the time they are experiencing problems. Take a screen shot of the results or write down the key numbers and send this information to them when you report the problem.

Thank you.

AWI Information