

PALM  **TECH**

home inspection software

V E R S I O N 9

HOW TO:

Troubleshoot the Cloud on a PC

**This How To covers some ways to troubleshoot using
the cloud on a PC**

For a complete list of available How To documents, visit the
Support section of our website: www.palm-tech.com/support/

HOW TO: Troubleshoot the Cloud on a PC

Use the tips below to troubleshoot any issues you may be having when trying to connect to your cloud drive on a PC.

- A. Make sure your username and password are entered correctly
- B. Make sure you have an internet connection
- C. Make sure nothing is blocking Palm-Tech from connecting to the internet
- D. Other Tips

A. Make sure you entered your username and password correctly

1. Your username and password are case sensitive. As a result, they must be entered exactly as they appear in the setup email you received from Palm-Tech. It may be easiest to copy and paste the login information directly from the setup email into the program to make sure they are entered correctly. Another thing to check for is to make sure there are no extra spaces either before or after your entries.

B. Make sure you have an internet connection

1. In order to access the cloud you need an internet connection on your PC. One way to confirm you have an internet connection is to open your internet browser and navigate to several websites.
2. When connecting to public Wi-Fi (like at a Starbucks or McDonalds) or using your phone as a hotspot, it is possible that you'll be connected to the internet and be able to browse the web, but still not able to connect to the cloud through the Palm-Tech shell. This is a result of the connection type you have limiting the ability of Palm-Tech to access the web. If this happens, you can either wait until you get to a spot with a different WiFi connection (such as your home or office) or you can access the cloud through the portal to do your uploading and downloading. The portal can be accessed here: <https://portal.palm-tech.com/account/login.php>

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C. Make sure nothing is blocking Palm-Tech from connecting to the internet

1. If you have double checked your login details, are sure you have a good internet connection, and are still having issues connecting, then most likely something is blocking the Palm-Tech program from connecting to the internet. This is typically going to be something on your PC, but it can be something outside of your PC such as your internet provider. Some examples of programs to check if you believe something is blocking Palm-Tech are: The firewall on the PC, Your virus/security software, or your Wi-Fi provider.
2. Every PC is going to operate differently based on the firewall and/or security software installed which makes it difficult to provide an exact next step. However, with the majority of these programs you are able to go into the program and make an "exception," or "allow," a program access to the internet. You would need to allow Palm-Tech (include all Palm-Tech files/programs you see) to connect to the internet. Once you make these changes, go back into Palm-Tech and test the connection to the cloud.
3. We have heard from a few inspectors who have had issues when trying to connect to the cloud with their Satellite internet. These inspectors were able to call their internet provider to help them resolve this issue. A few mentioned that they turned off 'web accelerator' to fix it.

D. Other Tips

1. If you have been able to connect to the cloud before on your PC, but are starting to have trouble, then restart your PC and try again. This can reestablish the connection.
2. If you are trying to download from the cloud and get the error message that says the file could not be found, then you will want to reestablish the Inspection File and Archive location. You can do this by going into 'Program Settings' and clicking 'Locate' next to each of these options.
 - i. To locate the Inspection file location you will go to Libraries->Documents->My Documents->Palm-Tech90.
 - ii. To locate the Archive file location you will go to Libraries->Documents->My Documents->Palm-Tech90->Archive.
3. If you are still having trouble another way to access the cloud is through our Cloud Login website. This website will allow you to upload/download inspections, templates and library files to your cloud drive. Here is the link to that website- <https://portal.palm-tech.com/account/login.php>