

ATS— Speed and/or connection issues

If you have issues with connection speed and some time-out issues below are some typical issues we have encountered. Verify that your Database name is correct, and you are connecting to the correct server. Also, verify that you are utilizing the most current version of ATS. Please verify you are up-to-date by visiting install.atsusers.com and seeing what version of the desktop is available, vs. what is in the bottom corner of your log in screen.


ATS Desktop, ATS Desktop Kiosk & ATS module installations


[ATS Install Help Doc](#)

ATS Desktop installation

Notes:


- If ATS has already been installed on this machine you can go directly to step #2
- If you are told to do a "partial install" go directly to step #2
- If you are going to use the QR functionality you need to run step #4


Step 1: [Install Crystal Reports](#) 

Step 2: [Install the ATS Core \(11.20.22.3\)](#) 

Step 3: First try a: below. If you have the option to "Run" the file, choose "Save". Once the file is saved, open it and click on

a: [Install Database Driver for Reports](#) 

b: [Install Database Driver for Reports \(only if a: did not work\)](#) 

Step 4: [Optional: Install the QR Utility](#) 

Alt Install: Only run the alternate installation if instructed to do so by

[Alt Install Page](#) 



To gain access to the server name, please click on the advanced key button. This opens up the database name as well as the server name.



After you hit the advanced key:

1) Verify you are using the correct database name. It will read as ATS followed by your database name.

2A) Clear the server name, and enter PrimaryServer. If you are an TDE DB, use the info to the right.

3) After the correct database name and server name are entered, attempt to log in.

4) If you have a failure to log in, you should contact your IT department. Some suggestions for allowing communication are on the following page.

If you are a TDE/Encrypted database:

2B) Enter your correct information as you would for the regular database.

2C) Enter PrimaryEncrypted

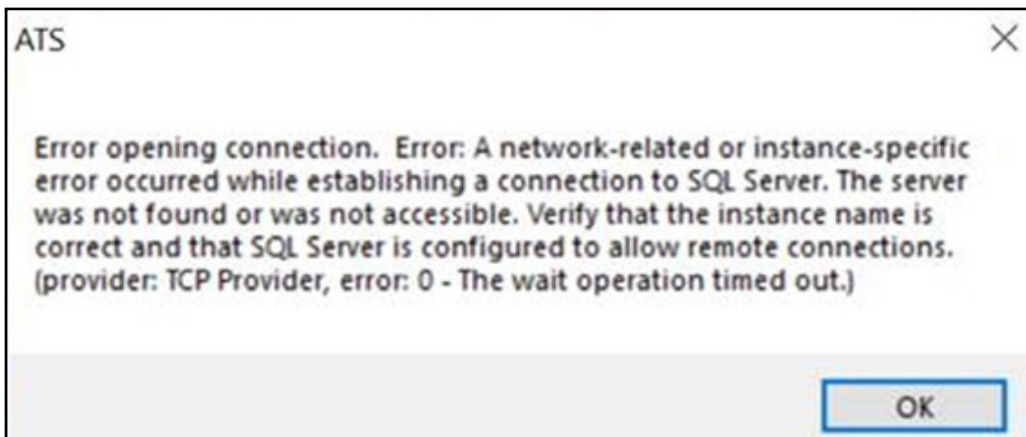
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For local IT issues we would suggest a couple things to do/test.

1. Ask the IT department(s) involved to use the information below and make sure they “allow” and “do not block” connections to our servers
 - We use “TCP” communication and use the following IP address & port for our server:
 - ◆ **IP 67.221.0.203 Port 1039 TDE Port is 1040**
 3. Ask the IT department(s) to make sure that they do not use “throttling software”, or something similar, to restrict the connection and/or our ATS.exe application
 4. Ask the IT department(s) to make sure that the local Firewall and/or anti-virus software is not blocking the IP address & ports from #2 above.
 5. Ask the IT department(s) to make sure that the local Firewall and/or anti-virus software does not block “peer-to-peer” network connections.
 6. Ask the IT department(s) to do a “trace route” test from the applicable PC to make sure it connects. This is done from the DOS Command prompt by entering **tracert 67.221.0.203**
- Note: Our server is “ping-less” so you will not be able to get a response from it. Please note any slowness in connection/hop speed. If your trace reaches outside your organization and near Pittsburgh, PA your connection should be good.**
7. Ask your staff to try the “xxx3.atsusers.com” site (**no www**) and see if the speed is better. “xxx” would be your database name.
 8. Have your staff open a browser & enter www.speedtest.net; after it loads; click the “Begin Test” icon & report the results back to you on the speed (see next page)
 9. If you get a connection error message similar to the one below, ending with an Error 0. Your IT department will need to assist.

This error indicates one of 3 things.

1. There is a firewall issue blocking the computer from establishing connection to our server. Ensure the IP address and port number have communication ability.
2. If they do not use the Windows Defender, they need to verify it is turned off. If it is being used, it needs to be temporarily disabled to allow the connection.
3. They need to temporarily disable the Antivirus that is being used. Also, ensure there is not a second antivirus system being used that is still active behind the scenes.

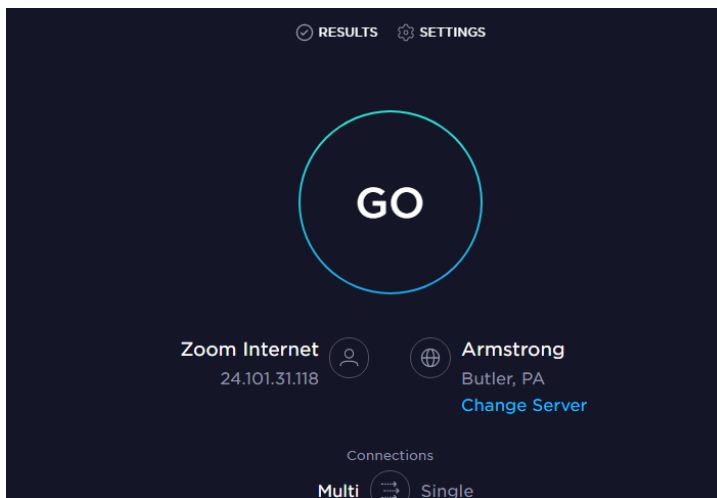


If you are getting other errors, or having other issues. Please refer back to the [installation help doc](#); it contains other errors and connection issues you might be having if you are reinstalling. It also has other solutions, for the IT department to assist with getting ATS running.

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Enter **www.speedtest.net** in the address of your internet browser

Once the screen loads; click the “Go button”.



Note/Report the “**Ping**”, “**Down Speed**” and “**Upload Speed**” results...

