

# Troubleshooting Manitou

## A New Manitou Workstation Installation

After installing a new Manitou client (and/or Supervisor Workstation) there are times when either the Distributer Commander, or the Workstations table in another Supervisor Workstation, doesn't show it. Below are some troubleshooting techniques:

Troubleshooting when the Distributer Commander cannot "see" the new Workstation:

- Verify that you can ping the Manitou server (the one running the Distributer Commander) by name.
- Verify that you can ping the new workstation from the Manitou server by name.
- Verify that the Windows Firewall is not running on the machine
- Verify that the registry for the Distributer has the server machine name spelled correctly. (Regedit - HKEY\_LOCAL\_MACHINE - Software - Bold Technologies (or Wow6432 - Bold Technologies) - Distributer)

Troubleshooting when the Manitou Workstations will not show in the Workstations table, within the Supervisor Workstation:

- Ping the same as above both directions
- Verify that the name of the server is spelled correctly in the shortcut.
- If the workstation was re-purposed:
  - Remove the old workstations, from the Supervisor Workstation 'Workstations' table, if the old machine ran Manitou.
- Still can't see it?
  - Run the Log Viewer on the active server and check the Sentry box only.
    - If there are no new lines from the machine, the machine cannot talk to the sentry. Check other communications and network paths.
    - If there is a line that reads "failed to find best server" then there is a workstation in the Workstations table that has the same workstation ID. If you have too many workstations to review, give Bold support a call and we can search for it in the database.



### Additional Information

- This applies to all Manitou Operator and Supervisor Workstation installations up to 1.6x.
- Windows Firewall can cause workstations to fail to communicate.