

WALDMANN TROUBLESHOOTING

Message - SQL pathway not found (asking for a pathway or instance)

1. Find the computer name by going to the computer where the server is located. (may need IT to give teamviewer access or give the computer name.
2. Once you know which computer the Dermamate Server is located on go to the yellow folder
3. Click on this PC
4. Right click in the blank white area
5. In the drop-down box click into properties
6. Find the computer name
7. Enter into the box requesting the pathway/instance.
 - Type in the computer name then \dermamate
 - Example: michellescomputer\dermamate (can sometimes be a long-complicated computer name or a very simple computer name)

Device not connecting

If connect button is greyed out

Go to the main server where the Dermamate server has been installed – this is sometimes a workstation and sometimes the main server box.

- Go to start (windows key)
- Search for device Dermamate
- Click on drop down box, it will show
 1. Dermamate 2.0 Device Server
 2. Dermamate 2.0 Workstation
 3. Instructions for use
- Open device server by simply clicking on it (you will not see anything happen)
- Go back to Dermamate software, into device monitor
- Check that connect button is not greyed out anymore
- If not greyed out Connect and check for green triangle
- Ensure cabinet is in Remote Mode

*Sometimes actual cabinet may be in manual mode check that device is in remote mode

50% of calls with connection issues is because the cabinet is not in remote control mode

Try to connect in Device monitor tab

If connect is not greyed out it is not a server issue and is likely in manual mode

To put into remote control

1. Additional function
2. Password Functions
3. Physician
4. Enter Physician code
5. Press Remote Control
6. Press OK
7. Go back to software in device monitor and click on connect

To Place cabinet in manual mode - Press offline on Screen

If your device is showing an unusual message, please take a photo of the message then reboot by switching off at the power button and switch back on, if message still shows or problem continues contact Technician on 1300 468 289