

Chalkline Tech Support Bulletin - Internet Connectivity to the VisiSpecs Cloud Server Issues

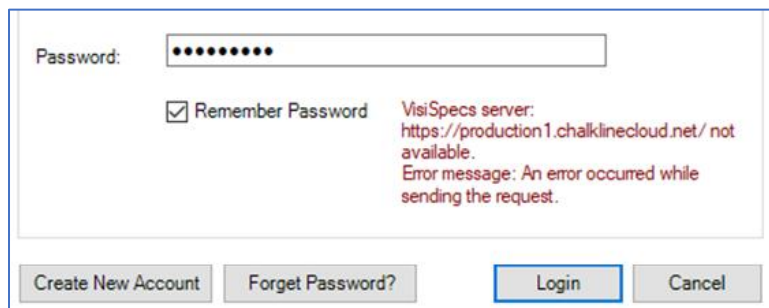
This tech bulletin addresses issues you may have logging into or saving files or other data to the VisiSpecs Cloud Server.

VisiSpecs Cloud Server data is stored in Microsoft's Azure SQL Databases in one of Microsoft Azure's regional data centers for which Microsoft guarantees an industry leading 99.99% availability. If Chalkline is alerted to a Microsoft Azure server issue, email notifications are sent to all users ASAP. Microsoft Azure Server Status and Alerts can be found here: <https://status.azure.com/en-us/status> while the VisiSpecs Cloud Server Status is found on www.chalklineinc.com/support/.

Customer IT teams should be notified to add the VisiSpecs domain to their "approved" list to ensure users do not have interruptions accessing the server: <https://production1.chalklinecloud.net> Also, IT teams should ensure their Firewalls, Virus Protection, VPNs and other security measures do not delay or block these communications.

Login Errors can occur if the username or password are incorrect or if the user has been deactivated or the new account not yet confirmed. Messages clearly indicate this and the company VisiSpecs Administrators can help.

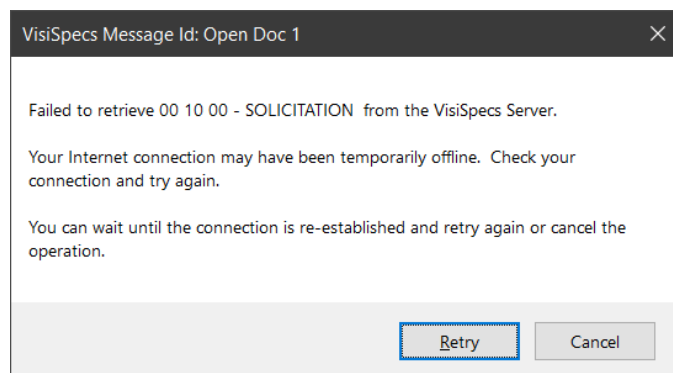
Connectivity issues can show different error messages so it is important to send the exact error message when requesting support from Chalkline. Here is an example of an error message indicating the connection to the VisiSpecs server is not currently available:



The screenshot shows a login form with a password field (masked with dots), a "Remember Password" checkbox, and a "VisiSpecs server: https://production1.chalklinecloud.net/ not available. Error message: An error occurred while sending the request." message in red text. Below the form are buttons for "Create New Account", "Forget Password?", "Login", and "Cancel".

If you feel this is an intermittent issue, wait a few seconds or minutes and click Login again. If this persists, check with your internal IT team on the above connection items. You may also click this URL as a test, but it should show the same status as logging in: <https://production1.chalklinecloud.net>

Opening a document when there is an Internet connectivity issue may show a message such as:

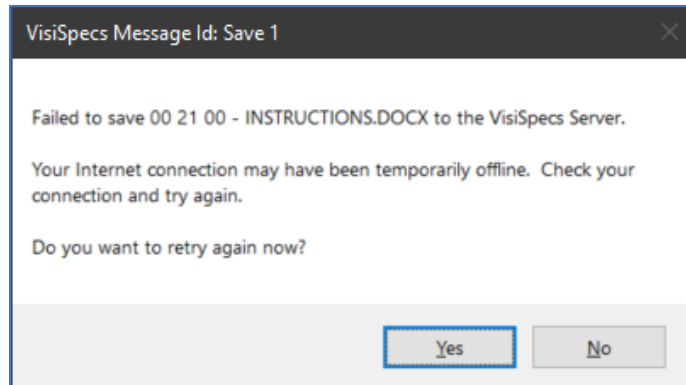


The screenshot shows a dialog box titled "VisiSpecs Message Id: Open Doc 1" with a close button (X). The message text reads: "Failed to retrieve 00 10 00 - SOLICITATION from the VisiSpecs Server. Your Internet connection may have been temporarily offline. Check your connection and try again. You can wait until the connection is re-established and retry again or cancel the operation." At the bottom are "Retry" and "Cancel" buttons.

If this is the case, do the following:

1. Check your Internet connection (turn off and on if needed).
2. Check the connection to the VisiSpecs Server: <https://production1.chalklinecloud.net>
3. Have another user try to open the file and if they also get the same message then the file may need to be deleted and imported/inserted again. Sometimes an imported file is not correctly saved when there is an Internet connection issue.

Saving a document or other data when there is a Connectivity issue may show an error message such as:



If this is the case, do the following:

1. Check your Internet connection (turn off and on if needed) and Click Yes to retry.
2. If after a few minutes you still cannot save the document to the VisiSpecs Server, your \Backups\ folder should have the latest version saved. You may also do a Word > Save a Copy to a local Desktop folder and Import with a Replace option when your Internet connection returns. The Replaced project document is saved to the \Backups\Deleted Files\ subfolder.

If Internet connectivity or Word stability issues are being seen, a recommendation is to do the following:

1. Save more often using VisiSpecs > Save Active Doc.
2. Turn on Word Auto Recovery.

Word Crashes are not typically due to an Internet connection issue, but instead usually due to other Word Addins or startup macros in startup files. If you are using Deltek Masterworks macros, then refer to the [Using Masterworks Add-ins](#) tech bulletin.

No Internet Connection: While we are working in a connected world, there are times when an Internet connection will not be available. If that is the case, know that every time you insert, import, or save a document there is a local backup copy stored in your Project Export Path \Backups\ sub folder. Therefore, these backups are a copy of the documents in the cloud server. However, you may open and edit these Word files using standard Word features and then when connected to the Internet, Import the updated Word files from the Backup folder and use the Replace feature during import which moves the older project doc to the \Backups\Deleted Files\ subfolder. Note: Be sure not to open and save the older cloud server docs as they will overwrite your updated Backup files. It may be best to copy your \Backups\ files to a folder on your Desktop prior to editing during an Internet outage.

Please email support@chalklineinc.com if any of these steps need clarification or you have other processes or tips you feel would be of value in this Tech Bulletin.

Thank you.