



ICB Restart and Recovery Guide

Introduction

In the event of a sudden or extended shutdown, it is unlikely that there will be any problems in restarting the ICB software. If unexpected issues occur, please refer to this quick reference guide for immediate assistance.

JCM ICB Site is Unavailable Error

1. Check the IIS service in the IIS manager on the web host.
 - The IIS service may not have started properly and will need to be manually started.
2. The Application pool responsible for the JCM ICB Web Reports site may have stopped working.
 - A quick restart using the IIS management console will resolve this error.
3. Check the JCM ICB Service Account in AD, as it may be locked out.
 - Ensure the AD Service Account password has not changed.

SQL Database Access is Denied

1. Check the SQL service in the Services window on the database host.
 - There have been instances in the past where the SQL service did not start as expected, and the service needed to be manually started.
2. Check the SQL account assigned to ICB Web Reports as it may be locked out or the password has expired.
 - This can happen if the password was changed recently or the password has expired.

JCM ICB Site is Not Showing Recent Transaction Data

ICB will only show data after a count has been completed in the soft count room, and the MDM application has been closed. No new data will appear until this is done.

If the Count has finished, but there is still no data:

1. Check if MDM is open on the PC in the count room.
2. Check if MDM is configured to write data to the web server C:\Data folder.
3. Check the NTFS security settings on the C:\Data folder on the IIS web server.

MDM License has Expired

If the MDM license key has expired, please contact your JCM Territory Manager or email support@jcmglobal.com to acquire a new key.



MDM Will Not Open

1. If the user does not know the default soft count username and password, see below:
 - Username: softcount
 - Password: softcount
2. If the MDM is not able to write the IIS server share:
 - The NTFS and/or server share settings may be incorrect.
 - MDM uses passthrough authentication. If the current user logged into the MDM PC does not have permissions to modify the share files, the MDM will not open.

Docking Stations Are Not Working

1. Check connections. The docking stations may not be connected or powered up.
2. If the MDM does not have the correct serial port settings:
 - Check the Baud Rate settings.
 - i. 38400 is the most common setting on all post-2014 installations.
 - Check the serial ports available.
 - i. Using the MDM GUI, move all the available COM ports to the In-Use column.
 - If another user is currently logged onto the PC with MDM open, the first instance of MDM will lock those port out and make them unavailable.
 - i. Log all other users out of the PC or restart the PC.
 - If the docking station is not configured properly:
 - i. Use the DS Admin tool to properly configure the JCM Docking Station.

JCM Product Support Contact Information

Office Hours Phone: 702-651-0000 (5am-5pm [PST])

After Hours Phone: 1-800-683-7248 (24-hour)

Email: support@jcmglobal.com

JCM Product Documentation: <https://exchange.jcmglobal.com/>

NOTE: If you are unable to resolve an issue, you can complete a service/repair form at <https://am-en.jcmglobal.com/support/repairs-exchanges/sra-form/>.