

CachePilot Problem Diagnosis

Problem Report	Possible Cause	Check	Diagnostic Action
Browsing does not work at all	<ul style="list-style-type: none"> <li>- PC configuration Issue</li> <li>- Local LAN Issues</li> <li>- Internet WAN Link Down</li> <li>- URL Filtering mechanism down</li> </ul>	<ul style="list-style-type: none"> <li>- Check PC IP Addresses, DNS, Gateway</li> <li>- PC Physically plugged in to Hub/Switch</li> <li>- Check other nodes on LAN working</li> <li>- Check other nodes on WAN working</li> <li>- URL Filtering service is operating OK</li> </ul>	<ul style="list-style-type: none"> <li>- Ping PC from CP and CP from PC</li> <li>- Try CP Browser Test (Big Preloaded File)</li> <li>- Ping Internet Gateway from CP</li> <li>- Ping Internet Gateway from PC</li> <li>- Ping External IP Address from CP</li> <li>- Ping External IP Address from PC</li> </ul>
Browsing very slow	<ul style="list-style-type: none"> <li>- Too Many Users on CP</li> <li>- Too Many Users on Internet WAN Link</li> <li>- Intermittent WAN Up/Down</li> <li>- Local LAN Issues</li> <li>- Large amount of Pre-Caching/Mirroring</li> <li>- URL Filtering service cannot keep up</li> </ul>	<ul style="list-style-type: none"> <li>- Check CP Logs: WAN Stats, Web Traffic, Interface Stats</li> <li>- Check Router Logs for traffic loading</li> <li>- Check that time bands are being used on Pre-Caching/Mirroring</li> <li>- Check that large numbers of redundant profiles not in use</li> <li>- URL Filtering Service is not bandwidth throttle</li> </ul>	<ul style="list-style-type: none"> <li>- Disable old/error Profiles - Timeband = Never</li> <li>- Disable URL Filtering on test PC</li> </ul>
Pre-Caching not Working	<ul style="list-style-type: none"> <li>- Pre-Cache Profile is in error</li> <li>- The whole LAN/WAN is slow</li> </ul>	<ul style="list-style-type: none"> <li>- Check the Pre-Cache Profile in Detail</li> <li>- Check Status of whole LAN/WAN</li> </ul>	<ul style="list-style-type: none"> <li>- Check Profile for : Start Time, Finish Time, How much Cached Correct URL, Timeband setting, and is the site is actually Cacheable, did user abort</li> </ul>
Mirroring not Working	<ul style="list-style-type: none"> <li>- Pre-Cache Profile is in error</li> <li>- They don't know the correct URL to search</li> <li>- The whole LAN/WAN is slow</li> </ul>	<ul style="list-style-type: none"> <li>- Check the Pre-Cache Profile in Detail</li> <li>- Check the URL of where data stored on CP</li> <li>- Check Status of whole LAN/WAN</li> </ul>	<ul style="list-style-type: none"> <li>- Check Profile for : Start Time, Finish Time, How much Mirrored Correct URL, Timeband setting, and is the site can actually be Mirrored, did user abort, DNS point in the right place</li> </ul>
My Profile has gone	<ul style="list-style-type: none"> <li>- Accidentally deleted by him or another person</li> </ul>	<ul style="list-style-type: none"> <li>- Check Caching Logs</li> <li>- Check Profiles</li> </ul>	<ul style="list-style-type: none"> <li>- Re-enter profile</li> </ul>
My Content is not there My Content is not being updated (Content = Espresso etc)	<ul style="list-style-type: none"> <li>- They don't know the correct URL to search</li> <li>- They don't have correct plug-ins</li> <li>- DNS point in wrong place</li> </ul>	<ul style="list-style-type: none"> <li>- Check the URL of where data stored on CP</li> <li>- Check the date on front page of content - is it old content ?</li> </ul>	<ul style="list-style-type: none"> <li>- Check situation directly with content provider</li> </ul>
My URL Filtering not working (NetSweeper or N2H2)	<ul style="list-style-type: none"> <li>- Just one URL not being blocked, rest OK</li> <li>- DNS or Gateway incorrectly set</li> <li>- Filtering Check servers or WAN link down</li> </ul>	<ul style="list-style-type: none"> <li>- Test other known Porn sites are blocked</li> <li>- Check Filter Check Servers are up</li> </ul>	<ul style="list-style-type: none"> <li>- Check situation directly with URL Filter provider</li> </ul>

