

BCeSIS *Technical Update*

Three quick tests to determine if a session is frozen

- *The little black bar is moving on the bottom right of the screen.*



A. Yes?

The application is NOT frozen

It is continuing to process your request. Please continue to wait. It strongly recommended you do not terminate this session.

B. No?

Check the next item.

- *The little black bar is moving on the bottom right of the screen BUT there is a counter displaying, with a numerator over a denominator.*



A. Yes?

The application is NOT frozen but connectivity with the internet was interrupted. Your session will time out in the preset time (90 minutes, as of this date). Contact Level 1 to have session terminated to have session restored sooner.

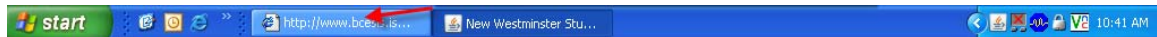
B. No?

Further investigation required. Contact Level 1 BCeSIS Support.

- *The cursor  moves but the application does not appear to be responding.*

A. Yes?

This can often be remedied, if the application is not truly frozen, by clicking on another item on the Taskbar (Windows) such as the browser window item as illustrated, and then back on the BCeSIS window again. Alternately, minimize the window, wait a few seconds, and maximize again. If the application now works, it was not frozen. The window was just not refreshing properly.



B. No?

Further investigation required. Contact Level 1 BCeSIS Support.