

Audatex[®] *Estimating*

Unable to Log into Audatex Estimating or Claims Manager Quick Reference Guide

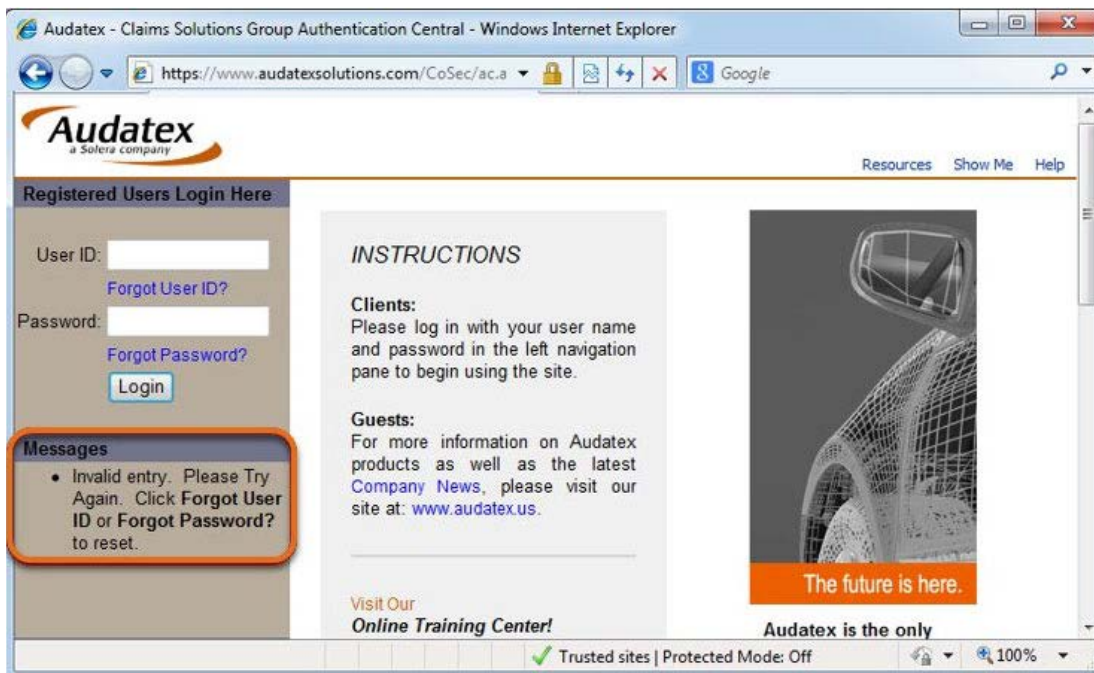
Overview

Use this document when no specific error message appears and you are unable to log into Audatex Estimating or Claims Manager.

Solution

Try these solutions in the order shown:

1. Verify **Internet Explorer** is being used.
2. Check the **Messages** section of the login page.



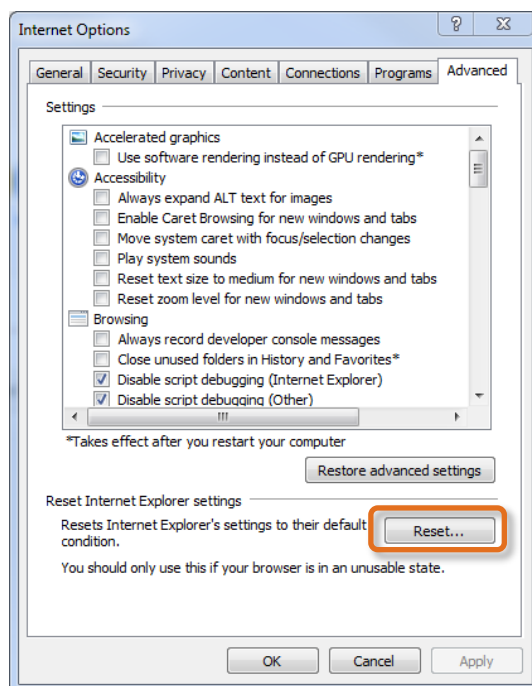
Note: When there is a message, this will provide a precise symptom with specific troubleshooting steps. Click the **Knowledgebase** tab on the MySupportGarage.com portal and search for the message that appears.

3. Verify the internet connection is stable.
4. Verify no other Internet Explorer sessions are open with Audatex.
5. Verify the correct web address is used.
 - **Web-based:** <https://www.audatexsolutions.com>
 - **Installed:** <http://servername/> (where **servername** is the name of the server computer).
Where **servername** is the name of the server computer.
6. Verify the correct user ID and password are entered.
 - Use the **Forgot User ID?** link to obtain the user ID.
 - Use the **Forgot Password?** link to reset the password.

7. Delete Internet Explorer temporary files and cookies.
 - 1) Click **Start**.
 - 2) Click **Control Panel**.
 - 3) Double click **Internet Options**.
 - 4) Click **Delete** from the **Browsing history** section.
 - 5) Deselect the **Preserve Favorites website data** check box.
 - 6) Select the **Temporary Internet files and website files** check box.
 - 7) Select the **Cookies and website data** check box.
 - 8) Click **Delete**.
 - 9) Click **OK**.
8. Run the shortcut as the **Administrator**.
 - 1) Right click the **Audatex Estimating** shortcut on the desktop.
 - 2) Click **Run as administrator**.
9. Reboot the computer.
10. Reset Internet Explorer.

Note: *This will erase stored usernames and passwords.*

 - 1) Close all **Internet Explorer** windows.
 - 2) Open **Control Panel**.
 - 3) Double click **Internet Options**.
 - 4) Select the **Advanced** tab.
 - 5) Click the **Reset** button under **Reset Internet Explorer settings** section.



- Note:** *All other windows and programs may need to be closed in order to proceed.*
- 6) Select the **Delete personal settings** check box.
 - 7) Click **Reset**.
 - 8) Click **Close** when the reset process is complete.
 - 9) Click **OK**.
11. Reconfigure [Internet Explorer](#).
 12. **Installed** only: Reinstall the software.
 13. Disable Startups and Services.

Important Note: *This is a troubleshooting technique, not a solution. When this resolves the problem, it indicates that there is a software conflict or possible malware infection that a local / corporate IT should investigate.*

- 1) Administrative rights are required to perform the steps below.
 - 2) Click **Start**.
 - 3) **Click Run**.
 - 4) **Note:** *When the **Run** option is not available, press the **Windows key + R** to open the **Run** dialog.*
 - 5) Type **msconfig**.
 - 6) Press **Enter**.
 - 7) Click the **Services** tab on the **System Configuration Utility**.
 - 8) Select the **Hide All Microsoft Services** check box.
 - 9) Click **Disable All**, make note of the current services.
 - 10) Click on the **Startups** tab, make note of current startups and click **Disable All**.
 - 11) Click the **OK** button.
 - 12) Click **Restart** when prompted or reboot the computer manually for the changes to take effect.
14. When these steps do not resolve the issue, contact Audatex Technical Support at (866) 420-2048.