

Troubleshooting

My clients aren't getting my realtime! Why??

Is my Case CATalyst computer output to Caseview?
Steno Source: Writer?
Output to: CaseView
Realtime file started.
CVNet activation

Are all computers on the same network? **CVN Realtime?**

I'm trying to send my realtime to my client that is using CaseViewNet. We are using a wired/wireless connection and he can't see the 'server'. What should I do?

1. On the CaseViewNet computer, click **Refresh List** in the Find Server dialog box. If the server displays, click Connect to establish the connection.
2. Verify there is an active realtime session on the Case CATalyst computer. A realtime file must be started and at least one steno stroke written to establish a realtime connection.
3. In Case CATalyst, be sure that **CaseView** was selected in the *Output To* field when beginning translation. It may be necessary to stop the realtime translation and restart realtime to ensure **CaseView** is selected in the *Output To* field.
4. Confirm that the CaseViewNet computer is connected to the realtime reporter's wired/wireless network. The CaseViewNet computer must first be connected to the reporter's wireless network before CaseViewNet can establish a connection to the Case CATalyst server. Make sure the CATalyst computer is also connected to the correct network.
5. If CaseViewNet continues to be unable to establish a connection to the Case CATalyst server, be sure that CaseViewNet activation on the Case CATalyst computer is current. CaseViewNet activation is valid for one year. Without current CaseViewNet activation, no CaseViewNet connection is possible and the Case CATalyst server is not available.