

Section 7.9: CAD Failures

The CAD system may fail for multiple reasons, including but not limited to, a software or hardware issue causing problems. There are several steps that should occur in either situation; in both the Communications Officers and Administrator on Duty should be notified immediately. Follow the procedures below for the specified circumstance.

Software Failure:

1. Ensure there is a network connection.
2. Shutdown the software and attempt to restart it on the normal CAD computer.
3. Restart the computer and attempt a relaunch of the software.
4. Use the alternate computer located in dispatch. ProQA will not work on this computer, therefore EMD cards should be used and determinants will need to be entered manually.
5. Begin paper logging if the software will not function.

Hardware Failure:

1. Ensure all cables are connected to computer correctly.
2. Attempt to restart the machine.
3. Use the alternate computer located in dispatch. ProQA will not work on this computer, therefore EMD cards should be used and determinants will need to be entered manually.
4. Begin paper logging if the software will not function.

If paper logging is performed at any time, this information must be entered into CAD with appropriate information and times once it is fixed.