MDT Common Issues And Remedies

Login to Windows failed!

The user password is **CASE SENSITIVE!**
Windows "login failed" is usually caused by the
CAP LOCK or **NUM LOCK** keys being on at system start up

NOTE:
The new CF-31 Panasonic ToughBooks have a tendency to turn NUM LOCK on at random. Check the lights below the touchpad to make sure of you current settings.

ESET Anti-Virus!

All deputies should dock their MDTs **at least once a week** in the district office to update the ESET anti-virus. If you are off duty for an extended period of time, you **MUST** dock the MDT in the district office to update the anti-virus before trying to log on. Failure to do this will prohibit the VPN from allowing access to the County Network.

When docking the MDT in the District Office remember to disconnect your VPN and Air Card to connect to the County Network.

Although we are now using ESET anti-virus, the MDTs are not immune from being infected with a virus. **Please** do not use the same pin drive in home computers and in your MDT.

Once infected you must contact Edd West or the IT department. They will evaluate, and if necessary, re-image the hard drive with a new and clean image.

Be aware, any files left on the hard drive will be permanently ERASED!
TRY TO KEEP YOUR COMPTERS CLEAN & VIRUS FREE!

GeoCode Error ###!

Map page will be open, click on Manual Operation tab located at top of page
Click the word "On"
Click GeoCoding tab located left side of dropdown box
Click GeoCode setup button
Check box next to "Rebuild Index after Save Settings"
Click Save Settings button
Click Manual Operation tab again
Click on the check by the word "On"

MDT "Screen goes blank or "screen saver"

If left unattended for 15 minutes the screen saver will start and you will have to login with your password again to use the system. This is a T-LETS requirement. Do Not ask to have it changed!

If Card Swipe not working:

The card swipe uses a USB connection and once disconnected and then reconnected will sometimes change port settings, causing it to not respond. This is a quick and simple fix, contact your administrator and if instructed take it to the Radio Shop.

If GPS not tracking:

On the CF-31 this is usually a setting within EnRoute. Contact your MDT administrator.
On the CF-30 this can be several things. Contact your administrator and if instructed call   and bring it to the Radio Shop.

<u>Working with EnRoute</u>

Verizon   Start Verizon from the pinned Icon on the taskbar
       Wait until it has enabled itself and connected

Cisco VPN   Start Cisco VPN from the pinned Icon on the taskbar
       Make sure **mdtvpn.mctx.org** is in the address box on the Cisco
         start screen
       Enter your pin # plus the 6 digits from your token
       Wait until the connection is completed

       Note: If you get the Message
       *"**Enter Next Token Code**"*
       Or
       *"**Enter Next Card Code**"*
       *You need to ENTER the NEXT **6** Digits on the VPN*
       Token <u>Only!</u>
       DO NOT ENTER YOUR PIN #

EnRoute Logon   Start EnRoute from the pinned Icon on the taskbar

        You will need:
       1. Your Unit Number
       2. Your employee ID number, (the full 8 characters.)
       3. Alias
       4. Vehicle number
       5. Mileage

Within EnRoute   At least once a week Click on the **Configure Button,**
       Click **Request** and select **All Items** and click YES on the next
        box**.**
       Note: When YES is selected, the buttons at top of page will
        disappear (also call F-buttons) until the download is complete.

       If you logon to EnRoute and the buttons are missing, repeat
        the above steps to recover.

When Logging off EnRoute

1. Click the Logoff Button "F19"
2. You MUST enter your mileage
3. If no mileage is used, enter "0"

ALL MCSO Patrol Officers are required to ENTER the following:
Ending Mileage
Minutes Worked is entered in **"HOURS"**
Gas Used
Bike Miles is for Bicycle Units Only

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