



Aspect Software, Inc.
Back-office software for restaurateurs

Aspect Linked Troubleshooting

Support Guide for Aspect Linked

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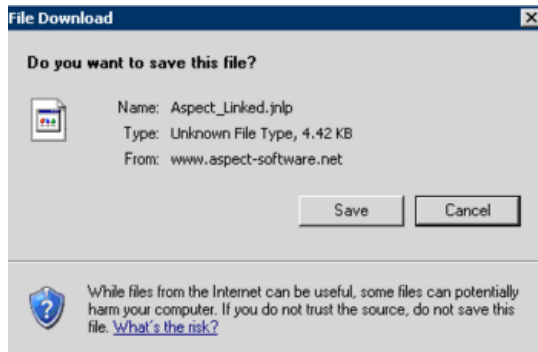
Revised December 4, 2009

How To: Aspect Linked Troubleshooting

Get Aspect Linked by clicking http://www.aspect-software.net/Aspect7/packages/aspect_linked/Aspect_Linked.jnlp

****Note:** Java is required to run Aspect Linked******

Issue 1: The program doesn't open automatically and Windows asks to 'save' or 'cancel?'



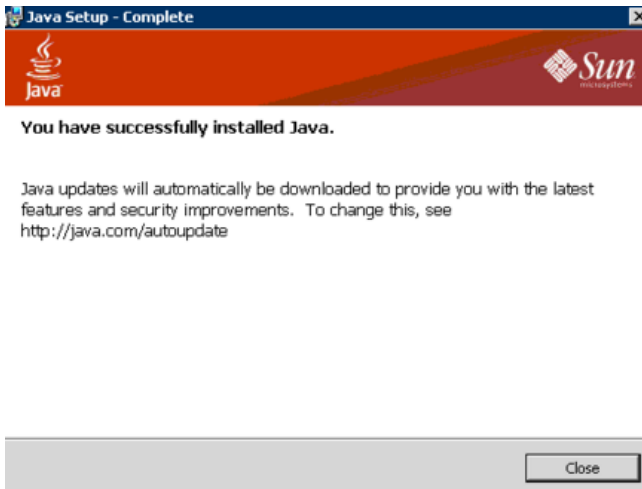
Resolution1: You need to install Java

To install Java, you will need to visit <http://www.java.com/en/download/index.jsp>

Java is free and is standard software that runs on millions of computers.

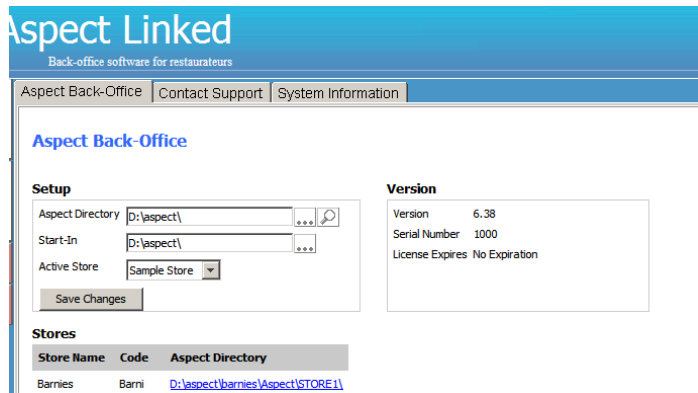


Simply click on Free Java Download to install the software. When complete, you will get a notification that it has been successfully installed.

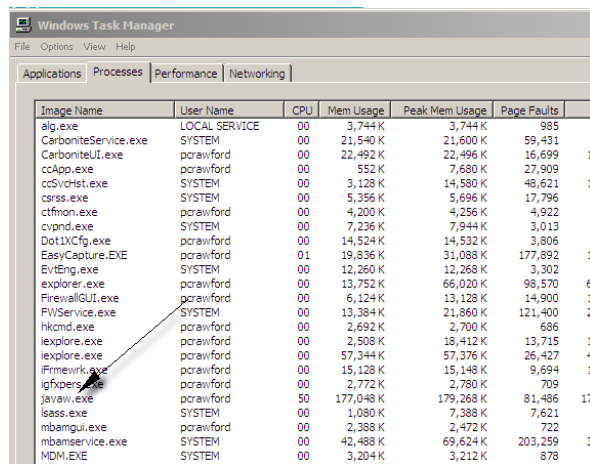


Once installed, relaunch the Aspect Linked program.

Issue 2: The program is frozen and won't respond.



Resolution2: You need to stop the process called javaw.exe



In order to stop the process, you need to launch task manager. To do this you can either (1) click on start / run / and type 'taskmgr' and click ok, or use the CTL-ALT-DEL keyboard command and choose Task Manager.

Once Task Manager is started, find 'javaw.exe' and click on the end process.

Once ended, relaunch the Aspect Linked program.