

Enterprise Server/All Down Procedure

01/05/2024 6:15 pm EST

1. Focus on what is occurring when opening the Sedona Office Client and Confirm Scope - Request/Capture screenshots of the exact error messages
 - Ensure you are getting contact info/connected with someone that can get access to the Sedona SQL Server or their company IT/MSP

2. Is the Sedona Office Client not working on any machine or just one/some?
 - If All workstations are down confirm functionality on the Sedona SQL Server [Priority Critical]

3. Does the Sedona Office Client work on the Sedona SQL Server?
 - If the Sedona SQL Server is down - confirm the error/issue [Priority Critical]
 - Host Socket Error - Check SedonaService in Services

 - Unable to Load Company Table / Type Data Mismatch Check SSMS and confirm statuses of databases [Production DB, SedonaMaster, SedonaDocuments, etc]
 - If any Database is in an altered status such as Pending, Unkown, Recovering etc] STOP and confirm if they have updated backups from prior to the Incident