

## Common Use Common Issues

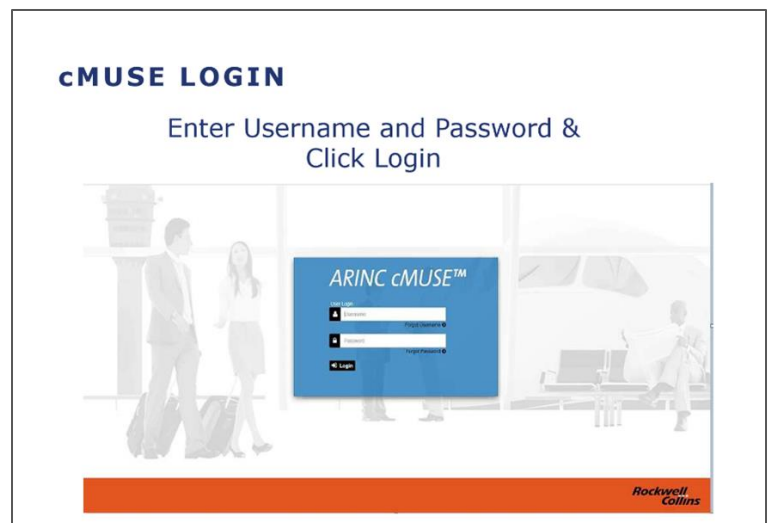
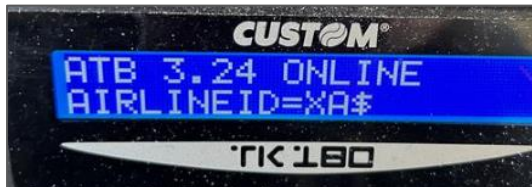
### Simultaneous Logins

Simultaneous Logins can create various issues such as printing incorrect or multiple positions. Airline applications may not launch or function correctly. The most common issues can result in hardware, peripherals not connecting.

If the screen displays "LINK DOWN" (reference below), please restart the machine.



If restarted correctly, the screen will then display "ONLINE", redirect to properly display the cMUSE Login screen.



### **DO NOT IMMEDIATELY LOG IN!**

Please provide 3 – 5 minutes of waiting space to allow critical background services to restart.

- NEVER unplug any cables from any computer or peripheral unless instructed by IT.
- NEVER plug anything into the computer or any peripherals. This includes phone chargers, and USB drives.

If the listed troubleshooting actions don't provide a resolution, reach out to the CVG IT Helpdesk.