



WWW.6YS.COM.AU

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## **Frequently Asked Questions**

This document at present is brief and a work in progress. We have put in the first four most frequently asked questions to assist our valued customers at all times.

Please remember that a 6YS engineer is always on call. We never expect you to have read this first (though it certainly will help you understand your system better)

Please do not hesitate to contact us should you be more comfortable speaking to a qualified engineer.

NOTE: These FAQ's are a guide only and subject to change at any time without notice.

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## I am trying to connect to 6YS for the first time but it is not working

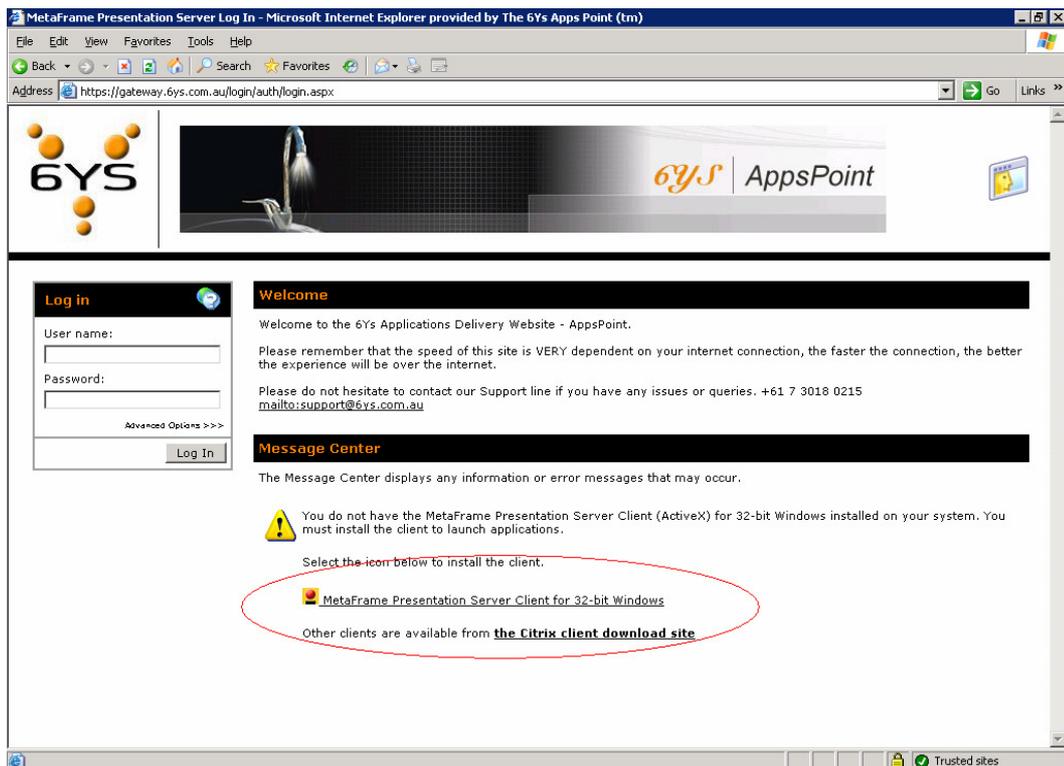
Depending on the workstation you utilize to connect to 6YS the first time may require a little configuration from your end to ensure you have the maximum support available for your system

The following options are available to you to install the clients on your system

### Automatically

Simply connect to <https://gateway.6ys.com.au/>

And the website can automatically detect your operating system and provide you a link for the install of the right client.



### Manually

If using a 32bit windows PC (windows 2K or XP etc)

Simply install the following program and all its options

<http://www.6ys.com.au/supportdl/6YSAppsPointClients/6YSappspointclient.msi>



**I can't see my local printer or  
The printer I was expecting isn't listed or  
All of the printers I can see are not the ones I want to print too regularly**

*By default the 6YS systems will only connect 1 printer from your local PC, laptop or terminal. This is the printer you have set locally as the 'default' printer.*

*Other printer options may exist for clients who sit on the 6YS enterprise private IP network, where you may have up to 10 network attached printers to choose from.*

*If at any stage you wish to change your default printer when logged into the 6YS systems you may do the following.*

- 1. Ensure you are running NO other application(s) at the time.*
- 2. Open a connection to the 6YS systems (either through gateway.6ys.com.au or internally on the Program Neighborhood and PN Agents)*
- 3. Launch the "My Printers" application*
- 4. Select the printer you wish to be the default, right click this printer and choose, set "as default printer"*
- 5. Once you are happy with your changes simply close the "My printers" application and log off the 6YS system.*
- 6. Once you have successfully logged off the settings will be saved for you permanently at which stage you can log back into the system and continue working.*

*NOTE: If you remain logged into the system with any other applications open whilst trying to perform the above you run the risk of the changes not full saving properly. Please follow the above instructions*



**My logon to the 6YS system is running slowly.....**

**...from the Internet (gateway.6ys.com.au):**

Your connection to the 6YS system is directly reliant on the speed and reliability of your internet connection and as such, 'we do not support dial up'

Some things to check

- Other websites you are visiting aren't running slowly
- You are NOT running any peer to peer / download network programs (like bearshare, kazaa, emule, morpheus etc)
- Your system is up to date with the most recent Microsoft and program updates
- You have an excellent Anti Spam, Anti Virus and Anti Spyware solution installed on your local device
- Other people on your network have check the above steps
- Can you "ping" gateway.6ys.com.au and is your average response time UNDER 100ms (Start > Run > cmd.exe > ping gateway.6ys.com.au

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\James>ping gateway.6ys.com.au

Pinging gateway.6ys.com.au [202.83.70.106] with 32 bytes of data:

Reply from 202.83.70.106: bytes=32 time=83ms TTL=55
Reply from 202.83.70.106: bytes=32 time=74ms TTL=55
Reply from 202.83.70.106: bytes=32 time=65ms TTL=55
Reply from 202.83.70.106: bytes=32 time=73ms TTL=55

Ping statistics for 202.83.70.106:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 65ms, Maximum = 83ms, Average = 73ms

C:\Documents and Settings\James>_
```

**... From inside the 6YS Private IP network**

In the unlikely event that you begin experiencing issues with your sessions from your private IP network to the 6YS systems please do not hesitate to contact us immediately on [support@6ys.com.au](mailto:support@6ys.com.au), or 1300 665 697. If it is an issue affecting multiple users, our real-time network monitoring will have already logged a call on your behalf and we will be in contact with your appointed office contact ASAP.



**I am logged in and one or all applications are no longer responding.**

*The quickest and easiest thing to do will be to try "logging off" the system*

*From the gateway.6.ys.com.au, choose the log off button, to close your sessions down*

*From the Program Neighborhood Agent →*

*Right Click the Icon PNAgent Icon*

*Select Logoff.*



*Remember: selecting 'disconnect' will simply leave your programs running for up to 3 hours on the 6YS Servers but in a disconnect state. After that time the programs will be terminated and any unsaved work lost.*