



OWITS Reference Manual

Volume 12

Troubleshooting

Revision 1-0

Table of Contents

DESCRIPTION.....2

PURPOSE.....2

DEFINITIONS / ABBREVIATIONS3

1.0 TROUBLESHOOTING.....5

2.0 AGENCY > ANNOUNCEMENTS.....5

3.0 GROUP LIST.....6

4.0 CLIENT LIST / CLIENT SEARCH.....7

5.0 CLIENT LIST > CLIENT PROFILE.....9

6.0 CLIENT LIST > ACTIVITY LIST > ENCOUNTER > PROFILE10

7.0 CLIENT LIST > ACTIVITY LIST > DISCHARGE > PROFILE.....10

8.0 SYSTEM FUNCTIONALITY11

APPENDIX A – OWITS REFERENCE MANUAL VOLUME TITLES.....14

APPENDIX B – NAVIGATION VIEW MAP.....15

REVISION HISTORY16

Description

OWITS users occasionally encounter an error message or system behavior that is not easy to explain or correct. Where possible those problems and any known solutions or explanations are documented.

Purpose

This manual is intended to provide easy access to solutions for common OWITS problems. It will be updated as new common points of confusion or trouble are identified.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 3 of 16
	Troubleshooting	Updated: January 2, 2014		

Definitions / Abbreviations

- Access Level / Access Rights: General terms referring to OWITS security settings which allow users to access some functions or data but not others. OWITS defines Access Level and Access Rights through the “Job Function Roles” and “Role Attributes” settings.
- Agency: The collective locations and offices of a company, corporation, or organization that provides addiction recovery or mental health treatment and services. See also *Facility*.
- AMH: The Addictions and Mental Health division of the Oregon Health Authority.
- ATR: Access to Recovery – A federal grant funded by SAMHSA which provides vouchers to clients for the purchase of substance abuse clinical treatment and support services.
- Box: A general term for a square or rectangle that appears on a web page and is generally used for data entry. See also *Field*, *Option Transfer Box*, and *Text Box*.
- Browser: Computer software used to locate, retrieve, and display content on the World Wide Web.
- Button: An image or icon on a computer screen that executes a command when clicked, such as “the OK button” or “the Cancel button.”
- Character: A single unit of information, including letters, numerical digits, punctuation marks, spaces, and symbols.
- Click: To press a button on a computer mouse. “Click” refers to pressing the left mouse button once. “Double-click” refers to pressing the left mouse button twice in rapid succession. “Right-click” refers to pressing the right mouse button once.
- Client: An individual who is receiving, has received, or will receive treatment or services.
- Data / Dataset: Pieces of information or groups of pieces of information.
- Default: A preset setting or value; an option that is automatically selected in every situation.
- Dialogue Box: A type of window that appears in specific circumstances that allows users to perform a command, asks users a question, or provides users with information.
- Drop-Down Menu: A list of options in a data entry field that allows users to select only one item.
- EHR: Electronic Health Record – computer software designed to track data regarding the demographics and treatment of patients.
- Environment: A subdivision of the overall OWITS system containing all available aspects of the program but resulting in a different final result.
- Facility: The individual locations or offices of a company, corporation, or organization that provides addiction recovery or mental health treatment and services. Multiple facilities may exist within a single agency. See also *Agency*.
- FEi: Focused eHealth Innovations – The vendor that provides and supports the WITS software to Oregon. See also *OWITS*.
- Field: A general term for an individual point of data entry on a web page or in a database application, usually a smaller piece of data from a larger collection or a record.
- File: A self-contained block of information or resource for storing information—such as a document, spreadsheet, or image—stored in or used by a computer or related device.
- Heading / Subheading: The title of an OWITS module or of divisions and screens within OWITS modules. See also *Module*.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 4 of 16
	Troubleshooting	Updated: January 2, 2014		

- **Key:** A button on a computer keyboard, such as “the Enter key” or “the CTRL key.”
- **Link:** Short for “hyperlink,” a connection to another web site or document.
- **Locator:** A small section of white text in the top section of the OWITS screens that displays the current user, the current or “context” agency, the current or “context” facility, and the currently-selected client record (see OWITS Reference Manual, Volume 1: OWITS Basics).
- **Module:** A smaller component of a larger system.
- **Navigate / Navigation:** Movement through a series of data entry screens.
- **Navigation Pane / Navigation View:** The OWITS menu system, located on the left side of each OWITS page.
- **Option Transfer Box:** A pair of boxes on a web page that allow options to be selected and moved from one box to another. Also known as a “Mover Box.”
- **OWITS:** Oregon Web-Infrastructure for Treatment Services – an electronic behavioral health record program as modified for Oregon.
- **PDF:** Portable Document Format – A type of computer file that contains a complete document in a format readable on most operating systems.
- **Populate:** To fill a data entry field with data.
- **Pop-up:** A new browser window that opens to display additional information without disrupting the page currently open.
- **Screen:** A specific informational view that can be displayed in OWITS at one time.
- **Table:** A grid of information with rows of information divided into categorical columns.
- **Text Box:** A bordered square or rectangle in a web page into which users can type text.
- **Treatment Domain:** A designation in OWITS client records that separates some client information based on the type of treatment or service administered.
- **User:** A person who interacts with the OWITS system.
- **User ID:** A unique name assigned to each user to control access to confidential records or to OWITS in general and to track record change history.
- **Value:** A specific data point for a given data type, such as one option in a drop-down menu.
- **Wildcard:** A character such as an asterisk (*) or a question mark (?) that can be used in place of letters or other characters to indicate an unknown value. See also *Character*.
- **WITS:** Web-Infrastructure for Treatment Services – an electronic behavioral health record program.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 5 of 16
	Troubleshooting	Updated: January 2, 2014		

1.0 Troubleshooting

- 1.1** Each section heading notes an approximate location or function of OWITS and serves as a category for problems listed.
- 1.2** The first level below each section lists a common problem.
- 1.3** Below each problem will be a list of explanations, solutions, potential explanations, and potential solutions, all of which may be broken down into individual steps.
- 1.4** Sections [1.4.1](#) through [1.4.1.4.4](#) below provide an example.
 - 1.4.1** Problem: OWITS opened, but now the screen is completely black.
 - 1.4.1.1** Potential Explanation: The screen has lost its signal source.
 - 1.4.1.2** Potential Solution: Verify that the computer monitor is still plugged in.
 - 1.4.1.3** Potential Solution: Verify that the building's power is still on.
 - 1.4.1.4** Potential Solution: Verify that the monitor's video cable is still attached to the computer.
 - 1.4.1.4.1** Look at the back of the monitor and locate the video cable.
 - 1.4.1.4.2** If it is disconnected from the monitor, re-connect it.
 - 1.4.1.4.3** Follow the video cable to the computer tower.
 - 1.4.1.4.4** If it is disconnected from the tower, re-connect it.
- 1.5** Troubleshooting information can also be found in various sections of the OWITS Forum at <http://owits.boards.net>.
- 1.6** Please report problems to agency administrators or to OWITS Support staff using the OWITS Support Ticket, the OWITS Forum (<http://owits.boards.net>), or email (owits.support@state.or.us).

2.0 Agency > Announcements

- 2.1** Problem: An announcement is visible to OWITS users outside the agency in which it was created.
 - 2.1.1** Explanation: A "Domain" field exists on the Announcement creation screen, and selecting a domain (ATR, Mental Health, Substance Abuse) overrides any other announcement filtering functions, making the announcement visible to all users in all agencies with the selected domain(s).
 - 2.1.2** Potential Solution: Edit the announcement.
 - 2.1.2.1** Note that only the user who created the announcement can edit it.
 - 2.1.2.2** Navigate to the Agency > Agency List > Announcements screen and click the "Review" link in the Actions column for the announcement to be edited.
 - 2.1.2.3** Select all of the domains in the "Selected Domains" field and use the left arrow to move them back to the "Domains" field.
 - 2.1.2.4** Confirm that the "Agency" field displays the context agency.
 - 2.1.2.5** Click Finish.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 6 of 16
	Troubleshooting	Updated: January 2, 2014		

2.1.3 Potential Solution: Contact the user who created the announcement and ask him or her to remove the selections in the “Selected Domains” field.

2.1.4 Potential Solution: Contact OWITS Support and ask them to contact the user who created the announcement and request that it be edited.

3.0 Group List

3.1 Problem: When attempting to mark a client’s attendance or to create an encounter from the Group Session Profile screen, an error message states that the client is not enrolled in an active program.

3.1.1 Explanation: The client’s entry on the Group Roster is not associated with an active program enrollment.

3.1.1.1 A client must be enrolled in an active program to have his or her group session attendance marked.

3.1.1.2 It may be necessary to navigate to the client’s Activity List and update his or her program enrollment records.

3.1.2 Potential Solution: Edit the Group Roster.

3.1.2.1 Access the Group Roster screen for the affected group.

3.1.2.2 Locate the entry for the affected client.

3.1.2.3 Click the “Review” link in the Actions column.

3.1.2.4 In the “Program” field, select a program name that does not include a disenrollment date or that has a date range that does not exclude the date of the group session being recorded.

3.1.2.5 Save and exit the Group Roster.

3.1.2.6 The client’s attendance and encounter notes should now be recorded as normal.

3.1.3 Potential Solution: If the above solution ([3.1.2](#)) does not resolve the problem, then the Group Session has already been saved with the inactive program enrollment data, and the affected client(s) must be removed and re-added.

3.1.3.1 Confirm that the Group Roster shows an active program enrollment for the affected client (see [3.1.2.4](#)).

3.1.3.2 Open the affected Group Session Profile.

3.1.3.3 In the Attendees table, click the “Delete” link for the affected client.

3.1.3.4 OWITS will ask to confirm the delete command.

3.1.3.4.1 Click “Yes” to delete the client from the group session.

3.1.3.4.2 This action cannot be undone.

3.1.3.5 Click Save.

3.1.3.6 Click the “Add Attendee” link in the Attendees table header.

3.1.3.7 In the Client field, select the name of the client that was just deleted.

3.1.3.8 Add to or modify the Individual Note field as appropriate.

3.1.3.8.1 This step is required in order for this correction to work.

 OWITS Reference Manual	Volume 12	Revision 1-0	Page 7 of 16
	Updated: January 2, 2014		
Troubleshooting			

3.1.3.8.2 The text in the Individual Note field must be changed (even if it just clearing the text from a pre-populated template) in order for the note to be applied.

3.1.3.9 Click Finish.

3.1.3.10 The client has been re-added to the group session, and attendance can be marked or notes can be created as needed.

4.0 Client List / Client Search

4.1 Problem: The client profile has been created and saved, but the client's name does not appear on the Client Search screen.

4.1.1 Potential Solution: Look for the client's name in the Locator at the top of the screen.

4.1.1.1 If the client's name appears in the Locator, then the client profile has been created and saved, and the client's record is now active so that additional activity can be added, such as an Intake or a Non-Episode Contact record.

4.1.2 Potential Solution: Verify that the Facility field is showing the correct facility in which the client is receiving treatment or services.

4.1.2.1 If the client only has a client profile created, the Facility field must be null (blank) in order to display the client's name.

4.1.2.1.1 The profile is created at the agency level of the database; the Intake record assigns the client to a facility.

4.1.2.2 If the client is receiving treatment in a facility other than the facility selected in this field, the client's name will not appear in the search results.

4.1.3 Potential Solution: Verify that the other search fields fit with the client record.

4.1.3.1 Check for misspellings, incomplete text, or misplaced wildcards in the First Name field.

4.1.3.2 Check for misspellings, incomplete text, or misplaced wildcards in the Last Name field.

4.1.3.3 Verify that the SSN was entered correctly or clear that field.

4.1.3.4 Verify that the DOB was entered correctly or clear that field.

4.1.3.5 Verify that the Client ID was entered correctly or clear that field.

4.1.3.6 Verify that the Provider Client ID was entered correctly or clear that field.

4.1.3.7 Verify that the correct Treatment Staff name was selected or clear that field.

4.1.3.8 Set the selection in the Case Status field to "All Clients" to force the search to ignore whether the client does or does not have an open case.

4.1.3.9 Verify that the correct Intake Staff name was selected or clear that field.

4.1.3.10 Verify that the Other Number was entered correctly or clear that field.

4.1.3.11 Verify that the Number Type matches the Other Number entered or clear both fields.

4.1.3.12 Select "No" in the Include Only Active Consents field.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 8 of 16
	Troubleshooting	Updated: January 2, 2014		

4.1.4 Potential Solution: Click the Go button to apply any search values.

4.1.4.1 The client search function is not automatic and will not return any results until specifically instructed to do so by the use of the Go button.

4.1.5 Potential Explanation: Current access rights and roles control whether the client record can or will be displayed.

4.1.5.1 If the user does not have the role “Non-Treatment Team Access,” client records will only be displayed for staff members whose names are part of the client’s Treatment Team.

4.1.6 Potential Explanation:

4.1.6.1 If the user does have the role “Non-Treatment Team Access,” then all client records within the assigned agency and facility will be visible unless specifically hidden.

4.1.6.2 Check the client’s Treatment Team records to determine whether the user was added to the client’s treatment team and then denied access to the client’s records (by way of the “Deny Access to Client Records” field).

4.1.6.3 It may be necessary to repeat this step in each of the client’s episodes.

4.2 Problem: Client records are appearing in the search results when search criteria and filtering indicate that they should not appear.

4.2.1 Potential Explanation: If searching for clients with closed cases (using the Case Status field), clients with open cases may still appear.

4.2.1.1 This typically occurs because OWITS does not search for clients who *only* have closed cases.

4.2.1.2 The search is for clients who have *any* closed cases that fit the other search criteria, including clients who have a previously-closed case and a current open case.

4.2.2 Potential Explanation: If searching for clients assigned to a specific staff member (using the Treatment Staff field), clients may seem to appear after the date that the selected staff member was no longer assigned to the client.

4.2.2.1 This typically occurs because of the End Date field in the client’s Treatment Team records.

4.2.2.2 The client will still appear assigned to the selected staff member if that staff member’s Treatment Team End Date is blank.

4.2.2.3 The client will still appear assigned to the selected staff member if that staff member’s Treatment Team End Date value is on of later than the current date.

4.2.2.4 The client will still appear assigned to the selected staff member if that staff member’s Treatment Team assignment has not been ended in all of the client’s episodes that match the remaining search criteria.

4.2.2.4.1 Example: The client has had three episodes in the same facility. The selected staff member was assigned to the client’s Treatment Team for each episode. In the second and third episode, a Treatment Team end

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 9 of 16
	Troubleshooting	Updated: January 2, 2014		

date was added and is earlier than the current date, but in the first episode, no Treatment Team End Date has been added. Therefore, the client will still appear assigned to the selected staff member.

5.0 Client List > Client Profile

5.1 Problem: After saving the first screen of the Client Profile record, a warning message appears stating that an address is required, but it is not possible to add an address from this screen.

5.1.1 Explanation: The warning message appears in the Client Profile record because the client's address is required for other OWITS functions to work properly, but since the profile can be saved and finished from the first screen, the warning was set to appear prior to the user reaching the Contact Info screen.

5.1.2 Solution: Use the blue arrows or the navigation pane links to navigate to the Contact Info screen and add at least one address.

5.1.2.1 Because this is not an error message, the record can be saved without an address.

5.2 Problem: After saving any screen of the Client Profile record, a warning message appears stating that the client is under age 14 or over age 70.

5.2.1 Explanation: OWITS inherited some code from other WITS users across the country, and they added a rule that would produce a warning message if the client was under age 14 or over age 70.

5.2.2 Solution: Verify that the client's date of birth was entered correctly and correct it if necessary.

5.2.2.1 Because this is not an error message, the record can be saved.

5.2.2.2 If the client is actually under age 14 or over age 70, the warning message can be ignored.

5.3 Problem: The C32 file does not download or does not display properly.

5.3.1 Explanation: Some OWITS screens allow users to download a C32 file (see OWITS Reference Manual, Volume 10: Running Reports), but some Internet Explorer settings may need to be changed in order to properly view and download it.

5.3.2 Potential Solution: Adjust Internet Explorer settings to accept the C32 file.

5.3.2.1 Open a new instance of Internet Explorer.

5.3.2.2 From the Tools menu, select "Internet Options."

5.3.2.3 Select the "Security" tab.

5.3.2.4 Click the "Custom Level" button.

5.3.2.5 In the Security Settings dialogue box that appears, scroll down to find the "Miscellaneous" heading and the "Access data sources across domains" subheading.

5.3.2.6 Select the "Enable" option.

5.3.2.7 Click OK.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 10 of 16
	Troubleshooting	Updated: January 2, 2014		

5.3.2.8 Answer “Yes” to the confirmation question.

5.3.2.9 Click OK.

5.3.2.10 It may be necessary to log out of OWITS and close all Internet Explorer windows before this change will take effect.

6.0 Client List > Activity List > Encounter > Profile

6.1 Problem: After selecting a service code in the Service field, OWITS returns an error message stating that the chosen service was not effective on the encounter date.

6.1.1 Explanation: Services must be occasionally updated, modifying some background data, such as the associated procedure codes or modifiers, and, to avoid altering historical data, this is usually done by adding an expiration date to the existing service and creating a new entry for the updated service.

6.1.2 Solution: Select a different option in the Service field.

6.1.2.1 Upon accessing the Encounter > Profile screen, an informational message recommends entering the encounter date into the Start Date field first.

6.1.2.2 Entering a Start Date causes the screen to refresh, automatically filtering out Service field values that were not effective on the Start Date.

6.1.2.3 If an expired service was selected prior to entering the Start Date, the Service field will still filter out the services not effective on that date, and it will move the previously selected expired service to the top of the list so that it can be easily distinguished from the effective services.

7.0 Client List > Activity List > Discharge > Profile

7.1 Problem: “Reason” field contains no options.

7.1.1 Explanation: The Treatment Domain is missing or invalid.

7.1.2 Potential Solution: Assign a treatment domain to the episode.

7.1.2.1 Navigate to Client List > Activity List > Intake.

7.1.2.2 In the “Treatment Domains” option transfer boxes, verify that the correct Treatment Domain has been selected.

7.1.2.2.1 Only “Mental Health” and “Substance Abuse” are valid treatment domains for client activities that include Admission and Discharge records.

7.1.2.3 Click Save.

7.1.2.4 Return to Client List > Activity List > Discharge > Profile.

7.1.2.5 The “Reason” field should now populate with the correct set of options for the selected Treatment Domain.

7.2 Problem: For episodes in the Substance Abuse domain, a long list of error messages appears for fields that are not on the current screen.

7.2.1 Explanation: These are preemptive error messages designed to prevent an episode from being closed before all the required Discharge data has been entered.

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 11 of 16
	Troubleshooting	Updated: January 2, 2014		

7.2.1.1 The error messages refer to required fields on the Discharge > Substance Abuse screen.

7.2.1.2 Clicking Save on any screen prior to the Discharge > Substance Abuse screen will produce these errors.

7.2.2 Solution: Do not click Save until the required fields on the Discharge > Substance Abuse screen have been completed.

8.0 System Functionality

8.1 Problem: The Backspace key does not work.

8.1.1 Explanation: This problem indicates that OWITS is operating in a browser with which it is not compatible.

8.1.2 Potential Solution: Switch to Internet Explorer.

8.1.2.1 OWITS is only compatible with Internet Explorer.

8.1.2.2 Though it may work with limited functionality, OWITS is not fully compatible with Mozilla Firefox, Google Chrome, Opera, Safari, or other web browsers.

8.1.3 Potential Solution: Set Internet Explorer into compatibility mode for the witsweb.org domain.

8.1.3.1 In Internet Explorer, navigate to the launch page for either OWITS environment.

8.1.3.2 To the far right of the address bar at the top of the screen, an icon that looks like a torn sheet of paper will appear in most versions of Internet Explorer.

8.1.3.2.1 If the icon does not appear, compatibility mode may be in the Tools menu or the Internet Options menu.

8.1.3.3 Click the torn paper (“compatibility mode”) icon so that it turns blue.

8.1.3.4 Internet Explorer will record this compatibility setting for the OWITS domains.

8.2 Problem: In some text fields, the “Paste” command does not work even though text was copied and can be pasted into other fields or other programs.

8.2.1 Potential Solution: Adjust settings to copy without formatting.

8.2.1.1 Open a new instance of Internet Explorer.

8.2.1.2 From the Tools menu, select “Internet Options.”

8.2.1.3 Select the “Programs” tab.

8.2.1.4 Select “Microsoft Word” as the default HTML editor.

8.2.1.5 Click OK.

8.2.1.6 Open a new instance of Microsoft Word.

8.2.1.7 Open the “Paste Options” dialogue box.

8.2.1.7.1 In Word 2003 and similar editions, this can be found in the “Tools” menu under “Options” and “Edit.”

8.2.1.7.2 In Word 2007, 2010, and similar editions, this can be found in the Home ribbon by clicking on the arrow at the bottom of the “Paste” button and selecting “Set Default Paste.”

8.2.1.8 Under the Advanced tab, in the “Cut, Copy, and Paste” section, change the “Pasting from other programs” setting to “Keep Text Only.”

8.2.1.9 Click OK.

8.2.1.10 It may be necessary to log out of OWITS and close all Internet Explorer windows before this change will take effect.

8.2.2 Potential Explanation: The text to be pasted was not actually copied.

8.2.2.1 Return to the desired text.

8.2.2.2 Highlight it again (if necessary).

8.2.2.3 Copy it again, using CTRL + C or the “Edit” menu and “Copy” command.

8.2.2.4 Attempt to paste it again.

8.3 Problem: Attempting to print a PDF produces just a blank page.

8.3.1 Potential Solution: Use the PDF reader’s print command, not the web browser’s print command.

8.3.1.1 Some PDF readers (such as Adobe) open as a browser “add-on” and have their own print functions.

8.3.1.2 Selecting the Print command from the browser’s built-in menus will produce a blank page.

8.3.1.3 Selecting the Print command from the PDF reader should produce a printed report.

8.4 Problem: Clicking “Export” produces no data.

8.4.1 Potential Explanation: Some web browsers have security features that prevent files from being downloaded, even with the pop-up blocker turned off.

8.4.2 Potential Solution: Hold down the CTRL key while exporting.

8.4.2.1 Press and hold the CTRL key.

8.4.2.2 Click the “Export” link or button.

8.4.2.3 Continue to hold the CTRL key.

8.4.2.4 In the dialogue box that appears, click Open or Save.

8.4.2.5 Release the CTRL key.

8.4.2.6 The export function should complete.

8.4.3 Potential Solution: Modify the browser’s security settings.

8.4.3.1 In Internet Explorer, open the Tools menu and select “Internet Options.”

8.4.3.2 Navigate to the “Advanced” tab.

8.4.3.3 In the Settings box, scroll down to the “Security” heading.

8.4.3.4 Ensure that the option “do not save encrypted pages to disk” is unchecked.



8.4.3.5 Click OK.

8.4.3.6 It may be necessary to restart Internet Explorer for this change to take effect.

8.4.3.7 Attempt to export the desired data from OWITS again, using the CTRL key solution ([8.4.2](#)).

DRAFT

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 14 of 16
	Troubleshooting	Updated: January 2, 2014		

Appendix A – OWITS Reference Manual Volume Titles

- OWITS Reference Manual, Volume 1: OWITS Basics
- OWITS Reference Manual, Volume 2: Client Records Overview
- OWITS Reference Manual, Volume 3: Agencies, Facilities, Programs, and Staff Records
- OWITS Reference Manual, Volume 4: Client Profile
- OWITS Reference Manual, Volume 5: Client Activity and Contact
- OWITS Reference Manual, Volume 6: Screenings and Assessments
- OWITS Reference Manual, Volume 7: Groups and Group Notes
- OWITS Reference Manual, Volume 8: Consent and Referrals
- OWITS Reference Manual, Volume 9: Client Discharge
- OWITS Reference Manual, Volume 10: Running Reports
- OWITS Reference Manual, Volume 11: Billing
- *OWITS Reference Manual, Volume 12: Troubleshooting*
- OWITS Reference Manual, Volume 13: Tier 1 System Administration
- OWITS Reference Manual, Volume 14: Tier 2 System Administration
- OWITS Reference Manual, Volume 15: AMH Policies for OWITS Records and Users

	OWITS Reference Manual	Volume 12	Revision 1-0	Page 15 of 16
	Troubleshooting	Updated: January 2, 2014		

Appendix B – Navigation View Map

A map of the navigation pane links can be found [here \(OWITS Navigation Map\)](#).

Due to its size, printing this document is **not** recommended.

DRAFT

Revision History

Revised By	Date	Description
Justin D. King	May 3, 2012	Reference manual created.
Justin D. King	June 25, 2012	Revision History table added.
Justin D. King	September 25, 2013	Troubleshooting steps for known common problems added.
Justin D. King	January 2, 2014	Added link to Navigation Map.

DRAFT