Why is my QuestionPoint not working when my colleague's is?

Symptom

• QuestionPoint stops working

Applies to

• QuestionPoint

Resolution

QuestionPoint runs on 4 load balancers. In the URL of your QuestionPoint page, look for the text "qphost=qpapxx". In this example xx represents the two digit load balancer number.

Follow these steps to troubleshoot this issue:

1. Try logging off and logging back on.
2. If QuestionPoint is still unresponsive, see if you were assigned to the same load balancer.
3. If you are still on the same load balancer and QuestionPoint is unresponsive contact OCLC Support.