



Premium Tech Tool (PTT) Central Systems Status; How To Check Central Systems Server Status For Product Identification, Missing Operations (Product Configuration), Programming Failure And Software Download Issues

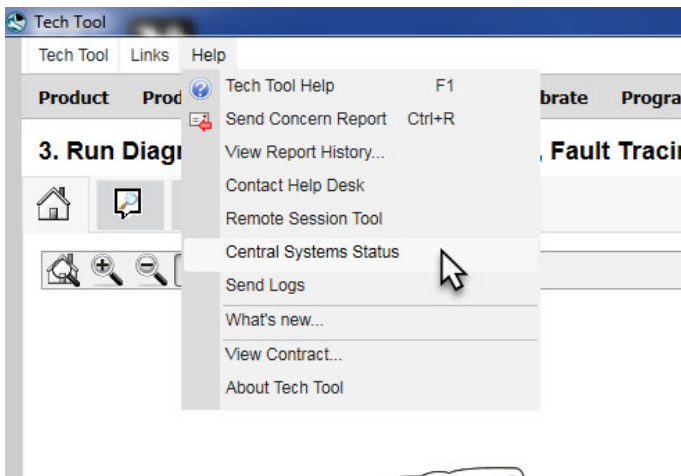


> Internal Content

The server status can now be found under the Help menu in PTT or by going to the Technical Support tab of the Premium Tech Tool website:

From PTT:

1. Open the Help menu. Select the option for Central Server Status.

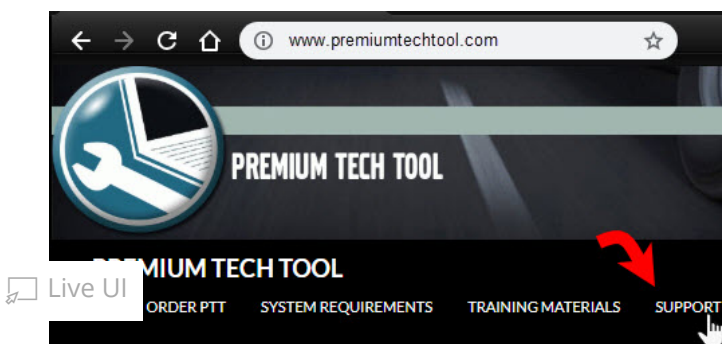


2. Refer to Step 4 below.

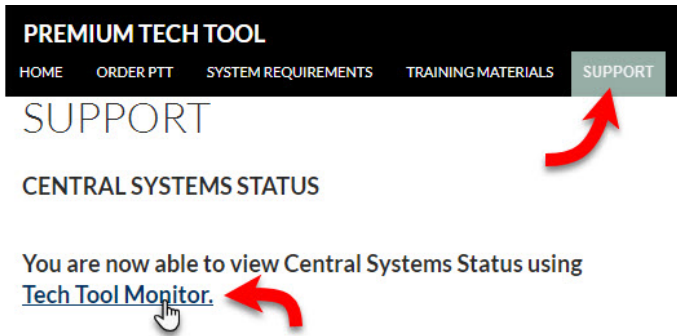
From the PTT Website:

1. Click the link to go to the [Premium Tech Tool website](#).

2. Click on the Support tab.



3. The Server Status link is located at the top of the page.



4. There are four servers listed on the page.

Dotcom-Monitor Performance TechTool		
Refreshed 10/8/2018 7:40:04 PM		
Site Name	Last tested from	Status
NAMS TT SW Download VERSION2 V-MAC IV or older	Frankfurt at 7:34:32 PM	ok
NAMS TT Product Identification	Frankfurt at 7:35:11 PM	ok
NAMS TT Update Product Information	New York at 7:38:54 PM	ok
NAMS TT SW Download VERSION3 or 4 VMAC IV Plus	New York at 7:36:41 PM	ok

- If the servers are online, the status will be **Green (ok)**
- Any servers showing **Red** status are offline, which will affect product identification, update status, software downloads or any combination of the three depending on which server or servers are offline.

If any servers are shown to be offline, it is suggested to wait for 30-60 minutes and check the status again prior to contacting Support. The IT Help Desk will not be able to assist with connection problems experienced if the servers are the source of the issue.

 Tags

- k73122500
- vnl
- vnm
- vnr
- vnx
- vah
- vhd
- vt
- leu
- lr
- mru - terrapro
- te - terrapro
- an - anthem
- chu - pinnacle
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- gr - granite
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