


Unable to contact the server

When you sign in to Quadri and get an error message that indicates that you are not able to contact the server, try the following:

- Check that your Quadri connection in Novapoint is correct by clicking this icon  and compare the values in the list with a coworker that has a working connection. Alternatively remove the connection and add a new one.
- Check that you have a version of Novapoint that is compatible with the current version of Quadri. See release notes for more details.
- Check that your network is working and you have access to Internet.
- Copy this link into the address field of a browser: <http://ip-address/quadri/login/index.html> (replace ip-address with name or ip-address of the server). If the server is running, you should get a message containing *Hello World from Quadri Login Handler!*