

# Troubleshooting Capricorn MAC

## Overview

If your Medical-Objects download client Capricorn is currently offline, then no patient reports or referrals will be getting delivered. To get Medical-Objects back online again, please try following the instructions below. If you're unable to successfully bring Medical-Objects back online again, please call the helpdesk on (07) 5456 6000.

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Note:



Please note - Clicking the Exit button on the Medical Objects download client, or the red 'x' button in the corner will **shut down** the software. Please minimize the software by clicking the line button (Second from the end).



## Possible Causes

Certain occurrences may have caused the software to stop running:

- PC or Server being upgraded or replaced.
- Recent visit by your IT Technician.
- Software upgrades e.g. upgrading Practice Software
- Internet connection problems.
- Firewall changes.

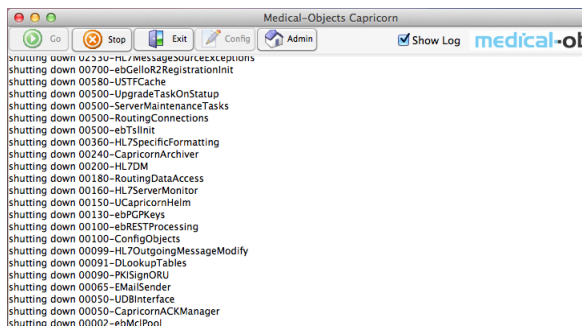
## Remedy

In most cases Medical-Objects Capricorn just needs to be either started up or restarted. To restart Medical-Objects so that you can receive any outstanding medical results or letters please follow the instructions below.

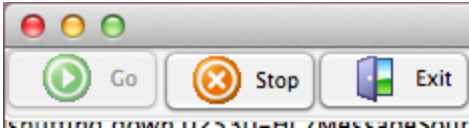
1. On the dock you should see a green or blue globe with an "M" in the middle of it. Click this icon.



This will bring up the following window.



2. Once opened - Click the **Stop** button and then Click the **Go** button. The Capricorn should now begin processing.



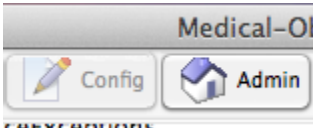
This will have either started up Medical-Objects or restarted it. Now you will want to verify that it's working again.

## Verify the Capricorn is functioning correctly

1. On the dock, you should see a green or blue globe with an "M" in the middle of it. Click this icon.



2. Once opened - Click the Admin button.



If the Medical-Objects activity report opens up, your Medical-Objects is working again. If it fails to load please call the helpdesk on (07) 5456 6000.

Please see [This Guide](#) if you are unsure of how to use the Medical-Objects Activity Report.

## Contact Support

If this guide does not help solve the problem please call the Medical-Objects helpdesk.

Phone: (07) 5456 6000

Email: [helpdesk@medical-objects.com.au](mailto:helpdesk@medical-objects.com.au)