

# Troubleshooting Connectivity Issues

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This guide explains how to configure your system to help ensure strong, consistent connectivity. It is intended for system administrators.

aACE is designed for a reliable, consistent user experience. If your team members sign in to aACE, but then get disconnected, coordinate with them to ensure each workstation is set up for the best results.

## Troubleshooting Connectivity for Team Members

If team members experience problems with their workstations being disconnected from aACE after signing in, system administrators can troubleshoot the problem by verifying the following details with the server and workstation.

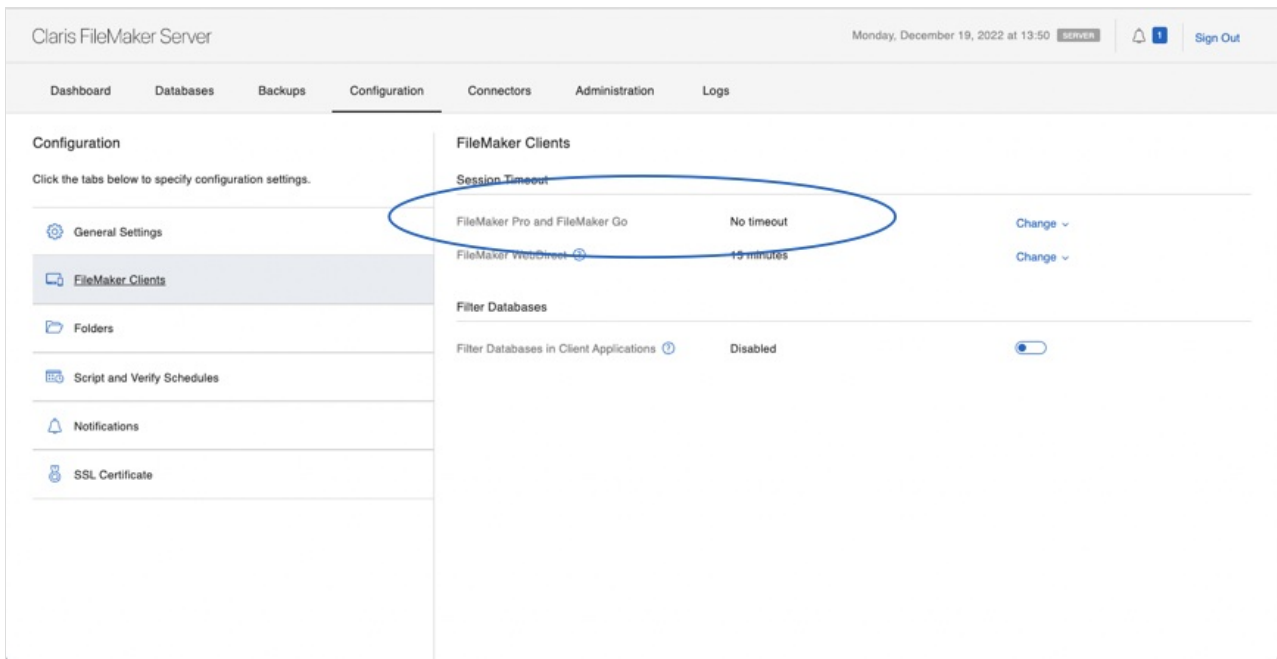
### Server Energy Saver / Screen Saver Preferences

Sign in to your aACE server and check these settings:

- Mac:
  - Navigate to System Preferences > Energy Saver, then set both **Computer sleep** and **Display sleep** to "Never".
  - Navigate to System Preferences > Desktop & Screen Saver > Screen Saver, then set **Start after** to "Never".
- PC:
  - Navigate to Control Panel > Hardware > Power Options > Edit Plan Settings, then set **Turn off the display** to "Never".

### FileMaker Server Session Timeout Preferences

Sign in to your FileMaker Server Admin Console. Navigate to Configuration > FileMaker Clients. Confirm that the Session Timeout option for FileMaker Pro Advanced and FileMaker Go is set to "No timeout".



## Workstation Display Settings

On the workstation that is having connection issues, check these settings:

- Mac – Navigate to System Preferences > Energy Saver, then set both **Computer sleep** and **Display sleep** to "Never".
- PC – Navigate to Control Panel > Hardware > Power Options > Edit Plan Settings, then set **Turn off the display** to "Never".

## Workstation FileMaker Pro Update

On the workstation that is having connection issues, confirm that FileMaker Pro is up to date:

1. Open FileMaker Pro.
2. From the menu bar, click **Help > Check for Updates....**
3. If a newer version is found, click **Download update.**

## Workstation Internet Connection

On the workstation that is having connection issues, confirm that the Internet connection is strong and consistent. We strongly recommend that you run an ethernet cable from the router to the workstation. The wired network connection is generally faster and/or more reliable. Wired connections should be used whenever possible.

After setting up a wired network connection, you must also confirm that the wireless (WiFi) setting on the workstation is *disabled*. This helps ensure that the wired connection will be used.

If you cannot provide a wired network connection, confirm that the workstation has a strong, consistent WiFi connection.

## Additional IT Troubleshooting

For more in-depth troubleshooting, please contact [FileMaker Support](#)

[\(<https://www.filemaker.com/support/contact.html>\)](https://www.filemaker.com/support/contact.html) or one of our [IT partners listed on aACE Software.com](#)

[\(<https://www.aacesoft.com/partners>\).](https://www.aacesoft.com/partners)

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