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## TERRA SYSTEMS CALL CENTER AGENT SELF-HELP SITE



### Quick links to key websites

[Terra Mail Site](#)

[Finesse Primary Link](#)

[Finesse Alternative Link \(when primary not working\)](#)

### Troubleshooting Guides

[Quick Fix batch file for Windows](#)

#### macOS

[FortiClient VPN "Connection Error" for MAC](#) [Show on page](#)

#### Windows

[Potential fix for soft MOP volume](#) [Show on page](#)

[MOP unable to hear you](#) [Show on page](#)

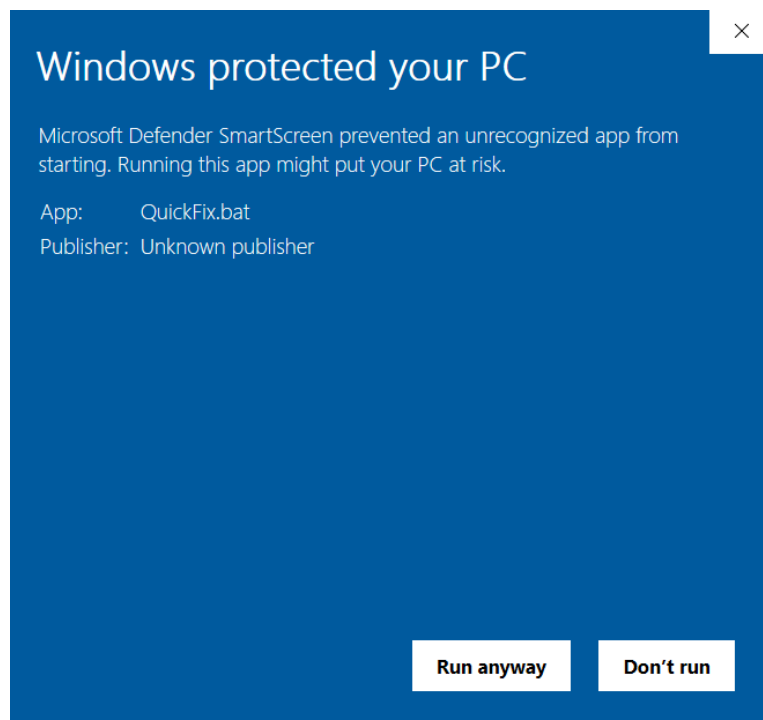
#### General

[VPN connection stuck at 40%](#) [Show on page](#)

[FortiClient VPN Advanced Settings Guide](#) [Show on page](#)

[SSL Certificates preventing Finesse Access](#) [Show on page](#)

If you see this prompt, please click run anyway. This script will not harm your computer.



Before you run this script, please note that this script will **DISCONNECT** you from the internet. Only run it after you **wrapped up** a call.

```

Connection-specific DNS Suffix . : 
IPv6 Address. . . . . : 2401:7400:4008:460a:a1ca:c46c:2bd7:ef0a
Temporary IPv6 Address. . . . . : 2401:7400:4008:460a:4c21:4e95:200e:c56f
Link-local IPv6 Address . . . . . : fe80::a1ca:c46c:2bd7:ef0a%12
IPv4 Address. . . . . : 172.20.10.10
Subnet Mask . . . . . : 255.255.255.240
Default Gateway . . . . . : fe80::410:9874:b081:6483%12
                           172.20.10.1

Ethernet adapter Bluetooth Network Connection:

   Media State . . . . . : Media disconnected
   Connection-specific DNS Suffix . : 

Waiting for 0 seconds, press CTRL+C to quit ...
"FortiClient.exe"
"FortiClient.exe is not running!"
"CiscoJabber.exe"
"CiscoJabber.exe is not running!"

=====
Press a key after connecting to VPN
=====
Press any key to continue . . . loaded guimessenger64.node
[ 'C:\\Program Files\\Fortinet\\FortiClient\\FortiClient.exe' ]
hid-finish-load

```

After restarting network. Both VPN client and Cisco Jabber will open on your screen and connect to both VPN and Jabber. Continue to press a key to continue and it will open Finesse.