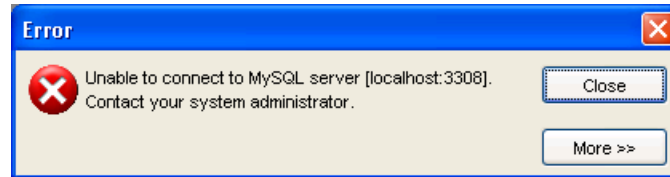


## Cheat Sheet #15: NS5 Troubleshooting

Once in a while, you will try to log in to NS5 and get an error message that looks like this:

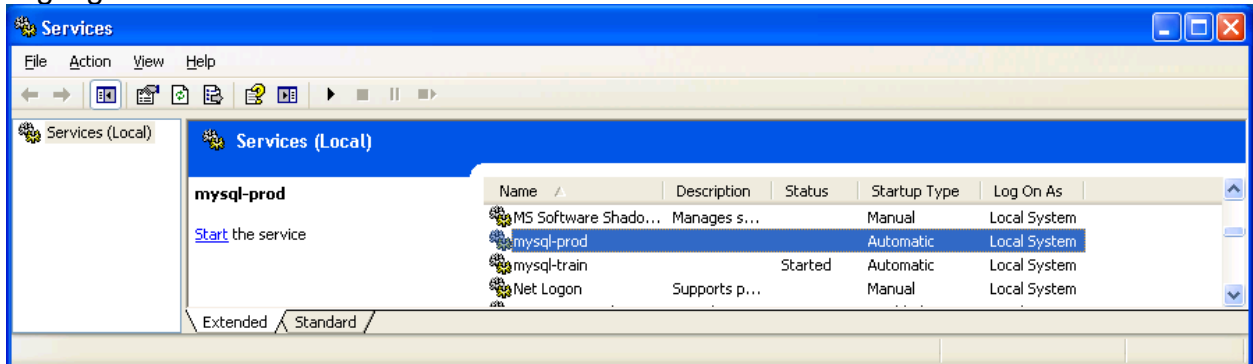


When that happens, it just means the program accidentally got turned off and you need to restart it. Here's how:



Double click the Services icon on the desktop to open it.

The following window will open. Scroll down until you see **“mysqlprod”**. Highlight it and click **“Start”** or **“Restart”** on the left of the window.



You may now log in to NS5 as usual.