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Subject: Fast Tracking SallyPort© Jail Management System Support Calls

The SallyPort© Jail Management System has grown significantly over the past two decades. SallyPort© has matured into a reliable, robust application suitable for both large and small correctional facilities.

Experience has shown that quite often what may be perceived to be problems with SallyPort© can instead be the result of other factors such as network connectivity, changing firewall settings, incorrect permissions, training issues, etc.

In order to shorten the turnaround time for problem resolution, your first call should be to your IT support contact prior to contacting Black Creek for support. Your IT Department will help ensure the following:

If you are experiencing slow performance in SallyPort©
- Your network is performing satisfactorily and meets the minimum requirements (10/100 Mbps);
- Your network performance is not sporadically degrading; and
- Your anti-virus program is not the cause of the problem.

If you are experiencing communication problems between SallyPort© and other applications.
- Your firewall settings are correct;

- Your permissions or user account settings are correct; and
- No changes have been made to an application or process that interfaces with SallyPort© (If you know another of your integrated vendors is making a change, notify the Black Creek Service department that this is occurring.)

If, after eliminating the above possible causes you are still experiencing a problem with SallyPort©, contact Black Creek's Service Department using the following guidelines:

- Report the problem as soon as possible.
- Provide an accurate date/time of event.
- Provide a detailed problem description, with module name, event sequence to reproduce the problem, and precise button name or mouse click when problem occurs.
- Provide a contact name

Once your issue is reported, a Black Creek technician will contact you promptly for resolution. Collaboration with the contact person will likely be required until the issue is resolved.

If we are unable to contact you within a two-week period, we will close the issue.

The Takeaway
Problems with SallyPort© may be the result of other factors and not necessarily with the SallyPort© application itself. Contact your IT Support Department to help you eliminate those factors prior to contacting Black Creek for support.