

ITScript Net®

Data Transfer ~ Error Codes

Data Transfer (download) fails - From device/scanner to the PC:

The device/scanner displays error codes 202, 203, -1, 301, 303 or 404 on the device screen or on the PC.

These are Windows error codes which indicate that an attempt to write to a file has failed and generally mean that there is a **permissions** issue (restricted user).

- Check user **write permissions** to the output destination folder as well as **C:\Program Files\ITScriptNet**. ITScriptNet writes a file to that directory when it processes data from the device to the PC. On the PC that will act as the data transfer station, allow the restricted user to have write permissions to the folder.
- Note that creating a shortcut with the Start In path pointing to the directory (that the User account has Write access to) which contains the ITB (filename ending in file extension .itb) will resolve this error code issue.
- Check for any **Windows Firewall or other security issues** associated with that user on the local PC.
- Check that the **destination file is not open**.
- **Check device for collected images or digital ink files.**
- If there are collected images or digital ink images on the device that are yet to be processed, and if one of them is missing, the data transfer to the PC will fail.
- The ITC file (filename ending in extension .itc) can be copied from the device to your computer through the ActiveSync Explore on the PC. Email this file to Z-Space at support@z-space.com where our support staff can examine the encrypted data to determine what may be missing.

Upload ITScriptNet Program fails - From the PC to the device/scanner:

On the device/scanner, the error the message is "Unable to receive from the PC 301", and the error message on the PC is "Unable to send to the Device 105" (or 202). These are **Windows error codes** which indicate that an attempt to write to a file on the device has failed.

- **Check the port.**
 - On the device, run the ITScriptNet client software.
 - At the ITScriptNet main menu, tap on the Utilities button.
 - Tap on the Configuration button.
 - In the Configuration screen, set the *Serial Port/Communications* port to *ActiveSync*.
 - The setting for *Auto Download* should be *Disabled*.
 - Tap OK, and OK, to return to the main menu.
- **Check the device memory.**
 - Check the memory on the device. If the memory or SD card is full, uploading the program will fail and return error codes.
 - Generally, to check the device memory:
Refer to your device's user guide to check the hardware memory space.
 - Click Start \ Settings
 - Select System
 - Click Memory application.
 - Click the Storage or Storage Card
 - Verify that there is sufficient free Memory space.
- **Reload the program.**
 - Make sure that the PC is connected to the device via ActiveSync.
 - From the ITScriptNet System Console, run the Upload Utility to reload the data collection program to the device.

Please consult the User Guide for answers to questions. If you are unable to find the answers you need, please contact Z-Space by email: support@z-space.com or submit a question via our Support Forum at <http://www.zspace.com/forums/>.