

## Troubleshoot Communications, for Version 3

**When requesting SUPPORT for troubleshooting, first please purchase support time through your hardware vendor. Technical support is not included with the purchase of a software license; support is purchased separately as needed.**

**Please review the chart on the following pages which may provide initial assistance in troubleshooting your communications.**

### Information needed to troubleshoot:

- 1. Windows OS:** What is the Windows operating system on the computer/server that is running the ITScriptNet Omni server software?  
XP, Windows7 or 8, Microsoft server 2008 or above?
- 2. ITScriptNet software versions:**
  - a. What is the **version of the ITScriptNet software** that is running on your server/computer? You can view this from the Help menu in the System Console on your computer.
  - b. What is the **version of the ITScriptNet client** software that is running on your mobile device(s)? To check: on a device, go to the ITScriptNet main menu, tap the Utilities button, then the Configuration button. The version will display in the blue-bar along the top edge of the screen.
  - c. Versions of the ITScriptNet software (on both the computer and the device) in a and b above should match.
- 3. Running as a Service?** Is the ITScriptNet Omni Communications Server software running as a Windows *Service* running on the computer/server?  
Or are the communications on the computer running as an application with an icon in the Windows task tray?
- 4. Error message?** Are there any error messages and **where** does an error message display (on the computer or on the device screen?)  
Does this error **occur on ALL devices or on just one** device?  
Did this error message just start displaying recently; was this device or were all devices running ok previously?  
Did anything change on the computer, such as updating your system or adding new anti-virus or security software?  
What is the specific text of the message, or can you capture a screen image of the message and send to us.
- 5. What occurred/what action was taken:**
  - a. What occurred or what did you do when this error occurred? Such as: tap a certain button to activate a process? Tap Load Program?  
Try to transfer data, and how/what process did you kick off to start this action?

**No communications:** If there is still no communications between the device and the computer, then your network technician or system admin should look at the issue.

**WIFI or Cellular** -- If your devices will communicate via Wifi, then on the device, your network technician should make sure the radios are set up to communicate with the network (ie, SSID), and configured to the wireless access point or the device's connectivity to your cellular provider.

**Microsoft Sync** .

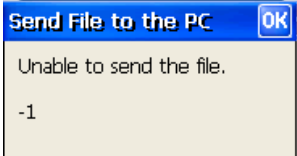
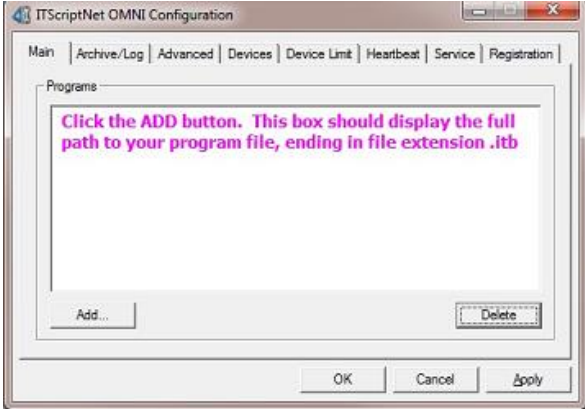
- If your computer is running XP, make sure that your computer has Microsoft's ActiveSync installed and it must be ActiveSync version 4.5. Go to Microsoft.com to download.
- If your computer is running Windows 7 or 8, your computer will already have this Microsoft software included, but it won't install until the first time you connect a device via USB, and then it may take a little time to find the driver; please be patient.

### **Other questions to consider:**


- Was the program running successfully **previously**?
- Is this communications issue occurring on **all devices, or just one device**?
- Were any **new devices added**/purchased recently?
- Have any **SYSTEM updates** been made, or new security or anti-virus software added to your system?
- Were any files or folders **moved**; or any directory **structure changed**?
- Have any **changes been made to your data collection program** which would affect the collected data on a device?  
Could there be **old** collected data on the device which does not match the fields in the new program that is running on the computer and possibly receiving mis-matched data from the device.
- Is there any existing anti-virus or other security software which may be periodically sweeping your system which would stop the ITScriptNet server software?

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Issue	Possible Causes	Things to check	RESOLUTION
<p><b>- 1, -303, etc. error codes on device screen</b></p>	<ul style="list-style-type: none"> <li>Windows cannot write to the computer destination file, folder, or database on the computer.</li> </ul>	<ul style="list-style-type: none"> <li><b>Write permissions</b> - Computer's logged-in user is restricted from writing to the destination, whether on the PC or to a network drive.</li> <li>Check for any <b>Windows Firewall</b> or other security issues associated with that user being able to write to a folder on the local PC or network share.</li> <li>Check that the <b>destination file is <u>not open</u> or in use by another user or software</b>, such as <b>being scanned by antivirus/security software</b>.</li> <li>If a database, is there a login/password or is that database set to read-only.</li> </ul>	<p>The device/scanner displays error codes 202, 203, -1, 301, 303 or 404 or other similar numeric codes, on the device screen <b>or</b> on the PC.</p> <p>These are <b>Windows error codes</b> which indicate that Windows <b>attempt to write to a file has failed</b> and generally indicates that there is a <b>permissions</b> issue (restricted user or blocked from writing to the destination).</p> <p>This could include Windows Firewall blocking the data transfer to the computer, or that the <i>destination file is open or in use</i>. In any case, it's Windows which cannot write to the destination file (or database), and is not caused by the ITScriptNet software.</p> <p>Download a PDF of information:  <a href="http://www.z-space.com/kb/PDF/10156-10157/202-301_Error_Codes.pdf">http://www.z-space.com/kb/PDF/10156-10157/202-301_Error_Codes.pdf</a></p> 
<p><b>Blank screen</b> (or white screen) <b>displays on device</b> when tap on Load Program on device.</p>	<ul style="list-style-type: none"> <li>Windows Service issue.</li> <li>Version conflict.</li> <li>ITB not found</li> </ul>	<ul style="list-style-type: none"> <li><b>Windows Service:</b> <ul style="list-style-type: none"> <li>The computer is running the communications as a <i>Windows Service and where the program (.itb) file is on a mapped drive</i>.</li> </ul> </li> <li><b>Version conflict:</b> <ul style="list-style-type: none"> <li>Check the ITScriptNet version of the program (.itb) that is loaded to the device.</li> </ul> </li> <li><b>Configuration issue:</b> <ul style="list-style-type: none"> <li>Check the computer's ITScriptNet Communications Configuration, that it is pointing to the correct program (.itb) file.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The <b>Windows Service cannot read from a mapped drive</b>. Either: move the program to a folder at the root of the C-drive, or use the UNC path in the Omni Configuration of that server/computer.  <a href="http://www.z-space.com/kb/Article.aspx?ID=10193&amp;SearchID=7338">http://www.z-space.com/kb/Article.aspx?ID=10193&amp;SearchID=7338</a></li> <li>The program (.itb) version should <b>not</b> be a higher version number than the ITScriptNet client software that is running on the computer side. It's recommended that the devices and computer are both running the same software versions.</li> <li>From the System Console on the computer, open the Communications &gt; <b>Omni Configuration</b> window. In the Main tab, confirm that a program is listed there and confirm the path. <ul style="list-style-type: none"> <li>Click on the program listed there to select it, and Delete.</li> <li>Click on the <b>ADD</b> button in the lower left, then navigate to and select the correct data collection program file (ending in .itb). This process of Adding and Navigating to and Selecting the program file allows <i>Windows</i> to find it on the computer.</li> </ul> </li> </ul> 

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<p><b>Data Transfer fails</b> . no data is saved to the computer when sent from a device to the PC:</p> <p>a. The collected data is not transferring to the <b>.txt or .csv file</b>.</p> <p>b. The collected data is not <b>inserted into a database</b>.</p> <p>c. Nothing happens.</p>	<ul style="list-style-type: none"> <li>File is open or in use.</li> <li>Path issue.</li> <li>Data is not mapped correctly.</li> <li>License issue.</li> <li>Windows Firewall</li> </ul>	<ul style="list-style-type: none"> <li>Text or .csv file:                             <ul style="list-style-type: none"> <li><b>File is Open</b> - Check to make sure the file is not open in Excel or Notepad, nor in use by other software.</li> <li><b>Path issue</b> - Another cause may be that the .csv file <i>was moved</i>. Check the path: does the program expect the .csv file to be located in the same folder as the program file (.itb) or located at a specific path. Is there a connection string?</li> <li><b>User permissions</b> . Confirm that the computer's logged-in user has <b>write</b> permissions to the destination path.</li> </ul> </li> <li>Database                             <ul style="list-style-type: none"> <li>Check the mapped fields that they match</li> <li>Check the database field to allow nulls.</li> </ul> </li> <li>Are there enough licenses for all devices?</li> <li>Windows Firewall . even though Load Program may work, the Firewall is blocking data coming in.</li> </ul>	<ul style="list-style-type: none"> <li>Excel or Notepad . if you have a file open, close it.</li> <li>Excel . if the file is not obviously open in Excel, check your <i>Windows Task Manager</i> to see if Excel is still running and then close it from there.</li> <li>Path . confirm and correct the path/destination to the file or correct the path within the connection string.</li> <li>Permissions . If your computer is running Windows 7 or 8, make sure the destination path is NOT to C:\Program Files; also double-check user permissions to write to that destination.</li> <li>Database - Compare fields in your data collection program to the mapped fields in your database to confirm that the database fields exist and will match the program.                             <ul style="list-style-type: none"> <li>Also confirm the fields' data types and maximum length; for ex: if the program is trying to insert 10 digits into a database field set to a max of 6.</li> <li>Confirm the database fields are set to ALLOW NULLS.</li> </ul> </li> <li>Licenses . if your licenses are computer-based licenses, confirm you have enough software licenses for the number of devices which are connecting. For individual device licenses, see Demo Limit section below.</li> <li>Firewall . open a port for the Omni server/service, Port 61200. Download PDF from: <a href="http://www.z-space.com/kb/Article.aspx?ID=10231&amp;SearchID=5401">http://www.z-space.com/kb/Article.aspx?ID=10231&amp;SearchID=5401</a> see page 5.</li> </ul>
<p><b>Data transfer timing out</b></p>	<p>Slow network connectivity; Device config.</p>	<p>What are the time out settings on the device's ITScriptNet configuration Server tab? Is that configuration's Advanced tab set to Keep Open is checked?</p>	<p>If the file transfer is timing out, increase the Timeout settings on both the device and the computer. If the device's ITScriptNet configuration Advanced tab is set where Keep Open is checked, <b>uncheck</b> it: <a href="http://www.z-space.com/kb/Article.aspx?ID=10216&amp;SearchID=7341">http://www.z-space.com/kb/Article.aspx?ID=10216&amp;SearchID=7341</a></p>
<p><b>Demo limit</b></p>	<p>Program not licensed Or Device not licensed.</p>	<ul style="list-style-type: none"> <li><b>ITB saved from a licensed developer?</b></li> <li><b>Device Licenses:</b> If your ITScriptNet license(s) are the individual device license, <i>check the device</i> for a registered license.</li> <li><b>PC-based licenses:</b> If your ITScriptNet license(s) are instead the PC-based licenses, then check your central computer/server.</li> </ul> 	<p><b>Program licensed:</b> the data collection program .itb must be saved from a licensed developer. If the program was opened on a computer which does not have a developer's license and then saved, that .itb file would lose its %licensed status+and produce the demo limit error.</p> <p><b>Device Licenses:</b></p> <ul style="list-style-type: none"> <li>From the ITScriptNet main menu, tap <i>Utilities</i>, then <i>Configuration</i>. In the Configuration screen, look along the top edge in the blue area, and to the right of the ITScriptNet software version number, you should see an asterisk symbol *. If there is not an * symbol, then your device is not licensed. Please contact your hardware distributor to purchase a license.</li> </ul> <p><b>PC-based licenses:</b></p> <ol style="list-style-type: none"> <li>From the ITScriptNet System Console, in the left pane click on Omni</li> </ol>

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			<p>Communications.</p> <ol style="list-style-type: none"> <li>2. In the Left pane, click on Omni Configuration.</li> <li>3. In the right pane, click the blue link to launch.</li> <li>4. In the pop up window, click on the DEVICES tab.</li> <li>5. Count the number of devices listed to match to how many devices you have deployed.               <ol style="list-style-type: none"> <li>a. If the number of devices listed in this window is not enough to cover all the devices you have in use, please contact your hardware distributor to purchase additional licenses.</li> <li>b. If this list is filled with devices and you have not purchased any new devices recently, or if your have devices which switch from using USB to WiFi to transfer data, then look for two devices which have the same device id but different MAC addresses, select one and then click the delete button to the right. This will open a pop-up for communications for your device.</li> </ol> </li> </ol>
<p><b>Error codes display on PC</b></p>	<ul style="list-style-type: none"> <li>• Windows errors.</li> </ul>	<p>When attempting to Load data or Load a Program from the PC <b>to the device:</b></p> <ul style="list-style-type: none"> <li>• Check the device's memory/storage space is it full?               <ul style="list-style-type: none"> <li>o To Check the device's storage space, refer to your hardware users guide.</li> </ul> </li> </ul>	<p>The <i>computer</i> displays error codes 202, 203, 301, 303 or 404 or other similar numeric codes on the PC:</p> <ul style="list-style-type: none"> <li>o Confirm enough storage space exists on the device for the files to be loaded.</li> <li>o If your device is using an SD card, the ITScriptNet software and program must also be located on the SD card, and the card should have enough free space available.</li> </ul>
<p><b>Failed to Lock and bunch of Keep Alive entries in a log file</b></p>	<p>Log file entries, indicate destination is not available for writing.</p>	<p>System processes are running or a file is open or in use when data is being transferred. This would occur where security was sweeping the destination folder/files, which would place those files <b>in use</b> and not allow data to be written.</p>	<p>Wait to transfer data after the security sweep or other process which is using the destination files completes.</p>
<p><b>Load Program fails</b>          . when tap Load Program button, nothing happens. Or a white or blank screen displays with just an OK button.</p>	<p>Incorrect device configuration.           Device memory storage space is full and cannot load files.</p>	<ul style="list-style-type: none"> <li>• On the device, confirm that the ITScriptNet configuration screen has the Communications field set to <b>Omni Server</b>.</li> <li>• See section below for <b>Unable to connect to host</b>.</li> <li>• Check device's storage space.</li> <li>• Blank screen . see section above for <b>Blank screen</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Set Communications field to <b>Omni Server</b>. This field should be <b>Omni Server</b> whether you are connecting via cradle/USB, WIFI, or cellular.</li> <li>• Transfer data from device to computer to clear the device's collected data. If image capture is used in the program to capture images and if there are many images, or if data is not transferred periodically, this could fill the storage space.</li> </ul>

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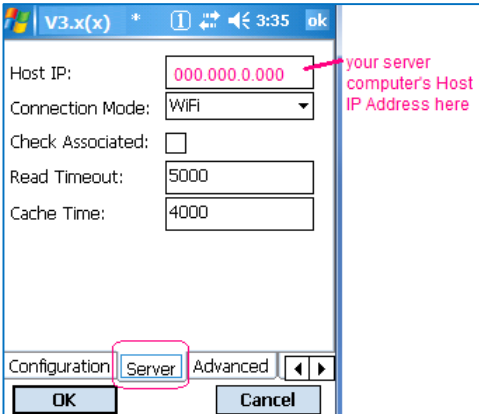
Issue	Possible Causes	Things to check	RESOLUTION
<p><b>Omni Server stops</b> (icon in Windows task tray)</p> <p><b>Omni as Windows Service shuts down</b></p>	<ul style="list-style-type: none"> <li>Data not mapped correctly.</li> <li>Windows Service account invalid.</li> <li>Security sweeping the system.</li> <li>Microsoft Security Essentials (antivirus software) or other Antivirus software.</li> <li>Device config setting.</li> </ul>	<ul style="list-style-type: none"> <li>Transfer to File: old data remains on device where a new program was loaded to device.</li> <li>Transfer to Database:               <ul style="list-style-type: none"> <li>Were any fields changed, added, or removed from the database?</li> <li>Was the program (.itb) updated to match those changes in the database? Fields must be mapped correctly, along with matching of data types and maximum lengths.</li> </ul> </li> <li>Is the Windows Service set to the account for %local User+?</li> <li>Was the Windows <i>Service account</i> changed?</li> <li>Is there Security software sweeping your system?</li> <li>Is there antivirus software sweeping your system?</li> <li>Device's ITScriptNet configuration setting: Keep Open should be UNchecked.</li> </ul>	<ul style="list-style-type: none"> <li>When data is transferred from a device to the computer and is to be appended to a text or .csv file, the Data may not be <b>aligned</b> in the collected data file. This would occur where the device/scanner contains <b>old data collected in an older</b> version of the data collection program, <b>and</b> where there was a program modification that was loaded to the device and then new data was collected. This occurs in particular where fields were added or removed . the data will <i>not be aligned to the correct fields, or missing fields, would cause the software on the computer to stop</i> because it doesn't know what to do with the data coming from the device. The program and the data on the device <b>must match</b> to what the program is expecting on the computer. This would cause the data to shift out of alignment in the file; the software would not be able to match the data to the instructions in the program, and the data transfer would stop.               <ul style="list-style-type: none"> <li>Whenever you will modify your data collection program (.itb), be sure to <b>FIRST transfer any old data off devices BEFORE</b> loading the new program! Make sure that your program (.itb) file on both the device and the computer are the same (copy or version of).</li> </ul> </li> <li><b>Database fields</b> - Compare fields in your data collection program to the mapped fields in your database to confirm that the database fields exist and will match the program.</li> <li><b>Logging</b> . turn on the Omni Logging feature to create a .log file of communications, which has clues for troubleshooting.</li> <li><b>Windows account</b> - Is Windows Service set to run under an account that has access to the network or permissions to use drivers? <b>The local system account does not have access to network shares.</b></li> <li>See section below for more information regarding <b>Unable to connect to Host+</b>.</li> <li>You should configure your security or antivirus software to allow an exception for ITScriptNet's Omni server to keep running.</li> <li>Check your <i>devices</i> ITScriptNet configuration: Advanced tab. Is the checkbox checked to enable the <b>Keep Open+</b> feature? Generally, <b>this box should remain UNchecked</b>; this feature is only available for use in certain configurations.</li> </ul>
<p><b>Scanner does not work</b>, no beam, nothing happens</p>	<p>Wrong software client was loaded. Generic client was loaded which requires a scan wedge.</p>	<p>On your device, run ITScriptNet. In the ITScriptNet menu, look just above the Collect Data button. The text displayed there should be your hardware model + its mobile Windows operating system.</p>	<p>Every device model is different, primarily in their scan engine. When a new device is manufactured or a new Windows system is released by Microsoft, new client software must be written to run in that new hardware and Windows. When you try to scan a barcode and nothing happens, it is typically because an incorrect software client has been loaded; the software client must match the device and its Windows. Or, if the generic client is loaded to the device, enable the <i>devices</i> scan wedge.</p>

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Issue	Possible Causes	Things to check	RESOLUTION
<p><b>Unable to connect to Host</b></p> 	<ul style="list-style-type: none"> <li>a) <b>Communications</b> software stopped.</li> <li>b) <b>Microsoft Sync</b> is not connected.</li> <li>c) <b>Firewall</b> or security is blocking.</li> <li>d) Program is located on a <b>mapped</b> drive.</li> <li>e) Program is trying to <b>write to a read-only</b> location.</li> <li>f) No <b>license</b> for device connectivity.</li> <li>g) <b>Incorrect Host IP</b></li> <li>h) <b>Incorrect device configuration.</b></li> </ul>	<ul style="list-style-type: none"> <li>a) <b>Communications</b> . is the ITScriptNet Omni communications <i>running</i>? (as an icon in the Windows task tray or as a Windows Service).</li> <li>b) <b>SYNC</b> - If the device is connected by a Microsoft Sync connection (USB to computer), is the Sync connected and running? (%ActiveSync+for Windows XP, %Mobile Device Center+ for Windows 7/8).</li> <li>c) <b>Firewall / Security</b> - Is there other <b>security</b> or <b>anti-virus</b> that might be sweeping your system and shutting down the communications software on your computer; or the Windows <b>Firewall</b> blocking data transfer.</li> <li>d) <b>Windows 7, 8</b> - Where is the data collection program (ending in file extension .itb) located in your system? If your computer is running <b>Windows7 or 8</b>, the program file (ending in file extension .itb) cannot be located in the Windows programs folder at C:\Program Files.</li> <li>e) <b>Service</b> . Are you running the ITScriptNet Omni communications software as a <b>Windows Service</b>?</li> <li>f) <b>Software Licenses</b> - Which ITScriptNet licenses are registered? If your computer has a Runtime license + client packs, and where you may have new devices communicating, you may need additional licenses. Check the computer's ITScriptNet Omni Communications Configuration, under the %Devices+tab which will list the devices which have already connected. If your devices have registered individual device licenses, skip this as this relates only to the PC-based licenses.</li> </ul>	<ul style="list-style-type: none"> <li>a) <b>Communications running:</b> <ul style="list-style-type: none"> <li>i. If running as a <b>server</b>, check the Windows task tray for the ITScriptNet communications icon.</li> <li>ii. If running as a Windows <b>Service</b>, check the Windows Services (Windows Start &gt; right-click on Computer &gt; Manage &gt; Services. Then scroll down to ITScriptNet Omni and see if it's stopped).</li> </ul> </li> <li>b) <b>SYNC:</b> <ul style="list-style-type: none"> <li>i. <b>Lift the device from the cradle</b> for a few seconds and reset; be patient while the Microsoft Sync connects.</li> <li>ii. Make sure that the <b>cradle is plugged into</b> an electric outlet.</li> <li>iii. Unplug the USB from the computer and <b>plug the USB cable into a different USB port</b> on your computer.</li> <li>iv. Connectivity between your <b>device hardware and the computer's Windows/Microsoft Sync software</b> is not related to the ITScriptNet software. Please contact your hardware distributor.</li> </ul> </li> <li>c) <b>Security:</b> <ul style="list-style-type: none"> <li>i. For Windows <b>XP</b>, set the XP <b>Firewall</b> settings to allow ITScriptNet to pass.</li> <li>ii. For Windows <b>7/8</b>, download the PDF from this link and follow the steps in the section for opening the <b>Firewall</b> port on your computer. <a href="http://www.z-space.com/kb/Article.aspx?ID=10231&amp;SearchID=5401">http://www.z-space.com/kb/Article.aspx?ID=10231&amp;SearchID=5401</a></li> <li>iii. If your system has <b>security software sweeping the system</b>, you may need to configure your security software to specifically allow ITScriptNet.</li> <li>iv. If you are running communications as a Windows Service and security is shutting down those communications, then go into Windows Services and set the <b>Recovery</b> of the Service for ITScriptNet Omni to <b>restart</b>. (for Windows Service Restart/Recovery how-to, see the end of this document.)</li> </ul> </li> <li>d) <b>Windows 7, 8</b> : We recommend placing your data collection program into its own <b>folder</b> created at the root of C. This will avoid any path issues in Windows, and also with a short path, be easier to find.</li> <li>e) <b>Service:</b> Make sure that the data collection program (%itb+) is <b>NOT located on a mapped drive</b>; when running the communications as a Windows Service, the Windows Service cannot read from a mapped drive; you may need to use the UNC path. Please download this PDF of information for running as a <b>Windows Service:</b> <a href="http://www.z-space.com/kb/Article.aspx?ID=10193&amp;SearchID=5308">http://www.z-space.com/kb/Article.aspx?ID=10193&amp;SearchID=5308</a></li> <li>f) <b>Licenses:</b> For PC-based licenses: From the System Console, Omni Configuration, Devices tab, delete one device id at a time to open a %lot+for communications.           <ul style="list-style-type: none"> <li>i. Contact your hardware distributor to purchase additional licenses to match the quantity of your software licenses to the number of devices.</li> </ul> </li> </ul>

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Issue	Possible Causes	Things to check	RESOLUTION
		<p>g) <b>Device configuration</b> - Is the device's ITScriptNet Configuration for <b>Communications set to Omni Server?</b></p> <p>h) <b>Host IP</b> - Is the Host IP correct that is set in the device/scanner's ITScriptNet Configuration?</p> 	<p>g) <b>Omni server</b> . double-check that the device's ITScriptNet configuration is set to <b>Omni Server</b>. Even though you may be transferring via USB, still set to Omni Server and run the Omni Server/Service communications software on the computer.</p> <p>h) <b>Host IP</b> . double-check that the Host IP set into the device's ITScriptNet configuration is correct. If your device is connecting via USB only to a local computer (data transfers to that local computer), then you can use ppp_peer for the Host IP.</p> <p>i) <b>Reboot</b> - Try rebooting the device.</p>
<p><b>Unable to open file;</b> or <b>Unable to open database</b></p>	<ul style="list-style-type: none"> <li>• Incorrect <b>ODBC</b> configuration or driver.</li> <li>• <b>User login</b> required.</li> <li>• Write <b>permissions</b>.</li> <li>• In correct destination <b>path</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>ODBC</b> - If using Microsoft's ODBC, confirm the ODBC configuration.</li> <li>• <b>User Login required</b> - If the destination database has a user login, the login and password must be set in ODBC or passed from a connection string.</li> <li>• <b>User permissions</b> - Make sure the computer's logged-in user has write permissions to the destination folder and/or database.</li> <li>• <b>Destination location:</b> <ul style="list-style-type: none"> <li>○ Where is the destination output file located?</li> <li>○ Where is the destination database located?</li> </ul> </li> <li>• <b>Logging</b> . is logging enabled in the System Console?</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm your system's ODBC configuration. <ul style="list-style-type: none"> <li>○ If your Windows computer is 64-bit, you need to run the ODBC 32-bit driver.</li> <li>○ Use a <b>connection string</b> instead of a DSN.</li> <li>○ Confirm user login, if required.</li> <li>○ Confirm user write permissions.</li> </ul> </li> <li>• <b>Destination:</b> If the output file is <i>not</i> located in the same folder where the program (.itb) file is located, <b>set the full path</b> to the output file in the connection string. <a href="http://www.z-space.com/kb/Article.aspx?ID=10183&amp;SearchID=7335">http://www.z-space.com/kb/Article.aspx?ID=10183&amp;SearchID=7335</a></li> <li>• <b>Enable Logging</b> - Make sure that Logging is enabled in the computer's ITScriptNet Omni Communications Configuration window, Archive/Log tab. This will create a communications log file which can hold clues for troubleshooting communications.</li> </ul>

# ITScript Net® - OMNI™

## Troubleshoot Communications, for Version 3

Issue	Possible Causes	Things to check	RESOLUTION
<p><b>WIFI Pings but won't connect</b></p>	<p>Device's Check Association is on</p>	<p>Device's ITScriptNet Configuration for Check Association.</p> <p>WiFi access points possibly limiting MAC addresses to Port 61200.</p>	<ul style="list-style-type: none"> <li>• Device configuration:               <ol style="list-style-type: none"> <li>1. From the ITScriptNet menu, tap Utilities button, then Configuration;</li> <li>2. Tap the Server tab along the bottom;</li> <li>3. UNcheck %Check Association+.</li> </ol> </li> <li>• Your network IT personnel should confirm that the WiFi access points configuration are not limiting nor filtering nor are locked down for communications port 61200.</li> </ul>
<p><b>Yellow triangle</b> when trying to launch the Omni communications configuration on PC.</p>	<p>Software version conflict = communications server still running</p>	<p>Have you upgraded or re-installed the ITScriptNet software to your computer?</p> <p>If so, is the Omni server or Omni Windows Service <b>still running</b>?</p>	<ol style="list-style-type: none"> <li>1. Stop/shutdown the Omni server or Omni Windows Service.</li> <li>2. Close the ITScriptNet System Console.</li> <li>3. Re-open the System Console in the correct version of ITScriptNet that you wish to use.</li> <li>4. Restart the correct version of the Omni server/service.</li> <li>5. Make sure that if you are running as a Windows Service, that it's actually stopped . you may need to go into Windows Manager/Windows Services to stop it.</li> <li>6. Also . go into Windows Services and <i>right</i>-click on ITScriptNet Omni, select Properties, then select the Recovery tab. Set the first drop-down there to %restart+. This will be important if your system has any security sweeping the system which might not recognize Omni and stop it.</li> </ol>

**Windows Security and Firewall port** . If your computer is running Microsoft's operating systems for Windows 7, 8, or Microsoft server 2008 or above, please download the PDF from this link below. Microsoft added new security features to these operating systems which affect other software. On your computer, if you cannot receive data or run programs, refer to this PDF. ***This PDF also shows how to open the Windows Firewall Port specific to ITScriptNet communications.***

<http://www.z-space.com/kb/Article.aspx?ID=10231&SearchID=5401>

### Running as a Windows Service

If you wish to run the communications server as a Windows Service, please download the PDF from this link:

<http://www.z-space.com/kb/Article.aspx?ID=10193&SearchID=5308>