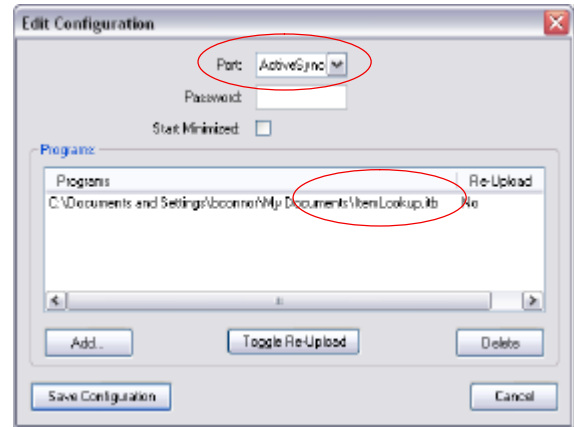


ITScript Net® - PLUS™

Troubleshoot ~ AutoDownload

- **Check permissions:** The transfer first writes to C:\Program Files\ITScriptNet. The logged-in user must have **write permissions** to the Program Files folder on the PC. If the output destination path is not the C-drive, then double-check to make sure that the write permissions and drive mappings are set correctly.
- **Check the running Server:** Make sure only **one** instance of the Download Server is running in the Windows Tasktray (icon of a globe with lightning bolt).
- **Check the Port:** On the PC, In the Download Server's Edit Configuration window, check that the Port is set to the port you are using, such as ActiveSync.
- **Confirm the Path:** Double-check that the path to the program, which ends in file extension .itb, is correct.
- **Cradle:** If using a cradle, make sure the cradle has power.
- **Changes made:** If any changes are made to the Edit Configuration window, the Download Server on the PC must be shutdown (Exit button) and restarted for the changes to take affect.
- **Verify Device Settings:** On your mobile device, double-check the device settings in the Utilities\Configuration screen (see box at right).
- **Confirm Any Changes:** If you have recently updated or upgraded your ITScriptNet software, changed the path set in your program, or made changes on your PC, you may need to reconfigure the running Server, then Exit and restart the Server.
- **Windows Shortcut:** If you have a shortcut in the Windows Startup folder or on the Windows Desktop, verify that the shortcut points to the correct Download Server .exe. If the program .itb is NOT located in the ITScriptNet software folder, copy the file ITBatchDLSrvPlus.exe into that folder and point the Windows shortcut to that exe.
- **Shutdown vs Minimize:**
 - **Shutdown:**; use the EXIT button to shutdown the running Server.
 - **Minimize:** use the X in the upper-right corner to Minimize the window.



AutoDownload server:

- Waits and looks for data to transfer
- Drop the scanner in a cradle, and it transfers data from the scanner to the PC to the output destination as specified in the program's Configure Receive window.
- If Re-Upload is 'Yes', resends (uploads) the program itb and the Validation files to the scanner.
NOTE: If any input elements have been changed in the program on the PC, any collected data on the device may not transfer; the user must re-upload the program .itb manually using the Upload Utility before attempting to transfer collected data from the device to the PC.

The **Serial Port setting** in Utilities\Configuration on the scanner is the communication METHOD used to upload and transfer data.

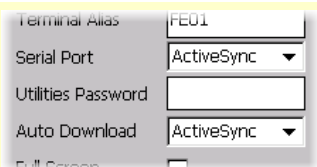
The **Auto Download setting** in Utilities\Configuration on the scanner is the communication METHOD used with the AutoDownload server that is running on the PC.

Two Transfer methods, settings on Device:

Auto

Automatically connects

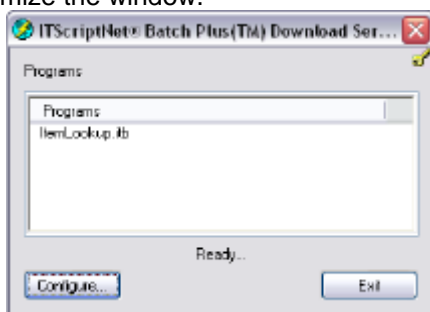
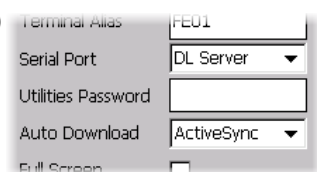
- Do NOT set Serial Port to Download Server
- Serial Port is ActiveSync
- Auto Download is ActiveSync



Manual – (button in program)

Does not auto-connect.

- Serial Port is set to Download Server and
- Auto Download is set to ActiveSync



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/>.