

Data Transfer to the PC Fails

1. Possible cause: File is Open

The destination file is open or in use. When the user has tried to transfer collected data from the mobile device to the PC, the transfer fails with error messages.

Questions to Ask:

- Is the destination file **open** or in use?
- Is the destination Microsoft Access database or ODBC database table open?
- Is the data output to the same folder as the itb is located?
- Was the destination folder moved or deleted?
- Was the destination file to be appended to marked as Read Only?

Resolution:

- Close the destination file for the data transfer output.
- If closing the file does not resolve the issue, have the user try to open one of the database tables to make sure that the database is not corrupt, or verify whether a table is missing.
- In some cases, the PC may need to be rebooted (in particular, when working with Excel).

2. Possible cause: Restricted User

The user is logged in to the PC as a restricted user and does not have **write** permissions to the output folder.

Questions to Ask:

- Are you logged in to the PC as an Administrator or a restricted user?
- If you are logged into the PC as a restricted user, do you have write permissions to the output folder?

Resolution:

- The user must have their System Administrator set write permissions to the C:\Program Files folder, and also for the output destination folder.

3. Possible cause: Database

Errors occur downloading data from a terminal when configured for a Microsoft Access or ODBC database. Errors include "database table not found" or "unrecognized database format".

Questions to Ask:

- Does the database exist in the destination path?
- Does each prompt or element in the program have a valid database field defined, or selected?
- Have you checked your data types and field lengths for any mismatch?
- Have you set up the DSN/ODBC connection the PC, and does the DSN match the DSN in the ITScriptNet program? (In ITScriptNet, select *Program* from the menu row, then select *Configure Receive*. See the User Guide for me detailed instructions for setting up Configure Receive.)
- Check the DSN - has the correct provider been selected in ODBC?

Resolution:

- Ensure that each prompt or element in the program has a valid database field defined, or selected . If the program cannot connect the prompt to a valid field in the database, an error may result.
- Verify that the database fields are of the correct data type, and that the field size is large enough to hold the data that has been collected.
- Try opening a database table to see if it is accessible.
- If using ODBC, ensure that the ODBC connection is available on the PC that is performing the download.
- Verify that the DSN was set with the correct provider.
- Check if there is an ADO err log file, and review.

4. Possible cause: Data File Corrupt

The data file is corrupt.

Resolution:

- If the user is still unable to transfer the data from the mobile device to the PC, the ITC file can be copied from the device to the computer. The ITC file is an encrypted data file; the filename ends in extension .itc. Email this file to Z-Space at support@z-space.com where our support staff can examine the encrypted data to see what may be missing.

Error codes are displayed: 202, 203, 301, 303, 404, or a -1

1. Possible cause:

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

Questions to Ask:

- Does the user have write permissions to the C:\Program Files folder?
- Does the user have write permissions to the destination output folder?
- Are you logged in to the PC as a Restricted user?
- If you are a restricted user, do you have write permissions to the C:\Program Files folder?

Resolution:

- Check the user's **write permissions** to the C:\Program Files - ITScriptNet writes a file to that folder when it processes data from the terminal to the PC.
- Allow the restricted user write permissions to the C:\Program Files folder on the PC that will act as the data transfer station.
- Allow the restricted user write permissions to the output **destination folder** on the PC that will act as the data transfer station.
- Also check for any **Windows Firewall or other security issues** with that user on the local PC.
- Also make sure that the destination folder is NOT OPEN.

AutoDownload fails

1. Possible cause:

(Please see AutoDownload Troubleshooting for ITScriptNet Plus users).