

ITScriptNet® - Device License Troubleshooting

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## **“There was an error connecting to device... Try to connect to the Device again”**

The PC is not able to connect to the mobile device during the license registration process. A message displays to try to connect to the Device again.

### **Possible cause: Microsoft sync utility**

#### **For Windows XP:**

- Do you have Microsoft ActiveSync version 4.5 communications software installed on your computer?
- Is Microsoft ActiveSync running on the computer?
- Is the device cable or cradle connected securely to the computer (cables are tight)?
- Is the ActiveSync port blocked in Windows Firewall?

#### **For Windows 7 & Vista:**

Microsoft sync utility for Windows 7 and Vista is Mobile Device Center, which is already included with the Windows operating system on the computer. The first time a mobile device is connected to the computer, the Mobile Device Center sync software should automatically run. This may take a few seconds to allow this Microsoft Sync software to find and install the correct client it needs to run the Sync with the device, so please be patient. The Mobile Device Center will ask to confirm the connection, after which the device will sync.



#### **Resolution:**

- If Microsoft ActiveSync is *not* installed on the **XP** computer, ActiveSync **4.5 for Windows XP** can be downloaded from Microsoft website: Go to [www.microsoft.com](http://www.microsoft.com) and in the search box, type in ActiveSync 4.5 (*NOTE: ActiveSync 4.5 is the latest version of ActiveSync available for Windows XP computers.*)
- If ActiveSync or Mobile Device Center appears to be connected, unplug the USB cable from the device, pause a few seconds, and then reattach the cable to restart the Sync connection.
- Reboot the mobile device.
- If the message still displays, then close any running programs and reboot the computer.

### **Possible cause: Client not installed**

The ITScriptNet client software must be installed before a license can be applied to the device. This installation creates a destination folder on the device; if the folder isn't created, the license cannot be applied. Or, it's possible that an incorrect ITScriptNet client was installed to the mobile device -- the client **MUST** match the mobile device model and its mobile Windows Operating System (CE5.0 or above or WM5 or above).

#### **Questions to Ask:**

- Has the ITScriptNet client software been installed to the mobile device?
- What is the model of the device you are using, and the device's mobile Windows operating system?
- What client is displayed in the ITScriptNet menu screen on this particular device model?



#### **Resolution:**

- Verify that the ITScriptNet client has been installed to the device.
- Verify that the *correct* client has been installed for that particular mobile device.



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Possible cause: Client is open

The ITScriptNet client software on the device is running, or an ITScriptNet-designed data collection program is open on the device.

Questions to Ask:

- On your mobile device, is the data collection program open?
- On your mobile device, is the ITScriptNet client software running?

Resolution:

- Close/exit the program and the ITScriptNet client software on the device; return to the device's Windows mobile desktop screen.
- On the PC, click on the Try to connect +button, as shown in the first image above. If the software on the computer still will not connect to the device, exit the licensing process and return to the ITScriptNet System Console; start the licensing process again.
- If the software on the computer still will not connect to the device, reboot the device; remain at the device's Windows desktop screen. Exit the licensing process on the computer and restart the licensing process.

Possible cause: Security

Questions to Ask:

- On your computer or system, is there a firewall or any security software running which would *block* your computer from connecting to a peripheral hardware via Microsoft Sync software?
- Are you logged into your computer as an administrator?

NOTE:

Cannot move a Device License: The ITScriptNet Device License serial/license numbers are licensed to only one, individual mobile device and cannot be moved nor transferred. If the device is damaged or lost, a new license must be purchased for the replacement device. If the device was repaired at the manufacturer and returned to the customer, then a copy of the RMA (repair certificate) must be emailed or faxed (440) 899-7897 to Z-Space, along with a complete description of the device's problems that were repaired.



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## **“License is already registered”**

The user tried to register a device license to a mobile device, but the registration process returned a message that the license is already registered.

### **Possible causes: Incorrect number**

User is trying to register the license number to the wrong device; the license number was already used to register on a different/other device, or this device is already registered with a different number.

### **Questions to Ask:**

- Is there the \* character on the device, in the ITScriptNet client's Utilities/Configuration screen?
- Has the license number already been used to register the license to a different mobile device?
- Has the license number already been registered to this device but using a different license number?
- Has this device been repaired?



### **Resolution:**

Verify whether the current device is already licensed (image above, \* in the blue-bar along top edge of the device's ITScriptNet Configuration screen, and to the right of the version number). The license registration process will record the hardware serial number and MAC address of the specific mobile device to the Z-Space licensed-software database through the Z-Space website.

### **Possible causes: Firewall, proxy server, security issues**

Firewall or security issues are blocking the unlock code from the Internet to the software on the PC. During the registration process, a software unlock code is returned from the Internet and saved to the ITScriptNet software on the user's PC. The user's proxy server may be blocking this unlock code, not allowing the unlock code to be placed into the software on the PC, yet the registration process was able to reach our server and register the license (but did not unlock the software on the device).

### **Questions to Ask:**

Is there a Proxy Server, or any security restrictions, or a Firewall which may be blocking the software unlock code from being saved to the PC?  
Are there any error or other messages?

### **Resolution:**

- If the \* character does not display in the ITScriptNet client's Utilities/Configuration screen on the device, and the Internet registration process appears to have succeeded:
- Go to a computer which does have Internet access and manually register the device by filling in the form, from this link below. Please pay attention to Step 3 where you need to copy (or jot down) the unlock registration CODE and place this into the ITScriptNet software on your computer.
- <http://www.z-space.com/Registration/Register.asp>
- To receive a PDF of detailed steps for a manual Internet license registration, please email Z-Space at [support@z-space.com](mailto:support@z-space.com). Include the serial/license number of the device license, and a description of the license registration problems.



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“Invalid Serial Number”

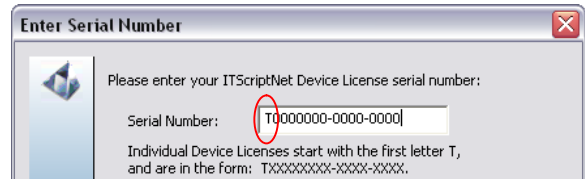
The user tried to register a license, but the registration window displayed a message “Invalid Serial Number”, and the Next button is greyed-out.

1. Possible causes: incorrect license

The Serial/License number was typed incorrectly

Questions to Ask:

- Has the serial/license number been entered correctly, and in the format of T0000000-0000-0000?
- When entering the ITScriptNet license/serial number of the software, make sure any 0 is a zero and all dashes are in place.



Resolution:

- Retype the serial/license number, making sure the license number is entered correctly, begins with a T, and the dashes are in place.
- Copy/paste the license serial number from the email.

2. Possible causes: incorrect version

The wrong version of ITScriptNet was installed to the PC (ITScriptNet Plus vs ITScriptNet Omni . this would apply when running ITScriptNet versions 2.4 and below).

Questions to Ask:

- What product version of ITScriptNet is running on the PC - Plus or Omni?
- Confirm in the System Console, what ITScriptNet version is displayed?
- In the System Console, is the Device License Management window displayed?

Resolution:

- Check the version of the ITScriptNet software, and verify that it matches the license number. For example: if trying to register a Device License number (which applies to a mobile device only) but instead has tried to apply the license to a Program Designer or Runtime software on the PC, or where an older ITScriptNet software is installed on the PC and the license registration process is open to an ITScriptNet product (Plus or Omni) which doesn't match the license.
- If you are running an older version of ITScriptNet and are not sure about your license type or your software version, please send an email with a full description of your license and licensing issues to support@z-space.com.



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## The Next-button is greyed-out

Tried to register a license, but the Next button remains greyed-out.

### 1. Possible causes: missing data


Serial number is not complete (digits missing or dashes missing)

#### Questions to Ask:

- Has the license number been entered correctly?
- Have all the fields been filled in correctly?

#### Resolution:

- Retype the serial/license number, making sure that no digits are missing.
- The format of the Device License serial/license number should begin with a %T+ and look like: T0000000-0000-0000



## The user is not able to register

### 1. Possible causes: no Internet

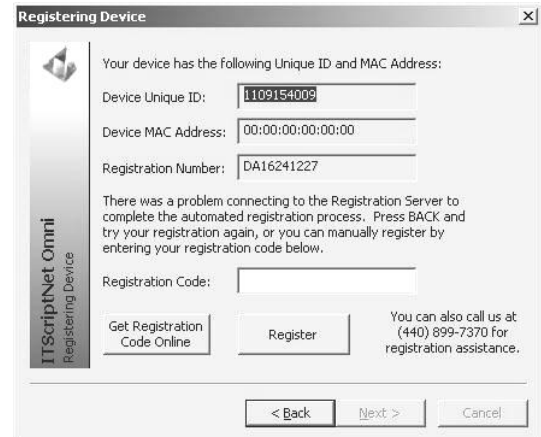
The user does not have a connection to the Internet from the PC where the ITScriptNet software resides.

#### Questions to Ask:

- Does the PC have an active Internet connection?
- Is there another PC which can be used to register?

#### Resolution:

- Follow the Manual Registration steps from a PC which does have an Internet connection.
- Please see the guide for Manual License Registration for detailed instructions.
- Make sure to PASTE the "Registration Code" (the software Unlock Code) into the software. The code will be generated from the website during the license registration process.
- If you would like to receive a PDF of the detailed steps for a manual license registration, please send an email to support@z-space.com.



### 2. Possible causes: permissions

The computer's logged-in user does not have permissions to register software on the PC.

#### Resolution:

The user must be logged in to the PC as an Administrator to register the software.



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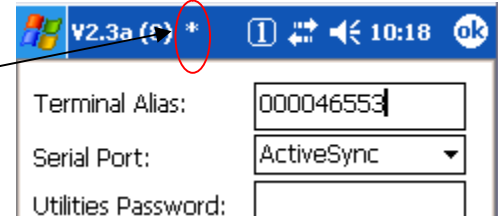
“...Demo version limited to 10 records”

1. Possible causes: firewall, proxy server, or security issues

Firewall or security issues are blocking the unlock code from the Internet to the software on the PC. During the registration process, a software unlock code is returned from the Internet and saved to the ITScriptNet software on the user's PC. The user's proxy server may be blocking this unlock code, not allowing the unlock code to be placed into the software on the PC.

Questions to Ask:

- Is the * character displayed on the device, located in the ITScriptNet client's Utilities/Configuration screen (next to the version number, in the blue bar area along the top edge)?
- Is there a Proxy Server, or any security restrictions, or a Firewall which may be blocking the software unlock code from being saved to the PC?
- Are there any error or other messages?



Resolution:

- Unblock any Firewall to ITScriptNet.
- If there is a Proxy Server blocking the return of the unlock code to the PC, the user may need to register the software manually using the Internet (See the License Registration Manually in the section above).
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2. Possible cause: program not licensed

The program that was created using the ITScriptNet Designer/Developer tool must be created from a licensed developer software.

Questions to Ask:

- On the PC which was used to create the ITScriptNet program, does the ITScriptNet Designer/Developer have a license for the developers software?
- Is it possible that the user accidentally opened the program and then saved the program on a PC on which the Developer software is *not* registered?
- Were there any PC problems which may have required hard drive replacement, thus requiring reinstallation of the software with an unlicensed status?

Resolution:

The ITScriptNet Designer software must be licensed/registered on the PC which creates the data collection program. If the data collection program was saved from an Unlicensed Designer, the data collection on the device will be limited to 10 records at a time (for Omni wireless, the demo limitation is 30 minutes of running server time).

Check the computer which has created your data collection program, that the ITScriptNet developer software has a licensed status.