

Trouble Shooting IIS and Web Services Application with .net PDA app

- 1. Find the IP of the web services server or PC
 - a. To find out you're the IP address open up the cmd.exe (cmd.exe can be opened by opening RUN and then typing cmd and hitting enter or by typing cmd into the search area on the windows start menu)
 - b. Type ipconfig and hit Enter

Connection-specific DNS Suffix .:	
IPv4 Address	=
Subnet Hask	
Cunnel adapter Local Area Connection* 9:	
Media State Media disconnected Connection-specific DNS Suffix . :	
Cunnel adapter isatap.{3D454AA8-3E6B-4672-9211-9F7BF4DCF521}:	
Media State Media disconnected Connection-specific DNS Suffix . :	
Cunnel adapter isatap.{EEF82A87-48D0-4435-9B68-11DD0046CB97}:	
Media State Media disconnected Connection-specific DNS Suffix . :	
unnel adapter isatap.{43492863-0CCB-42B2-9CC9-28C2A39CAF53}:	

- 2. Find out what port it is Running on
 - a. Open up IIS and browse to the website and look at the Browse Web Site link.

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	Features View Content View	-/ Unline Help

- 3. Browse to http://data-maxx.net/tech-support/web.html
 - a. In the first text box enter the IP address plus the port. Using the information above I would type 192.168.0.118:82 and click Test

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192.168.0.118:82	Test Version				in M
Insert IP Address o	or URL of IIS Host S	Gerver	-	1 Sia	
Device ID =					
Check Values by In	puted Device ID. C	hoose the Leve	l From the Dr	op Down and Click	Go
Check Values by In Employees 💽 Go	puted Device ID. C	hoose the Leve _{Copyrig}	I From the Dro ht 2012 Datamax Tech	op Down and Click	Go

- b. If it comes back with **True** then the connection is good. **If TRUE Skip to Step 4**. If it says **False** check the web.config to make sure your SQL credentials are correct. (note: if it is a blank database it can read false if there is nothing in the Employee Table)
- c. If it errors out then check to see if .net 4.0 is installed and your application is running under this application pool

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File View Help						
Connections BRIAN-PC (Brian-PC\Brian) Application Pools	Applicat This page lets you viev processes, contain one	v and man	DIS age the list of ap pplications, and	plication pools on I provide isolation a	the server. Application among different applica	pools are associa ations.
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🛛 🌍 datamaxx 🛌	Name	Status	INET Fram	ivianageo Pipei	Identity	Applications
Default Web Site	ASP.NET v4.0	Started	v4.0	Integrated	ApplicationPoolId	3
DMDBWeb	ASPINET VHU CI	Started	V4.0	Cidssic	Drian	Ū
Mehting Fatas	👌 Classic .NET Ap	Started	v4.0	Classic	brian	0
	Client	Started	v4.0	Integrated	brian	1
	atamaxx []	Started	v4.0	Integrated	brian	0
	DatamaxxWebA	Started	√4.0	Integrated	brian	0
	DefaultAppPool	Started	√4.0	Integrated	ApplicationPoolId	1
	Timecard	Started	√4.0	Integrated	mpls\datamaxx	1

- 4. Check Datamaxx 7 to make sure that you have a device ID setup in Application setup with all the proper Device Settings
- 5. Use the Website Tester to test the Device ID http://data-maxx.net/tech-support/web.html
 - a. Make sure to leave the = in before the Device ID
 - b. Choose the level you want to test and click Go.

Insert IP	Address or URL of IIS Host Server	192.168.0.118
Port 82		
Device II	=1000	
Check Va	alues by Inputed Device ID. Choose	e the Level From the Drop Down and Click Go
Employees	Go	
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c. You should get a result that looks something like this. (Amount of data will very)



 Check to make sure the device is connected properly to the PC (this is windows 7, XP uses active sync)



- 7. Add the IP address: PORT and DEVICE ID to settings on the PDA. Then Sync the levels.
 - a. If the Sync fails check to make sure the WIFI and PHONE connections are turned off in the Wireless Manager on the PDA.
 - b. Next open up internet Explorer on the PDA and type for example http://192.168.0.118:82 (Your IP and port may be different) if it shows a value of True and still does not sync recheck your settings again in the datamaxx PDA app.
 - c. If again there is an error check your firewall on the SQL server to make sure it is off.