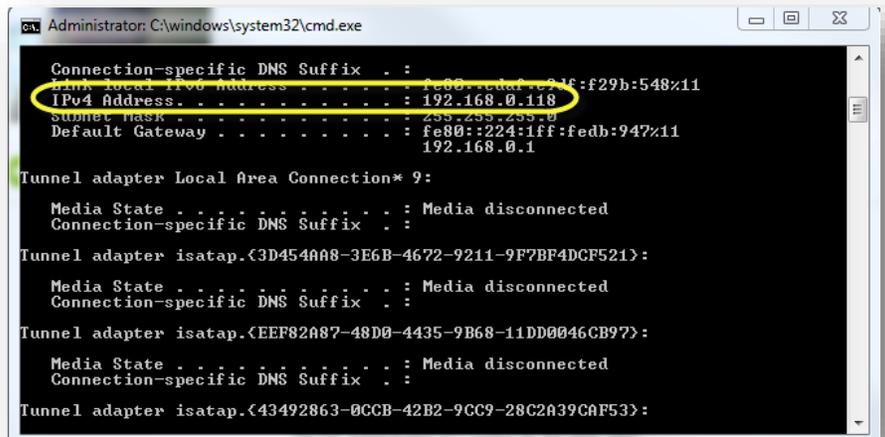


## Trouble Shooting IIS and Web Services Application with .net PDA app

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



```
Administrator: C:\windows\system32\cmd.exe
Connection-specific DNS Suffix . : 
Ethernet adapter Local Area Connection* 9:
    IPv4 Address. . . . . : 192.168.0.118
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::224:1ff:fedb:947%11
    192.168.0.1

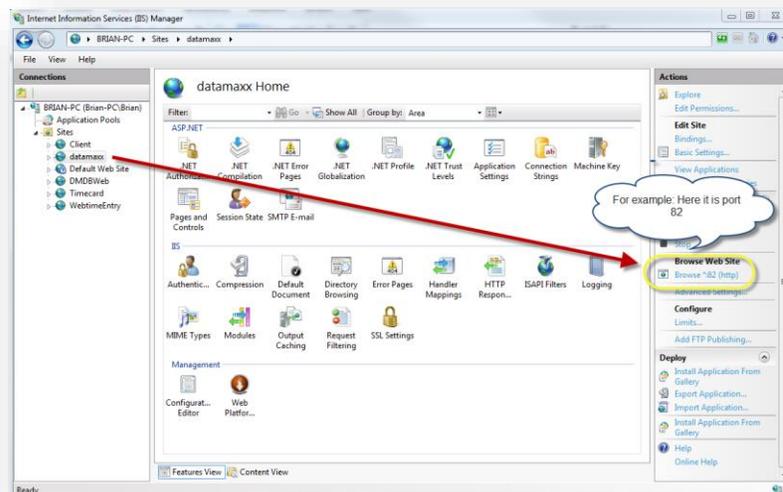
Tunnel adapter Local Area Connection* 9:
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . : 

Tunnel adapter isatap.{3D454AA8-3E6B-4672-9211-9F7BF4DCF521}:
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . : 

Tunnel adapter isatap.{EEF82A87-48D0-4435-9B68-11DD0046CB97}:
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . : 

Tunnel adapter isatap.{43492863-0CCB-42B2-9CC9-28C2A39CAF53}:
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . :
```

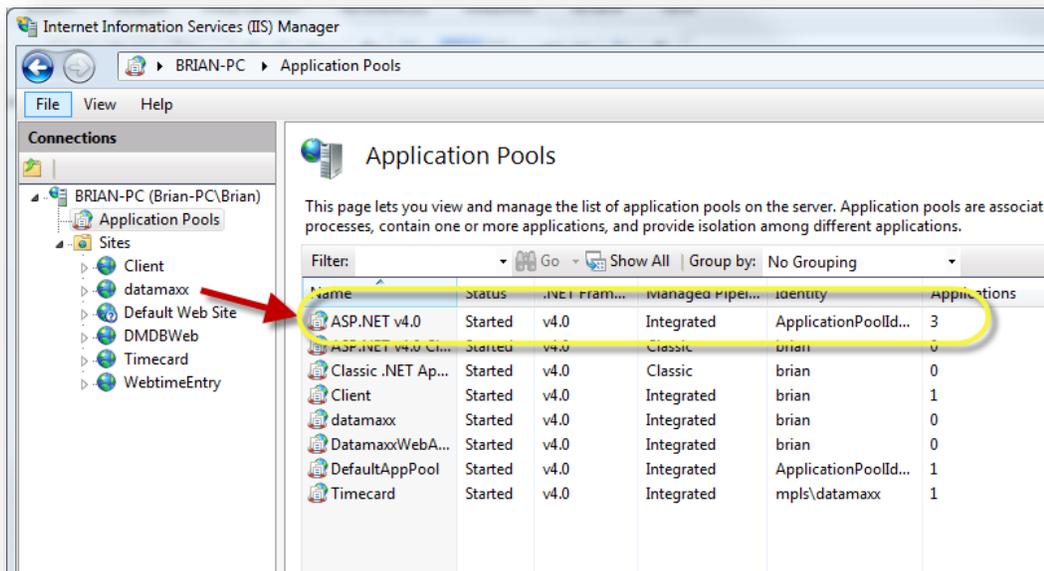
2. Find out what port it is Running on
  - a. Open up IIS and browse to the website and look at the Browse Web Site link.



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



- 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



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.

- c. You should get a result that looks something like this. (Amount of data will vary)



6. 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 re-check 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.