

## 9.0 Troubleshooting and Miscellaneous Items

Problem	Solutions
<b>Cannot connect to the Server</b>	<ul style="list-style-type: none"><li>• Double check the Server address. It may be entered incorrectly.</li><li>• Verify that both the Server and Monitor computers are online and can access network facilities such as e-mail and Internet.<ul style="list-style-type: none"><li>• Ensure that cables are connected</li><li>• Verify that computers can access the Internet by going to a test web site such as <a href="http://www.yahoo.com">www.yahoo.com</a></li></ul></li></ul>
<b>Device is sending data, but DataWorx is not receiving updates</b>	<ul style="list-style-type: none"><li>• Verify that the Server is in <i>Listening</i> mode. You can check this by noting the status. It should state "Listening to Devices." If not listening, click the <i>Start Listening</i> button.</li></ul>
<b>Server is running, but not receiving data from device</b>	<ul style="list-style-type: none"><li>• Verify that the Server is running, and not paused.<ul style="list-style-type: none"><li>• If the Server is paused, press the <i>Run</i> button</li><li>• If the Server is running, verify that the device is correctly configured to send the right data to the Server</li></ul></li></ul>
<b>Data files contain error messages stating an incorrect format</b>	<ul style="list-style-type: none"><li>• Verify that the device's configured fields match the Server's configuration by starting up the Monitor and going to the Server configuration.</li></ul>

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