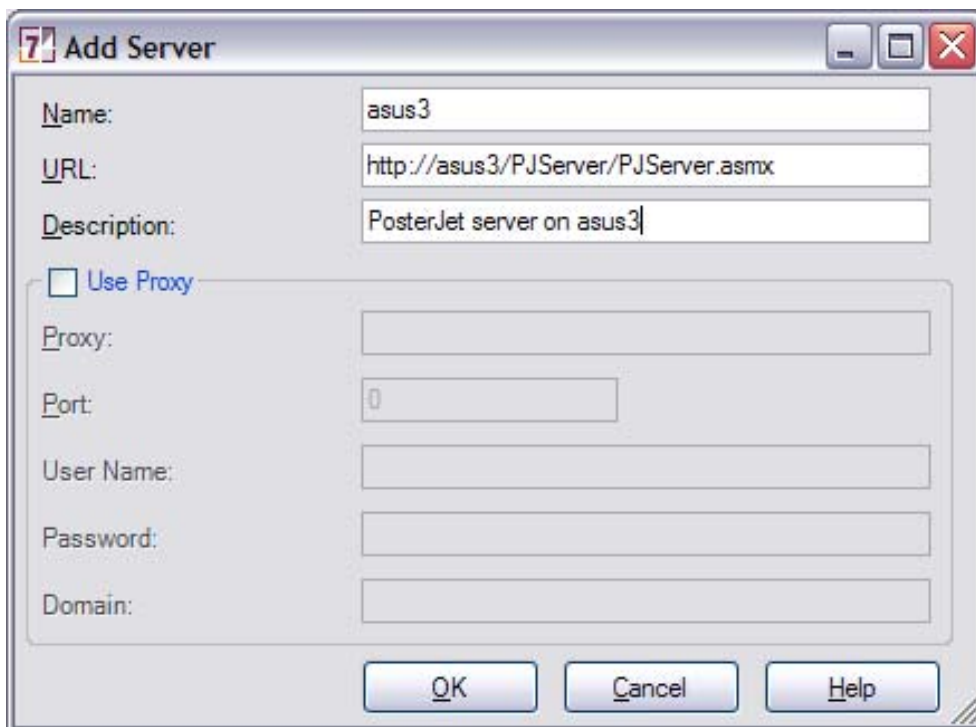


## Help on connection problems

If PosterJet Client and Server are installed on the same computer, the client will automatically connect to the default server. There may be a few reason if the client does not connect to the server. Because the PosterJet server is a web service in most cases the problem is not caused by the PosterJet application but by your computer or network configuration.

## Checking URL and TCP/IP port

To check the connection enter the URL of the server into your web browser.

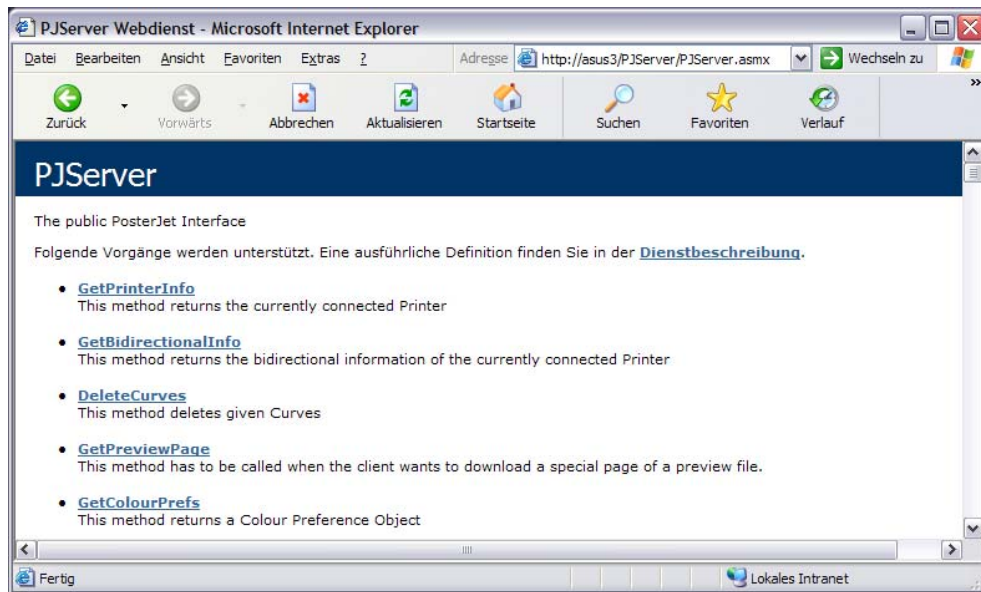


The screenshot shows a dialog box titled "Add Server" with the following fields and values:

- Name: asus3
- URL: http://asus3/PJServer/PJServer.asmx
- Description: PosterJet server on asus3
- Use Proxy:
- Proxy: (empty)
- Port: 0
- User Name: (empty)
- Password: (empty)
- Domain: (empty)

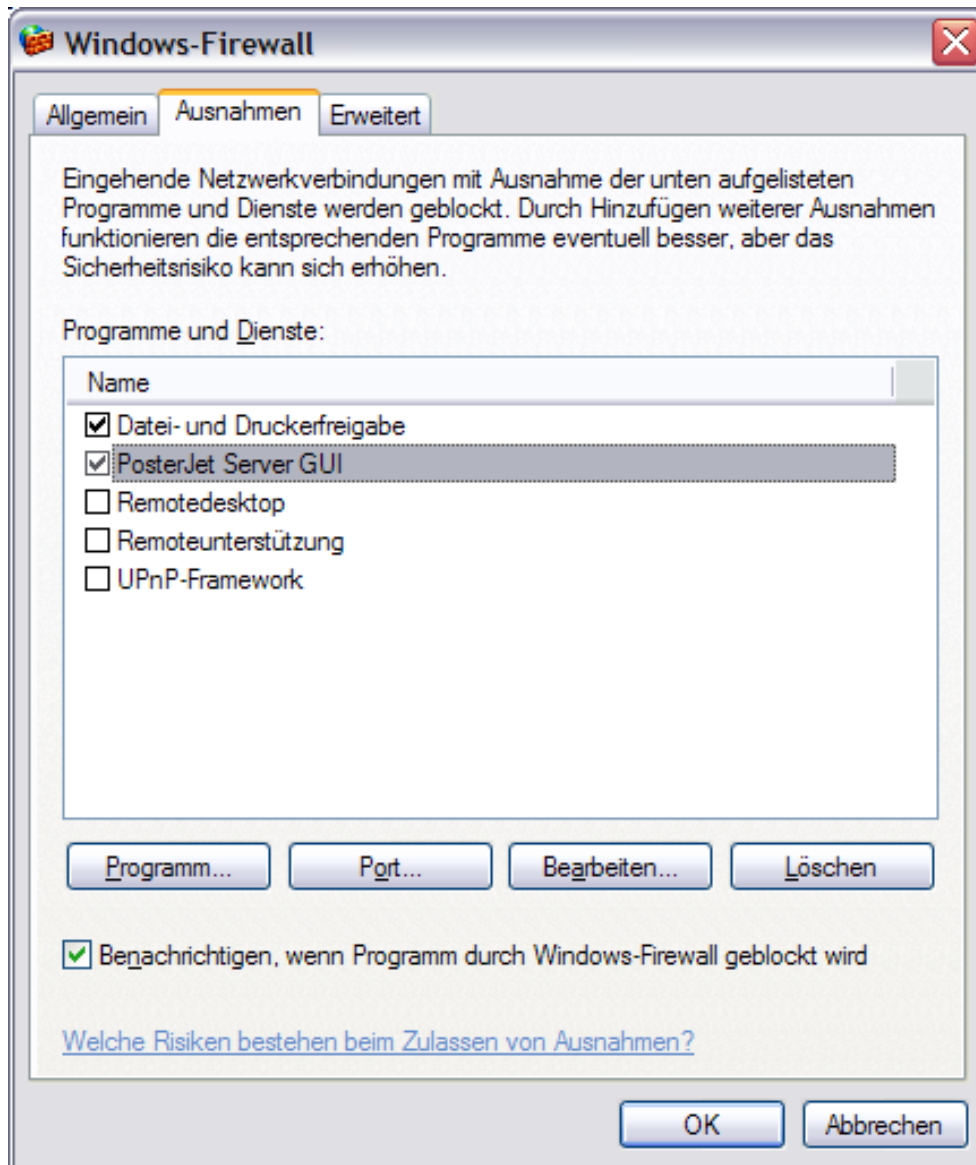
Buttons at the bottom: OK, Cancel, Help.

The start page of the PosterJet server must appear in the web browser

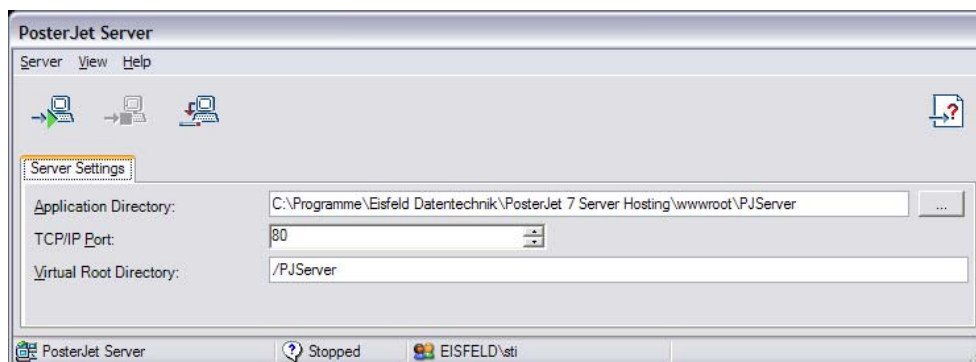


If the start page does not appear check the following items.

- If a Time out occurs the server is not started or the PosterJet server is blocked by a firewall.

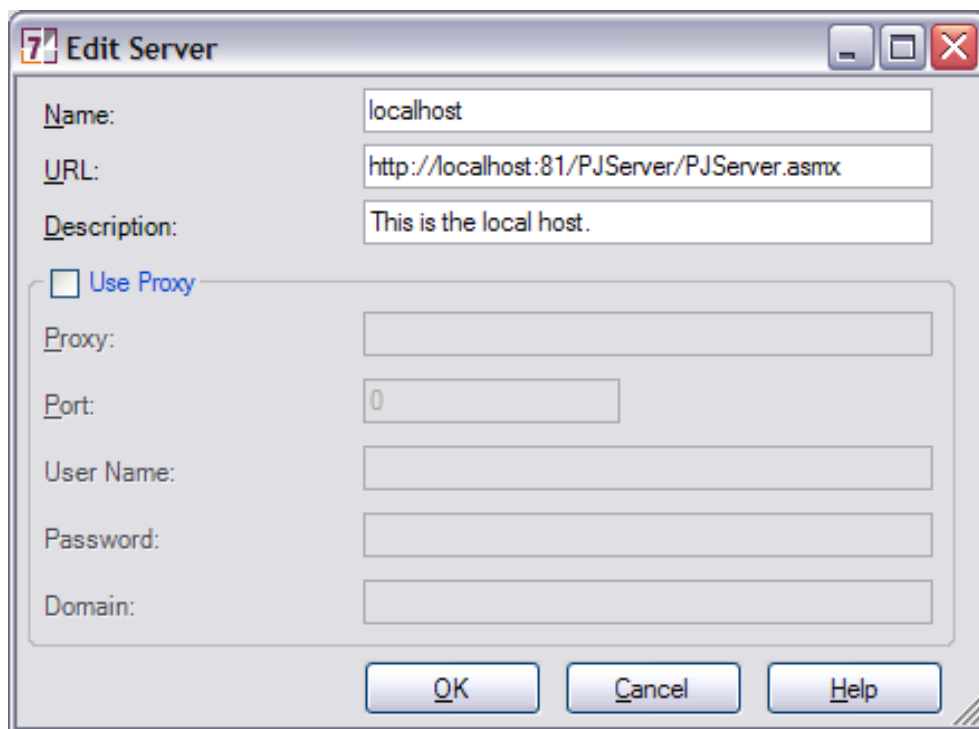
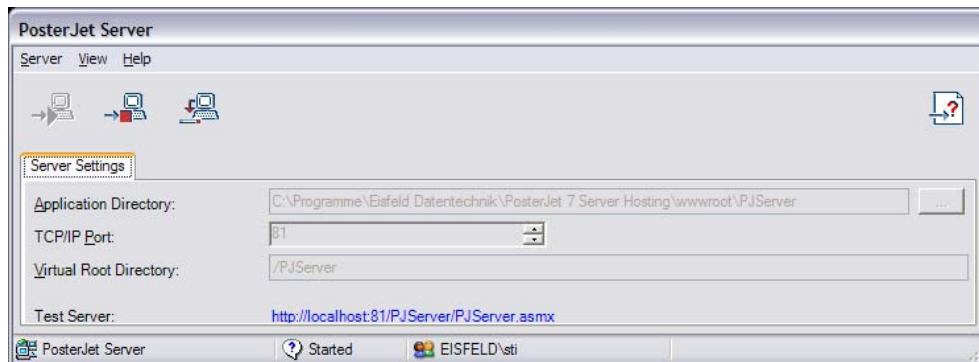


- If you have installed the PosterJet server based on the PosterJet Web Hosting there may be an error displayed "file not found". In this case a wrong path ist entered in the field "Application Directory".



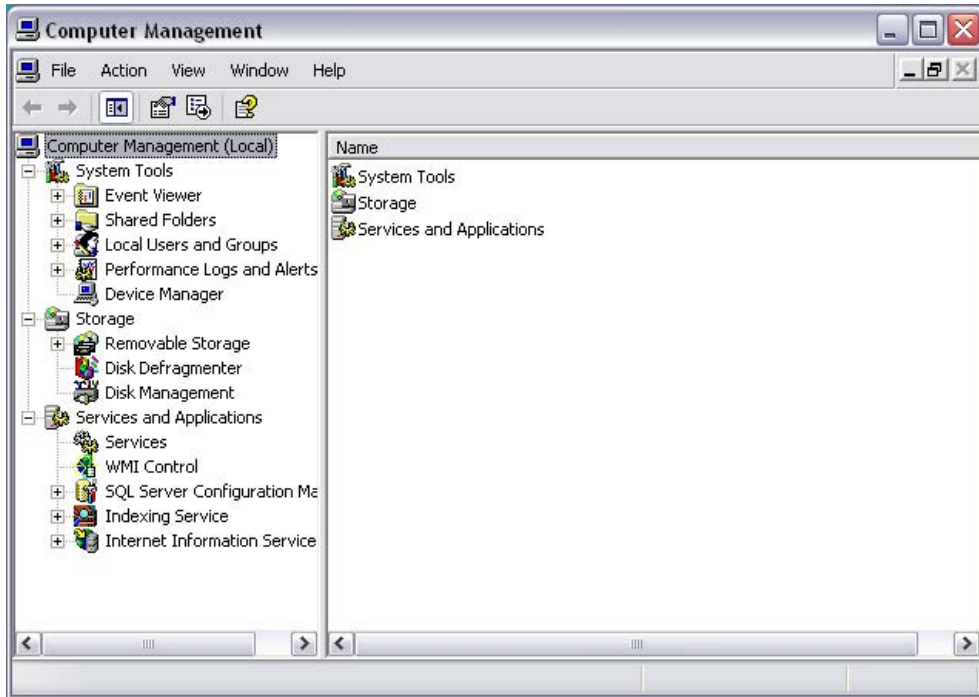
- If a different error occurs, e.g. "application error", please make a screenshot of the browser window with the error message and contact our support team.

If you have changed the TCP/IP Port (e.g. to "81" instead of "80") you must regard this and change the server address too.

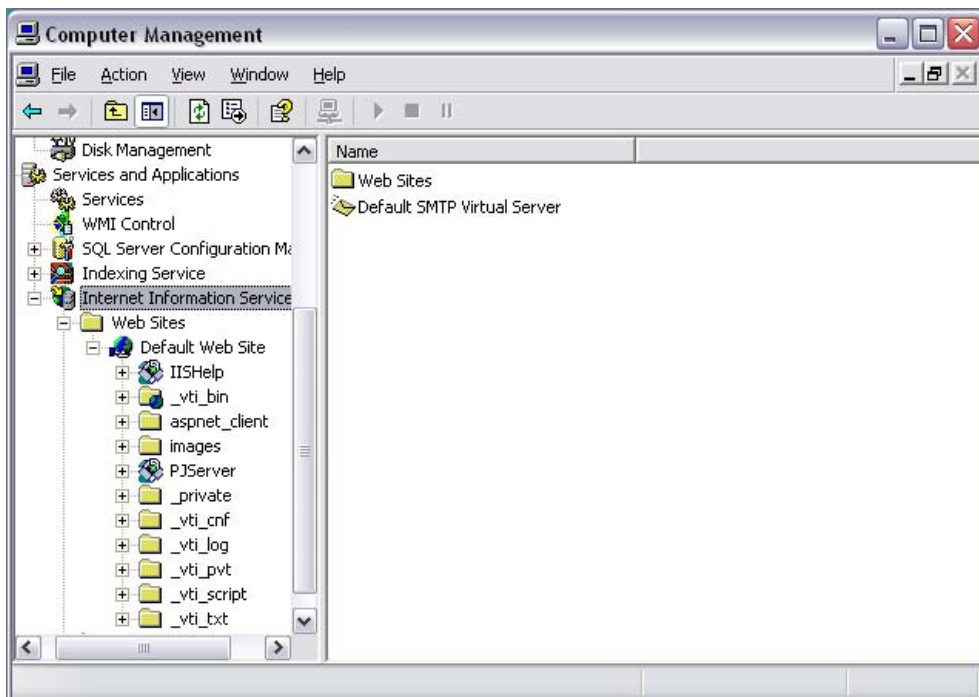


## Checking .NET version

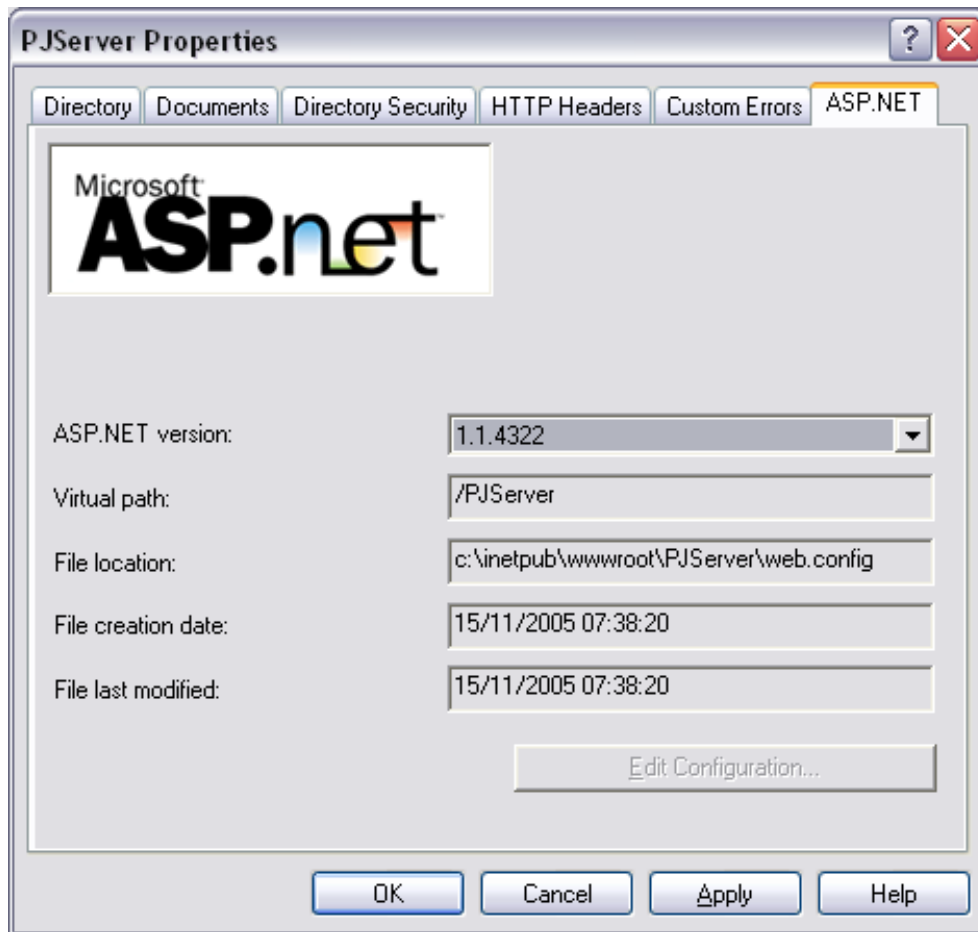
Please check if the correct version 1.1 of the Microsoft .NET Framework is selected as default. This is important only for customers that are using the Microsoft IIS for the communication between PosterJet Client and Server. To check this please right-click on the "My Computer" icon on your desktop and select "Properties". In the new opened window select "Internet Information Service"



Select "Web Sites" -> "Default Web Site", right-click on the "PJServer" folder and select "Properties" again.



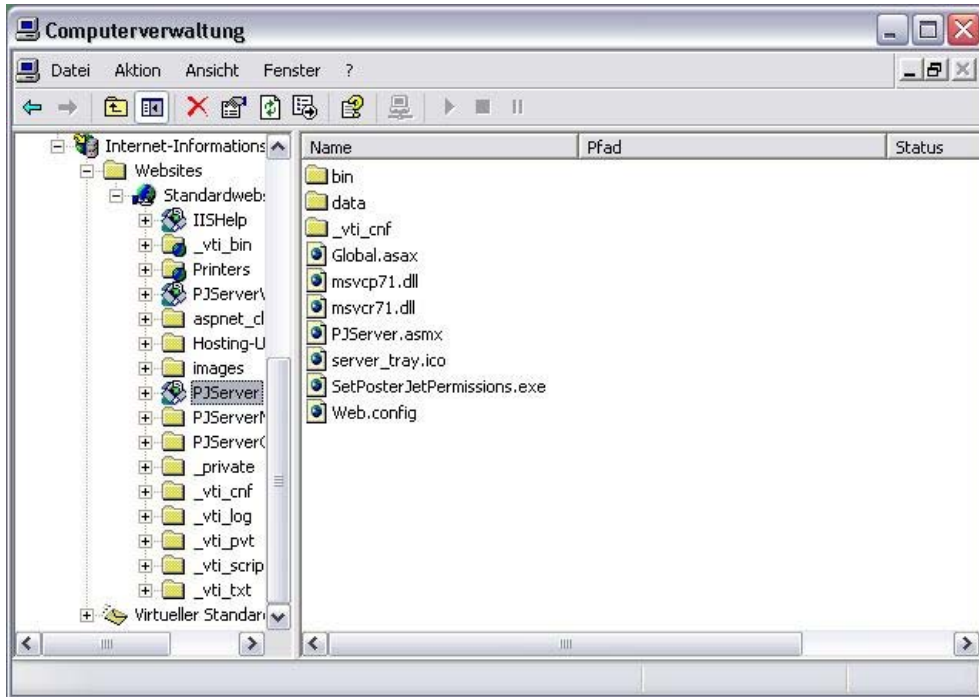
In the next window open the tab "ASP.NET". Under ASP.NET version you can see which version is set as default. If the version "1.1.4322" is not selected, please change it to version "1.1.4322" and click "Apply".



After this close these windows and restart the IIS via "Start" -> "Run" and entering "iisreset".

### **Configuring IIS to grant anonymous access**

If the client comes up with a message like "Client is not connect to server, the request failed with http status 401. Access denied." then it might be the case that the IIS is not configured to allow anonymous access. According to the chapter above select in the "Computer management" the entry "PJServer".



In the IIS control window, you can right-click the PJServer folder and open the properties.



If you edit the security settings it is important that "Anonymous access" is switched on. Please also check the 'Integrated Windows authentication' checkbox is activated.

#### Hint for Windows 2003 Server and X64 Windows

In case of trouble please also try to connect using the computers name or IP-Address, instead of localhost (change `http://localhost/PJServer/PJServer.asmx` to `http://[computer name or IP-Address]/PJServer/PJServer.asmx`) This setting can be changed in the "Server" window of PosterJet Client. The procedure is described in the help system and in the above chapters of this document.