

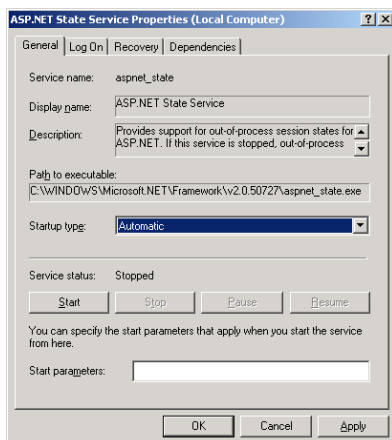
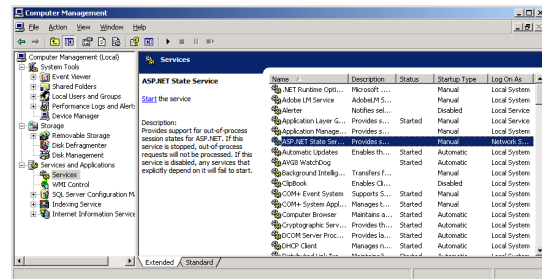


ROI Print Manager Troubleshooting Guide

This troubleshooting guide illustrates some of the issues you may encounter during an ROI installation and some methods to correct them

1. When I verify the webservice on the Agents tab, it comes back as “Not responding”

- This can be caused by the ASP.NET state service service not starting. Set the ASP.NET state service to Automatic and start the service. You may need to do an iisreset from the command prompt after doing this.
- Also ensure you have all IIS prerequisite components installed.
- If installing on 2003 server, ensure active server pages and .net are allowed in IIS settings.



2. Agents are not reporting in correctly as expected.

- This may be caused by a **firewall** on the ROI Admin Console. Ensure the firewall is off and remains off on the ROI Admin Console.
- This may be caused on the agent end if the ROI processes are not running. Check the processes using the Task Manager on the client workstation. The processes that need to run in order for the clients to communicate are **tca.exe and actrl.exe**. If either of these processes are not running, try re-installing the agent. Also, ensure that AV software is not killing these processes off. If it is, you will need to create an exception for **actrl.exe and tca.exe** in the AV software.
- Ensure that the client workstations have rebooted. This is a **required** action on the end users part to enable the agent to communicate. If you look at the Agents tab on the ROI Admin Console, any machine that is reporting 1/1 in the download /upload column has not yet rebooted.
- Ensure that you are hitting the **Refresh** button on the agents tab to show their current status. Also, make sure that you are checking the **Computers From** drop down to ensure the computer is not showing up in another domain.

3. Having a problem deploying the Agent to client workstations.

- This may be due to a personal firewall on the client workstation. If you are using ROI's internal push method, a personal firewall on a client workstation will block the installation of the agent. If an account has personal firewalls running on client workstations, create a .msi package using the ROI Agent Packager and deploy the agent via a third party push utility i.e. SMS, Zenworks, Landesk, login script ect.
- Antivirus may be killing off the **xcmd.exe, tca.exe, or actrl.exe** process on the client workstation. Ensure these processes are not being blocked by AV and create an exception as necessary. You may need to create an exception for **tcalog.exe** and **xcmdsvc.exe** in rare cases.
- If using the ROI built in push technology, you must have domain admin rights to deploy to remote workstations.
- Ensure that Server Services are running (This is switched on by default in Windows)
Ensure the C\$ is switched on (This is switched on by default in Windows)

- Do standard connectivity testing to the workstations i.e. ping them by name and IP address and try to access their share from [\\computername](#) at the run command.

4. Problems enumerating a domain or discovering computers.

- Ensure that the ROI Admin Console computer is part of the domain.
- Make sure that the network resolves IP addresses to computer names. This can be tested by pinging a client computer by name.

5. End users are reporting pausing or slowness when printing.

- Ensure the ROI Admin Console is turned on.
- Ensure there is no firewall on the ROI Admin Console
- Ensure the webservice is functioning correctly on the ROI Admin Console by verifying the webservice on the Agents tab.
- If the ROI Admin Console is installed on a 2003 server box, ensure Worker Processes are set to 5. (See Admin Console Running Slow)

6. ROI Admin Console is running very slow.

- If installed on a 2003 Server box, ensure that WP3 processes are set to 3. Go to device manager/Services and Application/ Internet Information Services/Application Pools / Right click and go to Properties of ROI Web service. Go to the Performance tab and set the web garden max worker processes to 5. Save this in.
- Ensure your hardware specs meet or exceed the minimums for the ROI Admin Console (See ROI Network Checklist)

7. I am getting a “Too Many connections” error when trying to access the ROI Webservice when ROI admin is installed on an XP box.

- XP has a limit of 10 concurrent connections on the webservice. So, XP should only be used as the host for the Admin Console in environments of less than 1000 workstations. If you get this error, uncheck the HTTP Keep Alives on the webservice. This will free up the connection faster. Right click on My Computer, go to Manage. Expand Services and Applications. Expand IIS. Expand web sites. Go to properties of the default web page and uncheck http keep alives from the web site tab.

8. I have deployed an agent but still get a 0/0 state under downloads/uploads on the agents tab.

- Check the Computers from dropdown at the top of the agents tab.
- If, during installation of ROI, the .NET Framework was installed before IIS, then IIS has not been set up to work with ASP applications and will not recognize the ROI web service.

To fix this problem, go to the command line and run the following command: **cd C:\winnt or windows(XP)\microsoft.net\framework\v2.0.50727.** Once at this directory, type in `aspnet_regiis.exe -I`

This is normally run with the installation of the .NET framework and should only be used if IIS was installed after the .NET framework.

9. How do I tell if I have a connection from the client workstation to the SQL db on the ROI Admin Console?

- A quick way to verify communication between the agent and the ROI web service is to open Internet Explorer on a client machine and type the following URL in the address bar:

<http://<roiservername>/roiwebservice/roiservice.asmx> and hitting the return key.

You should get a “PFWebService” web page returned. If you get an error screen, then there is no communication between the agent and the web service. This is when the `aspnet_regiis.exe -I` command should be run.

10. I have exceeded the 50 day licensing period. Now I am having problems extracting data.

- Try hitting the “Return License” button on the licensing tab. Then re-input another PA license. You should then be able to extract data.

11. Any other issues.

- Call ROI Print Manager Support at 888-577-4919 or email us at support@roiprintmanager.com. We will respond as soon as possible.