



**Adlib Express Web Services  
TroubleShooting Guide**

**Version 1.0**

## Introduction

We have identified a list of items which you can check when you experience issues with the Express Web Service.

## Troubleshooting Check List:

1. Are you logged/ logging on to the server using console mode?

To connect using console: From the Windows Run prompt, type in “**mstsc.exe /console**”

If using a RDP shortcut, check it’s properties and ensure the Target path contains the **/console** switch.

2. Are you able to bring up the Exponent and Connector Interfaces?

You can bring them up from the Start menu. (Start->All Programs->Adlib->Express)

3. Does the Connector and Exponent show up as being offline or online?
4. What does the status of Express Server in the Connector Interface indicate?
5. Are all the Services up and running on the server ?

On your services console you should see the following services:-

Adlib ExponentManager

Adlib ExponentConnector

AdlibExpress Server

AdlibFMR

***All the above services except AdlibFMR must be run with the same Admin account***

6. Is the Connector pointing to the appropriate Express Configuration ?

Go into the Connector Options window and check whether the configuration name displayed is correct.

7. Does the Express Configuration you checked in the previous step meet the following requirements?

→ **The processing mode should be set to process DPI/XML Job Tickets**

*( Check the Input Settings window, located under the General Tab, within the Express Server Options window)*

→ **The Job Scan Interval should be set to 10 second or less.**

*( Check the Folder Processing Options section located at the same location as above)*

If the above conditions are not set, the status of Express Server will show as being offline within the Connector Interface.

8. Are you able to browse to your default web site on IIS ? *(For Example: <http://localhost> or <http://ServerName>)*

9. Are you able to bring up the WSA Sample Application Interface?

10. Are you able to submit a job through this interface?

11. Do you get a Job ID created when you attempt to do so ?

12. When you use the GetJobStatus() button what happens? Does the status change ?

13. Are you able to browse to the following page:-

<http://localhost/ExponentWSA/ExponentWSA.aspx>

*(Replace localhost with the name of your server)*

14. If you are, can you submit a job through the Addjob() function located on this page ?

If not, check your IIS Settings and make sure the Web Service Extensions have not been blocked.

The following sub-components under Web Service Extensions should be allowed:-

Active Server Pages

ASP.NET v2.0 ( Check whether the correct version has been installed)

WebDAV

15. Check whether ports 8830 and 9932 have been blocked by any application ?

16. What has changed within your environment since the issues started to occur ?

**Items to check:**

a. Windows Updates ( Service Packs/Patches)

b. New Software Installations (Anti-virus/Third-Party)

17. Do you see any error(s) in the Manager and Connector Logs ?

From within the Manager and Connector Interface(s) click on:

Tools->Event Log->View Report

**Conclusion:**

We have attempted to provide you with some basic trouble-shooting items to look into before submitting a case to our support division.

Any feedback/comments would be very much appreciated, as we are constantly striving to serve your needs better.

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