



Version 4

Create Powerful Data Collection
Solutions - Simply and Easily

ITScriptNet Indago Web Application User Guide



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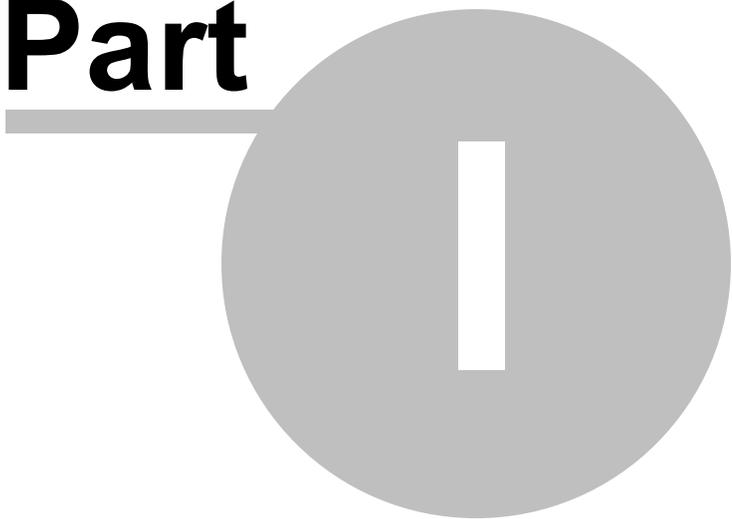
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Table of Contents

Part I Introduction	4
1 Software License Agreement.....	5
2 Technical Support.....	7
3 System Requirements.....	8
Part II Installation	9
1 Prerequisite - IIS Configuration.....	10
2 Copy Files.....	11
3 Create the IIS Application.....	11
4 Additional IIS Configuration.....	13
5 Azure Installation.....	16
Part III Web Application	17
1 Home Page.....	19
2 Administration.....	21
Programs	23
File Manager	25
Archive/Log	26
Deployment	27
Advanced	28
Administrators	29
Devices	30
Licensing	31
Part IV Troubleshooting	32
Index	0

ITScriptNet Indago Web Application User Guide

Part



1 Introduction

Welcome to ITScriptNet® Indago, the easy-to-use software that allows you to quickly and easily create data collection solutions for mobile computers. ITScriptNet Indago is designed to be easy-to-use, yet powerful enough to support the most sophisticated applications.

ITScriptNet supports a variety of mobile computers. For a complete listing of supported devices, please refer to our web site <http://www.z-space.com>.

The ITScriptNet Indago OMNI communications server can be installed in any one of three different ways. This document describes the Web Application version of the OMNI Server, which runs as an application in Microsoft Internet Information Server (IIS).

1.1 Software License Agreement

READ THIS BEFORE USING THE NOTED PROGRAMS

Thank you for selecting ITScriptNet® from BCA Innovations, LLC ("BCAI"). Please read the following License Agreement below before registering the serial number. If you do not accept these terms, return the product unregistered with proof of purchase to the point of purchase for a complete refund. Only if you accept these terms should you register the software.

The enclosed copy of ITScriptNet® is never sold. It is licensed by BCAI to the original customer and to any subsequent licensee of his or her for use in accordance with the terms set forth below. BY REGISTERING THIS SOFTWARE YOU ARE INDICATING ACCEPTANCE OF THESE TERMS. Otherwise, you may return the software and User Guide within ten (10) days to the place where you obtained it for a full refund. Under the terms of this license agreement:

YOU MAY:

For PC-Based Licenses:

1. *Load and use* the software on any computer as long as it is used on only one computer by one user at a time. The software serial number can only be registered once on a single computer. The license cannot be shared over a network. If more than one computer requires the use of the software, then additional license fees will be required for each computer.
2. *Communicate* with the Remote Host Server (ITScriptNet® OMNI™ Server) residing on the host computer with only the number of terminals as there are terminal licenses registered on the host computer. Additional terminal licenses can be purchased and added to the host computer to increase the number of terminals that can be configured to communicate with the host computer. Communication by a terminal with the host computer can be carried by a network and does not violate item 1) above. [This Provision applies to the ITScriptNet® OMNI™ edition only.]
3. *Move* a registered license from one computer to another by unregistering the license from the licensed computer via the method provided in the software, then re-registering the license on a different computer. Compliance with paragraph 1 (Load and Use) above must be maintained. There are no restrictions as to the number of times a license can be registered and unregistered.

For Device-Based Licenses:

4. *Load and Use* the Runtime communication software on any number of computers without needing a PC-based license.
5. *License* each device that will be communicating with a computer. Each device license can be registered on a single terminal. Once registered on a terminal, a Device License cannot be removed or assigned to a different terminal. A terminal with a Device License can communicate with any computer running the Runtime communication software.

For All Licenses:

6. *Copy* the software for back-up purposes only. You may make up to three (3) copies of the software for backup purposes. All copies must contain the copyright notice printed on the label of the media containing the original copy of the software.
7. *Transfer* the software and license permanently to another person if that person agrees to accept all of the terms and conditions of this Agreement. If you transfer the software, you must at the same time either transfer all copies of the software to the same person or destroy any copies not transferred.
8. *Terminate* this license by destroying the original and all copies of the software in whatever form.

YOU MAY NOT:

1. Loan, rent, lease, give, sublicense or otherwise transfer the software (or any copy), in whole or in part, to any other person, except as noted in paragraph 7 (Transfer) above.
2. Copy or translate the User Guide included with the software.
3. Copy, alter, translate, decompile, or reverse engineer the software, including but not limited to, modify the software to make it operate on non-compatible hardware.
4. Remove, alter or cause not to be displayed, any copyright notices or startup messages contained in the programs or documentation.

THIS LICENSE WILL TERMINATE AUTOMATICALLY if you fail to comply with the terms and conditions set forth above.

Term

The license is effective until terminated. You may terminate it at any time by destroying the programs together with all copies, modifications and merged portions in any form. It will also terminate upon conditions set forth elsewhere in this Agreement or if you fail to comply with any term or condition of this Agreement. You agree upon such termination to destroy the programs together with all copies, modifications and merged portions in any form.

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2. BCAI will, at its option, either replace the files or correct any software that does not perform substantially in accordance with the provided User Guide or custom proposal if, during the Warranty Period, (i) you notify BCAI in writing of any claimed defects in the software, (ii) and BCAI is able to duplicate the defects on its computer system.
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What additional provisions should I be aware of?

1. Because it is impossible for BCAI to know the purposes for which you acquired this software or the uses to which you will put this software, you assume full responsibility for the selection of the software, and for its installation and use and the results of that use.
 2. While every reasonable effort has been made to insure that you will receive software that you can use and enjoy, BCAI does not warrant that the functions of the software will meet your requirements or that the operation of the software will be uninterrupted or error free. Due to the complex nature of computer programs, the programs in this package (like all large programs) will probably never be completely error free.
 3. This Limited Warranty does not cover any file which has been the subject of abuse or damages, nor does it cover any software which has been altered or changed by anyone other than BCAI.
 4. BCAI is not responsible for problems caused by changes in the operating characteristics of the hardware or operating system software you are using which are made after the release date of this version of ITScriptNet[®] with any other software.
 5. You agree to comply with all applicable international and national laws that apply to the products as well as end-user, end-use and destination restrictions issued by governments.
 6. If the SOFTWARE is labeled as an upgrade, you must be properly licensed to use a product identified by BCAI as being eligible for the upgrade in order to use the software. Software labeled as an upgrade replaces and will disable the original software which was initially loaded on the computer. After upgrading, you may no longer use the software that formed the basis for your upgrade eligibility. You may use the resulting upgraded product only in accordance with the terms of this license agreement and only with a computer that has also registered the original software.
 7. This agreement constitutes the entire agreement between you and BCAI and supersedes any prior understandings and agreements, either oral or written. It shall be interpreted under the laws of the State of Florida.
 8. This warranty gives you specific rights and you may also have other rights which vary from state to state.
 9. No action for breach of warranty may be commenced more than one (1) year following the expiration date of the above Limited Warranty.
- Should you have any questions concerning this Agreement, you may contact BCAI by writing to BCA Innovations, LLC, 8813 NW 23rd Street, Miami, FL 33172.

1.2 Technical Support

If you need technical support on this product, please contact your reseller or hardware manufacturer.

You can also access technical support at <http://www.z-space.com>, or by emailing support@z-space.com, or by calling (440) 899-7370 between the hours of 9:00 a.m. to 5:00 p.m. EST.

ITScriptNet Web Site

<http://www.z-space.com>

ITScriptNet Knowledge Base

<http://www.z-space.com/kb>

1.3 System Requirements

The IIS-Hosted OMNI Server is an ASP.Net 4.x application with the following requirements:

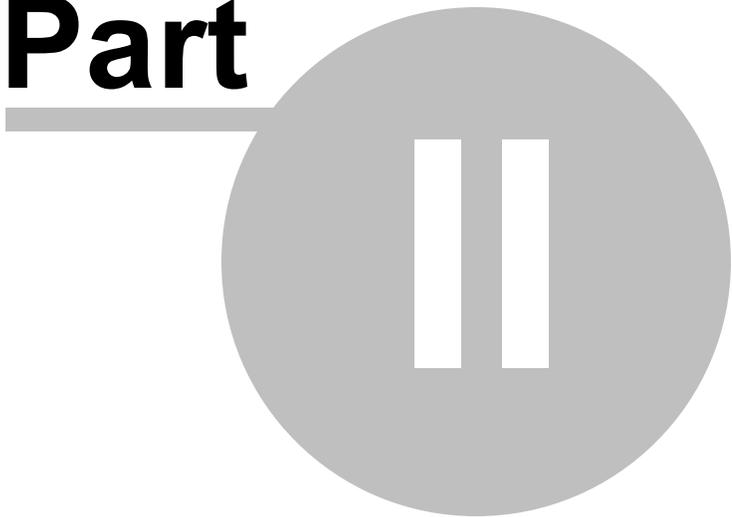
- A Windows 7 Professional (or higher) or Windows Server 2008 (or higher) server running IIS.
- Microsoft IIS installed and configured.
- The .Net Framework 4.0 or higher installed.
- IIS Full Trust available.

Full Trust

The ITScriptNet Indago Mobile Device clients use SQLite for data storage. The OMNI Server web application reads and writes these databases on the server. The SQLite engine requires Full Trust in order to run on the server. For this reason, you must be able to enable Full Trust on the OMNI Server, which eliminates some common Shared Hosting providers. If you are running the Web Application on a server under your control, then you will be able to configure Full Trust without any problem.

ITScriptNet Indago Web Application User Guide

Part



2 Installation

The OMNI Web Application is delivered as a ZIP file containing the website files. There is no installation program. Here are the steps to install and configure the server on Internet Information Services on a physical or virtual server. There are separate instructions for an Azure installation.

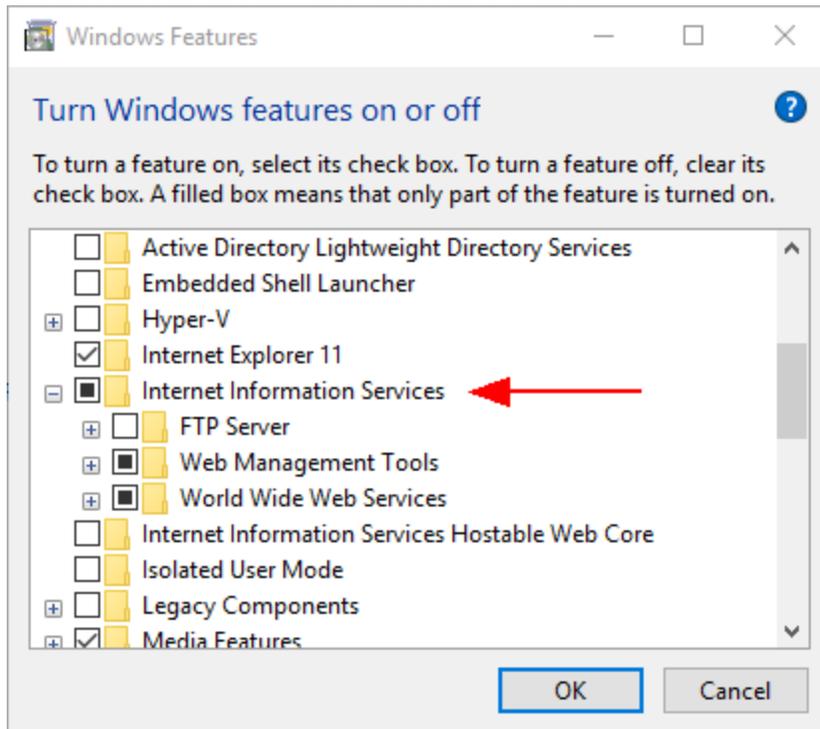
2.1 Prerequisite - IIS Configuration

Make sure IIS is installed with the following features:

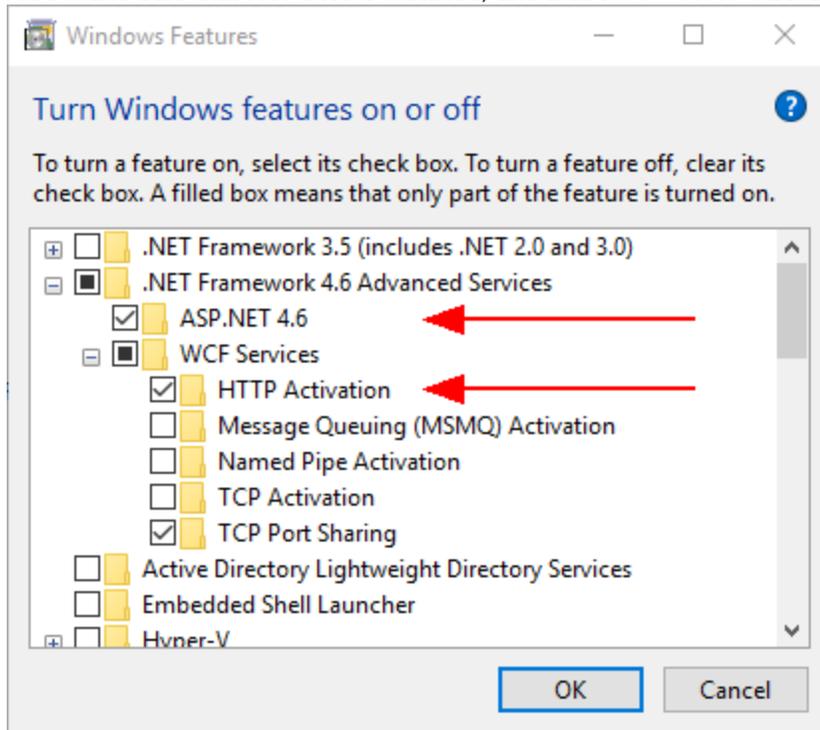
1. IIS Server
2. ASP.Net
3. WCF - HTTP Activation

Use the Add Windows Features dialog to check this.

Ensure that Internet Information Services is enabled



Also make sure that ASP.Net is installed, and that WCF - HTTP Activation is enabled.



2.2 Copy Files

The Web Application files are delivered as a ZIP file containing all of the files and directory structures required to install the application.

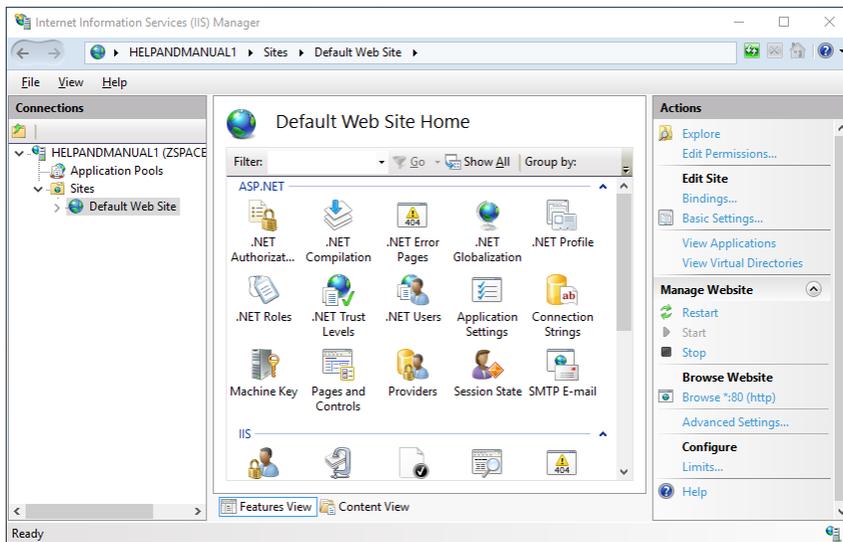
You must select a folder to receive the files. You can install to a subdirectory of inetpub (the default IIS content folder), or you can create a new folder somewhere on the server and put the files there. The only requirement is that the folder must be on a local drive, not a network location.

Unzip the entire contents of the delivery ZIP file, taking care to preserve the folder structure contained within.

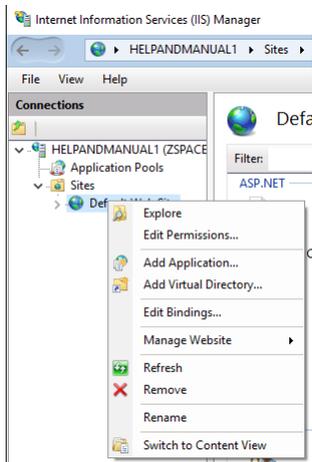
2.3 Create the IIS Application

Open the Microsoft Internet Information Service Manager application (IIS Manager).

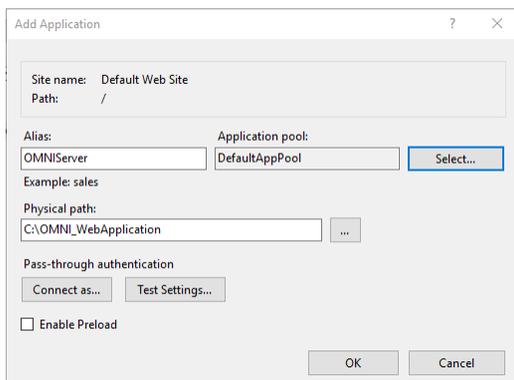
You will have to decide where you want the application to be located. For example, you could make the application a root website, or a child application of an existing website. For this document, we will demonstrate adding the OMNI Server Web Application as a child application of the Default Website.



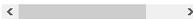
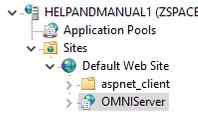
Expand the Server and Sites in the Connections tree, and right-click on the Default Website. From the Context menu that appears, click Add Application.



The Add Application dialog will appear. Set the Alias and browse to the folder where you placed the Web Application files. Make sure you select an appropriate Application Pool, using .Net 4.0 (or higher) in Integrated Pipeline mode.



The child application will be added.



2.4 Additional IIS Configuration

There are a few specific configuration items to check in IIS to make sure the Web Application will run correctly.

Bindings

You must configure the IP Addresses and Host Header (if needed) for the website. This applies if you configured the Web Application as a root website.

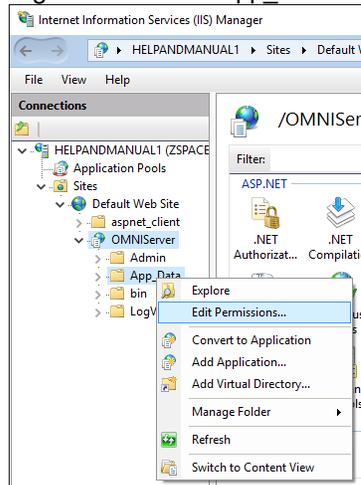
App Pool

Verify that you have selected an App Pool that supports the .Net Framework 4.0 or higher, with a Pipeline Mode of Integrated.

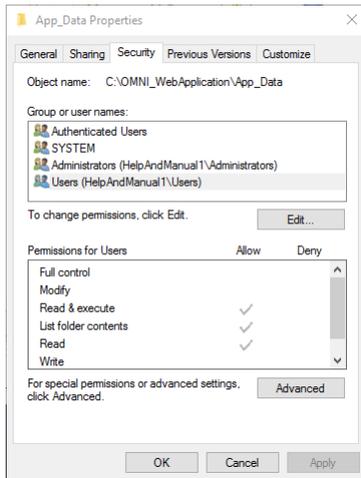
App_Data Permissions

Make sure you grant the ASP.Net user Full Control of the App_Data folder and it's subfolders. The Web Application uses the App_Data folder as the place where validation files are generated, where collected data is uploaded, and where log files are created.

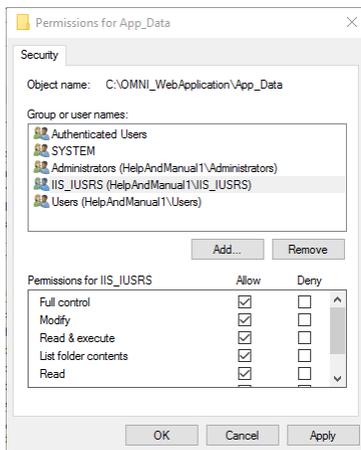
Right-click on the App_Data folder and select Edit Permissions.



Select the Security tab and click Edit.



The details of this step can vary depending on the Windows Server version you are using, but generally you will want to make sure that the user group called IIS_IUSRS has Full Control of the folder.



Note that this is just a default permission set, and you may want to limit your permissions differently, depending on your specific infrastructure requirement.

Web.Config

The application ships with a default configuration file that sets most options. You should review this file in the event that you need to make any changes. The settings you would normally change are in the <appSettings> tag. It should look like this:

```
<appSettings>
  <add key="ConfigPath" value="~/App_Data" />
  <add key="ClientPath" value="~/App_Data" />
  <add key="ITBPath" value="~/App_Data/ITB" />
  <add key="ServerName" value="ITScriptNet Indago OMNI Server" />
  <add key="CopyrightText" value="Z-Space Technologies, Inc." />
  <add key="SuppressHttp" value="false" />
  <add key="OverrideHttpUri" value="" />
  <add key="SuppressHttps" value="true" />
  <add key="OverrideHttpsUri" value="" />
  <add key="AllowHelpPage" value="false" />
</appSettings>
```

There are only a few settings that you should change. Do not change any of the other settings from their defaults unless directed by our support staff.

SuppressHttp

This setting is used to prevent the server from responding to HTTP (unencrypted) requests. If the value is 'true', the server will ignore HTTP requests. The default value is 'false', meaning the server will respond to HTTP requests.

SuppressHttps

This setting is used to prevent the server from responding to HTTPS (encrypted) requests. If the value is 'true', the server will ignore HTTPS requests, and if 'false', the server will respond to HTTPS requests. The default value is 'true', meaning the server will NOT response to HTTPS requests.

AllowHelpPage

This setting controls whether the Web Service will show the default WCF help page if a user navigates to the Web Service endpoint with a browser. Generally, this help page is not allowed as a security feature. You might want to temporarily enable the help page as a troubleshooting aid. See the troubleshooting section of this document for more information.

2.5 Azure Installation

The ITScriptNet Indago Omni Server can also be installed in an Azure App Service. These notes will help you to configure the application correctly.

- Use the System.Data.SQLite.dll that matches the architecture of your Azure instance. By default, Azure applications are 32-bit but the default IIS OMNI Server is configured to use the 64-bit DLL. Replace the 64-bit System.Data.SQLite.dll in the /bin folder with the 32-bit version, or change the Azure instance to 64-bit.
- Ensure that MultipleSiteBinding is disabled. This is an IIS setting configured in the application's web.config. Use the following XML:

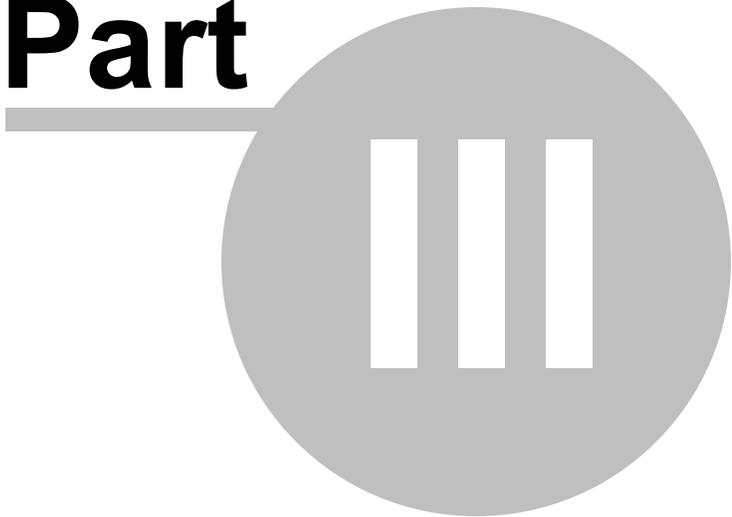
```
<system.serviceModel>
  <serviceHostingEnvironment multipleSiteBindingsEnabled="false" />
</system.serviceModel>
```

This setting is in the default installation starting with ITScriptNet Indago 4.0.2 and higher.

- As of March 2018, Microsoft modified the way Applications handle Deployment Slot changes, and this affects web services. Add the following Application Setting:
WEBSITE_ADD_SITENAME_BINDINGS_IN_APPHOST_CONFIG = 0.

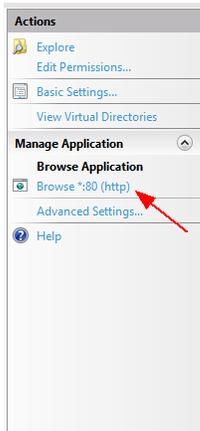
ITScriptNet Indago Web Application User Guide

Part

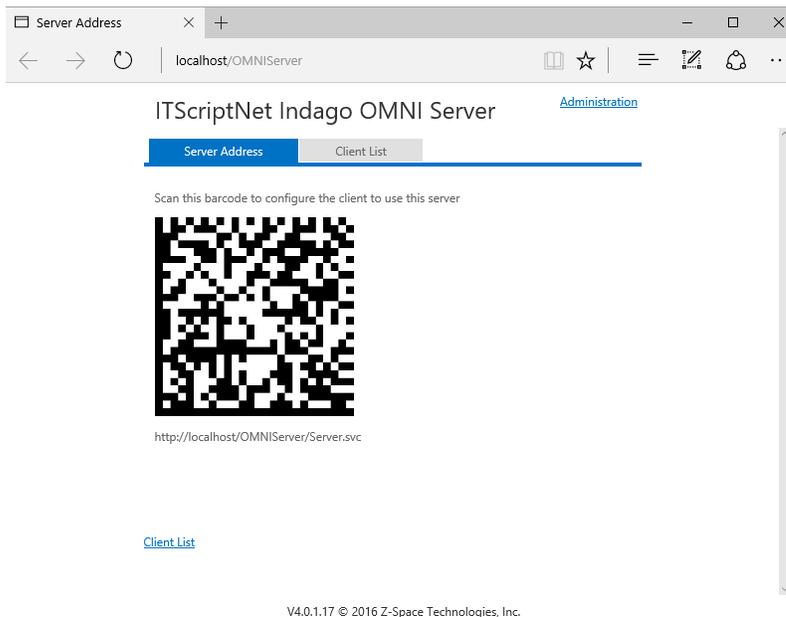


3 Web Application

After installation, navigate to the Web Application to see if the server is configured properly. You can either use a Web Browser, or from the IIS Manager, select the Browse options along the right side.



It may take a minute or two for the web application to initialize the first time, but after a moment the home page will appear. If not, please refer to the troubleshooting section in this document.

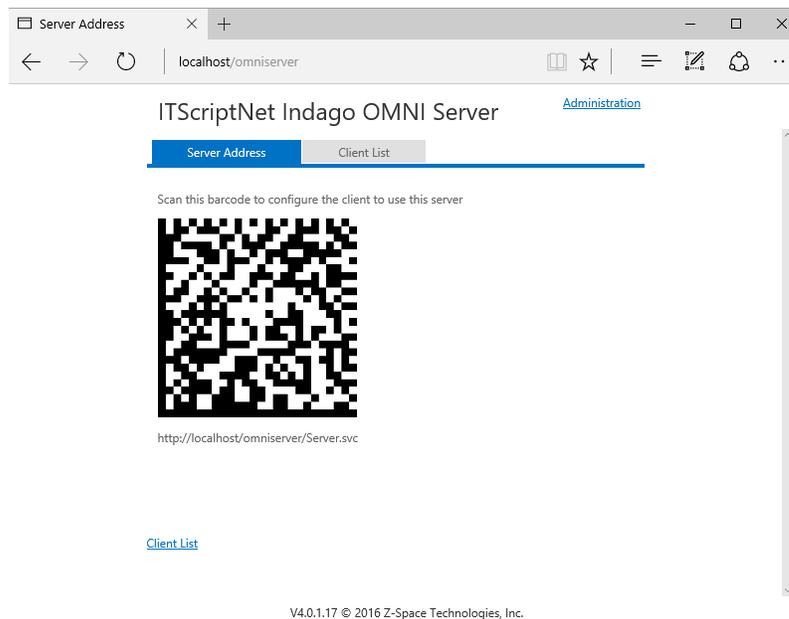


3.1 Home Page

The Home Page of the web Application has two barcodes that you can use to configure your Mobile Computers.

Server Address

The Server Address barcode can be used to configure the Server on the Mobile Computer. The Configuration screen of the client application has an area where you must enter the Server Address, and you can read this barcode to automatically configure it. See the Runtime User Guide for more details on this procedure.

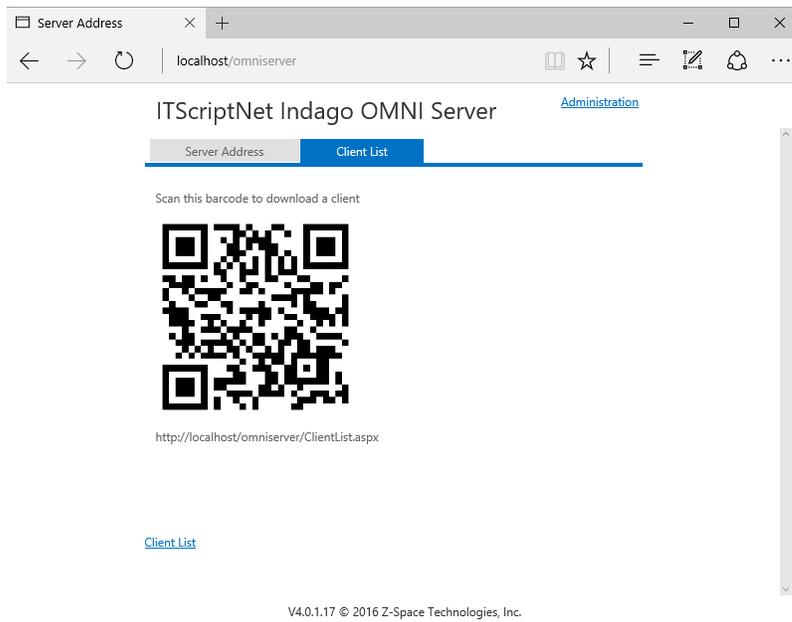


Note that the URL that you should use for your Mobile Computers is listed below the barcode. The general form of this URL is the URL to the web application, plus the web service endpoint of Server.svc. For example, if your server URL was **http://www.example.com/omniserver**, then the server address would be

http://www.example.com/omniserver/server.svc

Client List

The Client List barcode is a QR code that you can scan in your Android Mobile Computer's web browser to navigate to the client list page. This is a convenience for installing the Android client. If you have Windows Mobile or other devices, you should use the regular Runtime to install the clients.

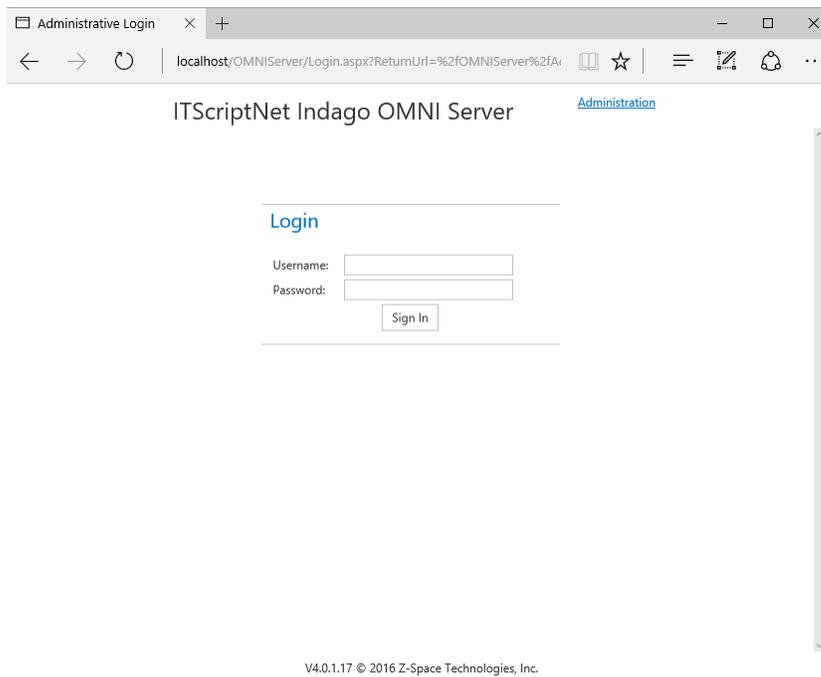


You can also get to the Client List by clicking the link at the bottom of the page.

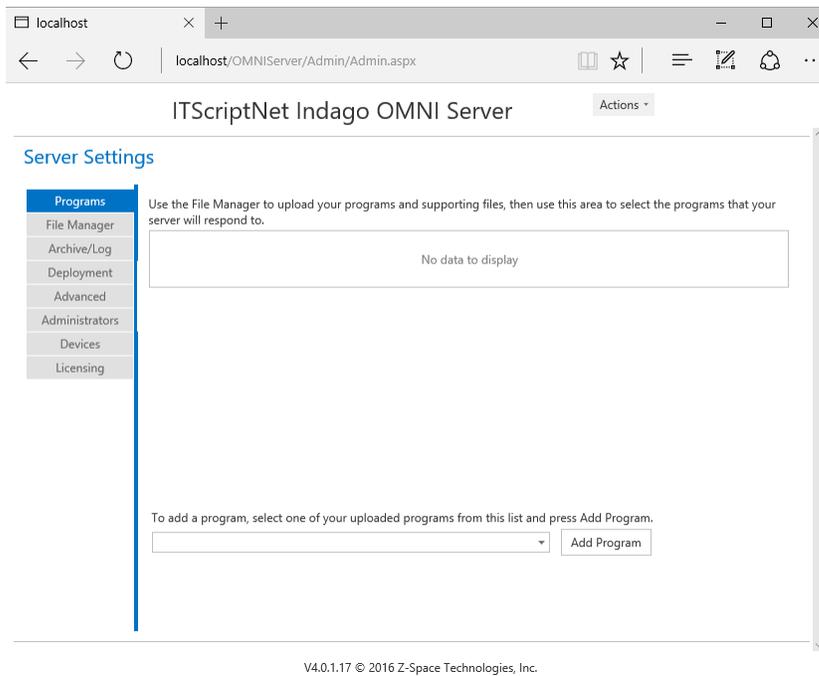
3.2 Administration

The Web Application can be configured using the Administration pages. Click the Administration link at the top of the page to get started.

First you must log in to the application. The default username is Admin, and the default password is Admin.



Once you are logged in, the configuration options appear as Tabs on the left side of the page.



The configuration options closely mirror the options used by the Windows Application and Windows Service version of the OMNI Server.

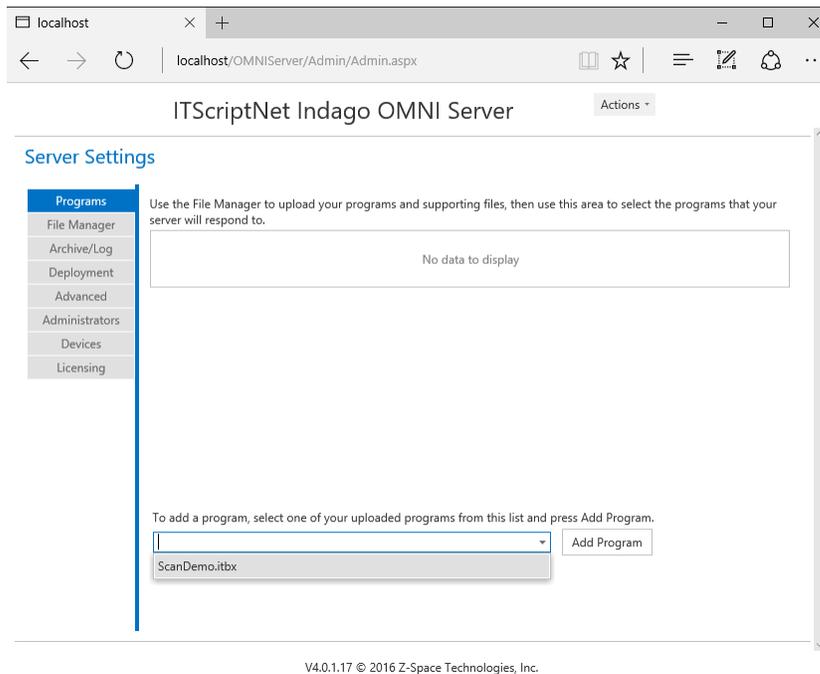
3.2.1 Programs

The area is used to specify the Data Collection Programs that the server will respond to. The configuration consists of two steps:

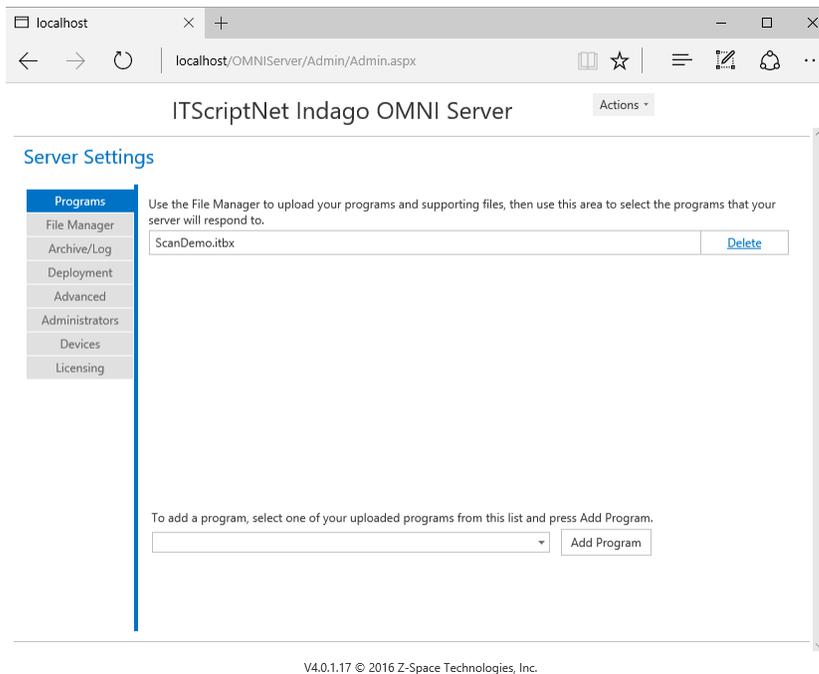
1. Use the File Manager to upload the Data Collection Program to the server
2. Use the Programs page to activate the program.

See the File Manager section for details on how to upload your programs.

Once your program files have been uploaded to the server, you add them by selecting from the drop down list at the bottom, then pressing Add Program.



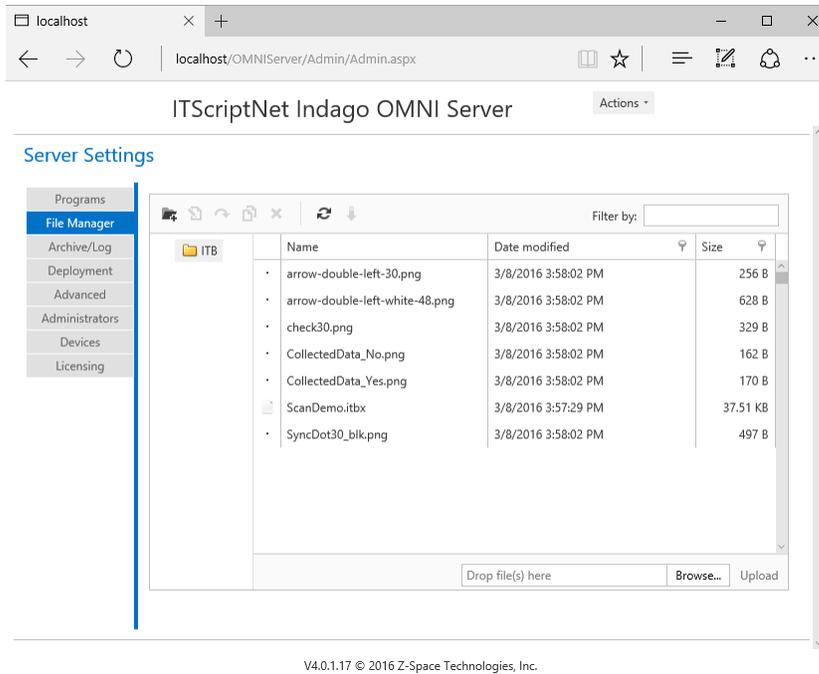
Once you had added the program to the server, it will appear at the top of the page.



If you decide to stop using a program, you can delete it from this list by clicking the Delete link next to the program. Note that this does not delete the files from the server, it just removes the program from the server's active list.

3.2.2 File Manager

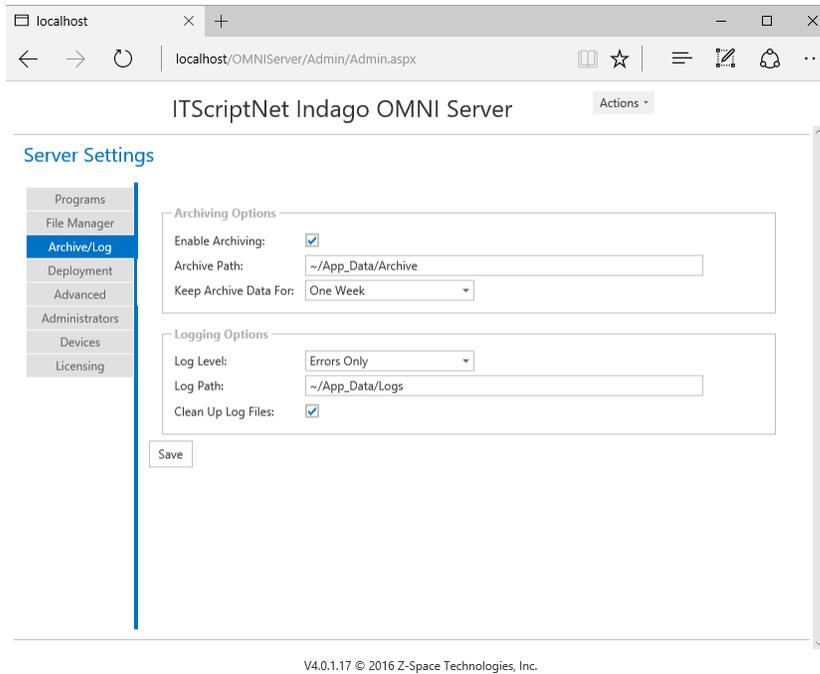
The File Manager is used to upload your Data Collection programs and associated images. The File Manager can only be used to upload to the ITB folder.



Use the Browse and Upload features at the bottom of the screen to upload new files or replace existing files. You can also delete files that you are not using anymore.

3.2.3 Archive/Log

This page allows you to set your Archiving and Logging options. generally, you will not need to change these options.



The screenshot shows a web browser window with the URL localhost/OMNIServer/Admin/Admin.aspx. The page title is "ITScriptNet Indago OMNI Server". On the left is a navigation menu with items: Programs, File Manager, Archive/Log (highlighted), Deployment, Advanced, Administrators, Devices, and Licensing. The main content area is titled "Server Settings" and contains two sections: "Archiving Options" and "Logging Options".

Archiving Options:

- Enable Archiving:
- Archive Path: ~/App_Data/Archive
- Keep Archive Data For: One Week

Logging Options:

- Log Level: Errors Only
- Log Path: ~/App_Data/Logs
- Clean Up Log Files:

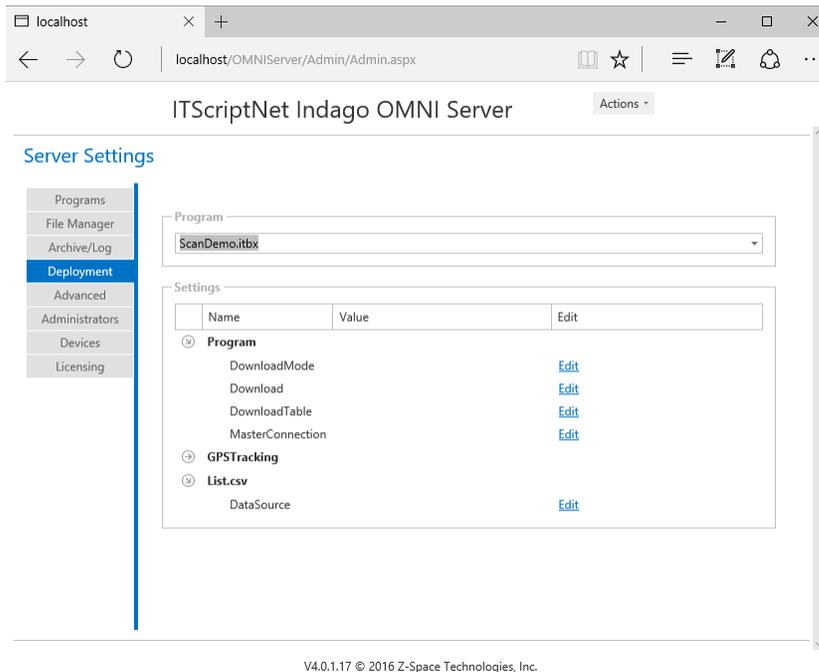
There is a "Save" button at the bottom of the settings area.

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3.2.4 Deployment

This page is used to configure overrides for deployment-specific options for each data collection program. You can override settings such as Database Connection Strings or file paths.

Refer to the Runtime User Guide for details on all of the available settings.



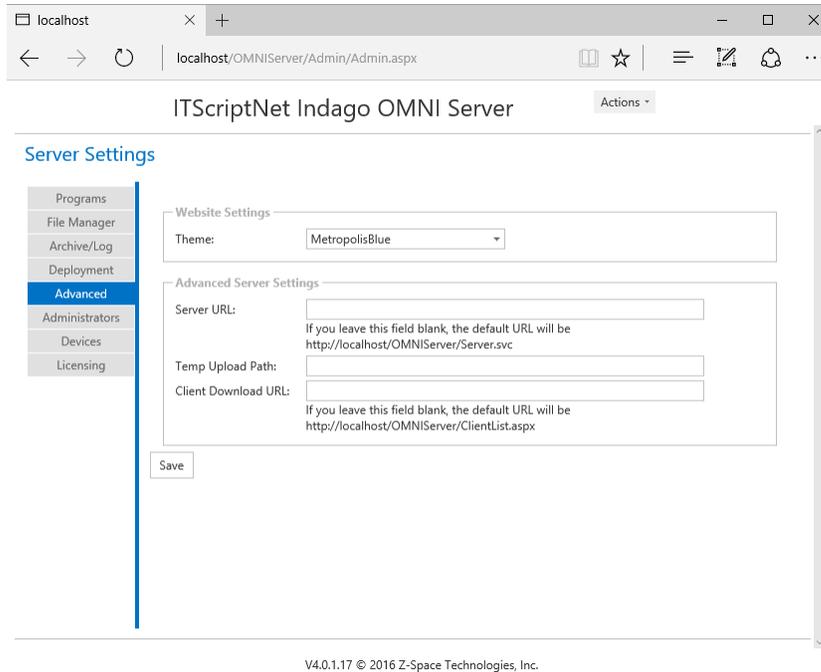
The screenshot shows a web browser window with the URL localhost/OMNIServer/Admin/Admin.aspx. The page title is "ITScriptNet Indago OMNI Server". The main content area is titled "Server Settings" and features a left-hand navigation menu with the following items: Programs, File Manager, Archive/Log, **Deployment**, Advanced, Administrators, Devices, and Licensing. The "Deployment" section is active, displaying a "Program" dropdown menu set to "ScanDemo.itbx". Below this is a "Settings" table with columns for Name, Value, and Edit. The table contains the following entries:

Name	Value	Edit
Program		
DownloadMode		Edit
Download		Edit
DownloadTable		Edit
MasterConnection		Edit
GPSTracking		
List.csv		
DataSource		Edit

At the bottom of the page, the version information "V4.0.1.17 © 2016 Z-Space Technologies, Inc." is displayed.

3.2.5 Advanced

This page allows you to control some advanced features.



Theme

This setting controls the Theme of the Web Application. you can select one of the themes to change to style and colors of the application.

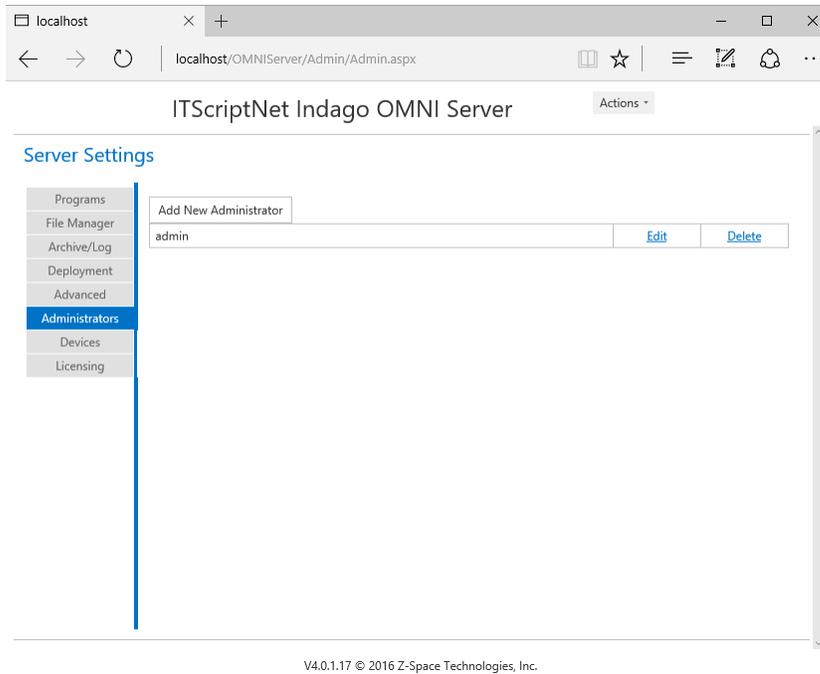
Advanced Server Settings

The Server URL and Client Download URL are used to override the URLs that are used by the configuration barcodes on the Home page. You might need to change these if for some reason you want the publicly visible URL to be different from the URL that is used to administer the website. Generally, however, you can leave these fields blank and the Barcode URLs will automatically match the URL you used in your browser.

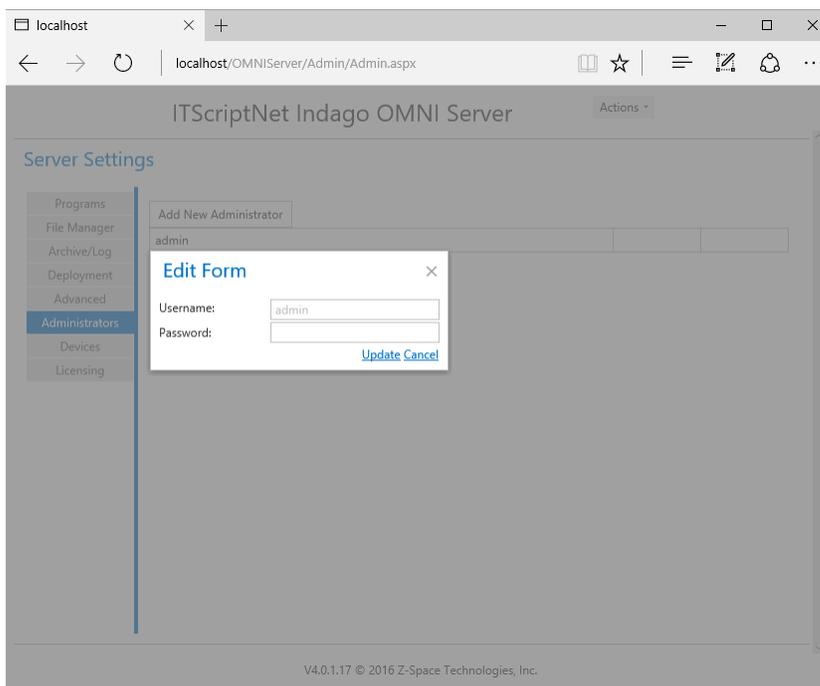
For example, in the screenshot, the website address is **http://localhost/omniserver** so the Server URL defaults to **http://localhost/omniserver/server.svc**. On the other hand, if you used a URL such as **http://www.example.com/server**, then the Server URL would default to **http://www.example.com/server/server.svc**

3.2.6 Administrators

This page is where you create User accounts and passwords used to administer the web application. The default Username is Admin, with the password Admin.

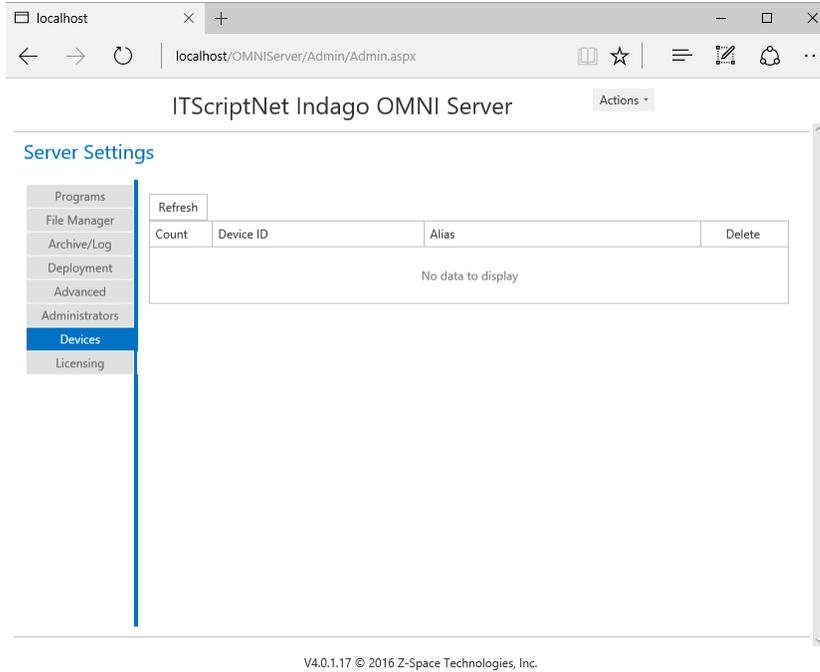


Click the Add New Administrator button to create a new user account. You can also Edit or Delete an existing account.



3.2.7 Devices

This page is used to manage the devices that can connect to your Omni Server.



The screenshot shows a web browser window with the URL `localhost/OMNIServer/Admin/Admin.aspx`. The page title is "ITScriptNet Indago OMNI Server". On the left, there is a navigation menu with the following items: Programs, File Manager, Archive/Log, Deployment, Advanced, Administrators, **Devices** (highlighted), and Licensing. The main content area is titled "Server Settings" and contains a "Refresh" button above a table. The table has the following structure:

Count	Device ID	Alias	Delete
No data to display			

At the bottom of the page, the version information "V4.0.1.17 © 2016 Z-Space Technologies, Inc." is displayed.

As each device connects, it is automatically added to the list, up to the number of devices you are licensed for. After that, any new device that tries to connect will receive a Device Not Licensed error. You can identify the devices by their unique Device ID and their Alias. The Alias is set on the device on the Configuration screen.

You can remove a old device that you are not using anymore by clicking the Delete link. This frees the slot for a new device to connect.

3.2.8 Licensing

This page allows you to add and remove serial numbers to license your server.

ITScriptNet Indago OMNI Server

Server Settings

Programs
File Manager
Archive/Log
Deployment
Advanced
Administrators
Devices
Licensing

Add Device Pack

Devices: 5

SerialNumber	Devices	
97- -HAF9	Client License Pack (Qty: 5)	Unregister

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Click Add Device Pack to add a new serial number. Fill out the fields on the edit form and the server will register your license.

You can also Unregister a license to move it to another server.

ITScriptNet Indago Web Application User Guide

Part



4 Troubleshooting

Here are a few tip to help resolve common installation problems.

The Web Application shows an Error Message in the browser

The default error message generated by IIS does not have any useful troubleshooting information. You can enable a more verbose error message by modifying web.config and adding

```
<customErrors mode="Off"/>
```

to the <system.web> section. Make sure you remove this setting once your problems have been resolved.

Testing the Web Service endpoint in a browser

As a security measure, the web service endpoint does not respond to requests from a web browser. However, it can be helpful to use a browser to troubleshoot connection problems. You can enable the Help Page for the web service endpoint by setting the AllowHelpPage setting in web.config. Then, you can use a browser to navigate to **http://<your web application url>/server.svc** and see if the help page appears. You can see the full URL for the endpoint on the home page of the Web Application. Make sure you turn the Help Page back off when your troubleshooting has been completed.

The website responds to HTTP but not HTTPS

If the web application cannot be reached from a web browser using an HTTPS address, but does work using an HTTP address, then you need to set up a Binding for HTTPS in the IIS Manager.

The website responds to HTTPS but the Service does not

If the Web Application works with HTTP but mobile computers cannot connect, this generally means that the web.config for the application is configured to suppress HTTPS. Set the **SuppressHttps** value to "false" to allow HTTPS connections.

The website reports that it cannot create the Thumbs or TempUpload folders

This error means that the web server user account does not have Full Control over the App_Data folder. Check that you have granted permissions to that account.

The Mobile Computer gets a Device Not Licensed error when connecting

This error means that more devices have connected to the server than the number of licenses you have applied. You can add additional serial numbers, or visit the Devices tab on the Administration page to remove devices that are inactive.