Troubleshooting the connectors

Ensure that you set up system-type e-mail notifications on the **Configuration** tab, so that you are informed when problems occur. The messages can contain helpful details.

When communication fails between any connectors, try restarting the connectors before calling for assistance.

1. On the **Status** tab:
   - If a connector is currently stopped, click **Start**.
   - If the connectors are currently running, click **Stop**, and then click **Start**.
2. Click **Refresh**.

If the **Status** tab indicates that a component is not reachable, expand each connector pane and record the following information about all components, particularly about the problematic connector:

- **Vendor** (if available)
- **Hostname**
- **External Server State**
- **Version** (if available)

Depending on which connector has problems, contact either the external system administrator or a Kodak service representative, and provide the details.
Note: Communication with the MIS can still function even if no MIS vendor name or software version is displayed. The MIS connector displays a vendor name and version number only if the MIS server is connected and only if the MIS software is set up to provide this information (via KnownDevices query or messages). This is *not* required information.