

## Zinet Console Troubleshooting

Should you have any issues connecting to or opening the Zinet Console, the procedure below will ensure that the necessary background tasks are in place and that your version of the Console is up to date.

Before you begin, please close any open windows for the Zinet Console.

Programs (1)	
	Via the Start Menu, run services.msc
services.msc Log off	
Af Start	

ile Action View	Help						
Services (Local)	🔅 Services (Local)						
	ZiNET Connect :: UK :: 136401 ::	Name 🔶	Description	Status	Startup Type	Log On As	
	CAPITA.SIMS :: STNMILKAPP	WinHTTP Web	WinHTTP implem	Started	Manual	Local Service	
		🎑 Wired AutoCo	The Wired Auto		Manual	Local System	
	Stop the service Restart the service	🎑 WMI Performa	Provides perfor		Manual	Local System	
	Restart the service	🎑 Workstation	Creates and mai	Started	Automatic	Network S	
		🎑 World Wide W	Provides Web c	Started	Automatic	Local System	
	Description:	ZiNET Connect	ZiNET Connect	Started	Automatic	Local System	
	ZiNET Connect			Started	Automatic	Local System	
							ľ

Scroll down to the very bottom of the list.

You should see one entry named Zinet Pulse and another named Zinet Connect.

(note: If you use Zinet for other applications – such as Moodle/MintClass – there will also be separate Zinet Connect entries for these).

ZiNET Connect ZiNE	Start
🕵 ZiNET Pulse	Stop
	Pause
LKAPP on Local Computer	Resume
	Restart
	All Tasks 🕨 🕨

For each Zinet service that currently shows a status of 'Started', right-click on that entry and select Stop.

Name 🔺	Description	Status	Startup Type	Log On As
🧟 ZINET Connec	ZiNET Connect		Automatic	Local System
🧟 ZiNET Pulse			Automatic	Local System

All Zinet services should now show a blank entry in the Status column.

## Leave the Services window open and go to C:\Program Files (x86)\Zinet\Connect

## In this folder will be a file named ZiNET.Connect.Updater

ZiNet.Connect.Bridge.dll.config	07/10/2015 16:23	CONFIG File	2 KB
🎇 ZiNET. Connect. Updater. exe	23/07/2015 18:46	Application	447 KB
🚳 Ionic.Zip.dll	10/03/2015 23:19	Application extension	452 KB

Run this file to check that you have the very latest version of the Zinet Console.

If an update is available, follow the onscreen prompts to install it.

Back at the Services window.

If an update was required at the previous stage, you should find that all Zinet services have now restarted automatically.

If not, starting with the Zinet Pulse service, right-click on each entry and select Start until they all show a Status of Started.

You can now close the Services window.

UK	100400			Instance	
	136400	CAPITA.SIMS	SCHOOLBOOKING.APP	Default	Connect
					Setup

Open the Zinet Console.

Your SchoolBooking instance should be listed in the opening window.

Select it and click Connect.

Application About					
Date	Time	Level	Connector	Message	
30/03/2016	10:23:50	INFO	Management Console	Console has successfully connected to the	
30/03/2016	10:12:54	NOTICE	ZiNet Connect Service	Proxy Settings Manager Loaded	
30/03/2016	10:12:54	INFO	ZiNet Connect Service	ZiNET Central Connector Loaded	
30/03/2016	10:12:54	NOTICE	ZiNet Connect Service	Using UK Locale	
30/03/2016	10:12:55	NOTICE	ZiNet Connect Service	Reference Manager Loaded	
30/03/2016	10:12:55	NOTICE	ZiNet Connect Service	SIF 2.3 Connector Loaded	
30/03/2016	10:12:55	INFO	ZiNet Connect Service	Found SIMS .Net Folder - c:\program files	
30/03/2016	10:12:55	INFO	ZiNet Connect Service	Found SIMS .Net Folder - c:\program files	

After a few seconds, the full Console should open.