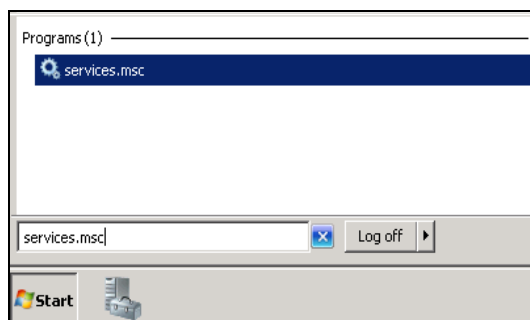


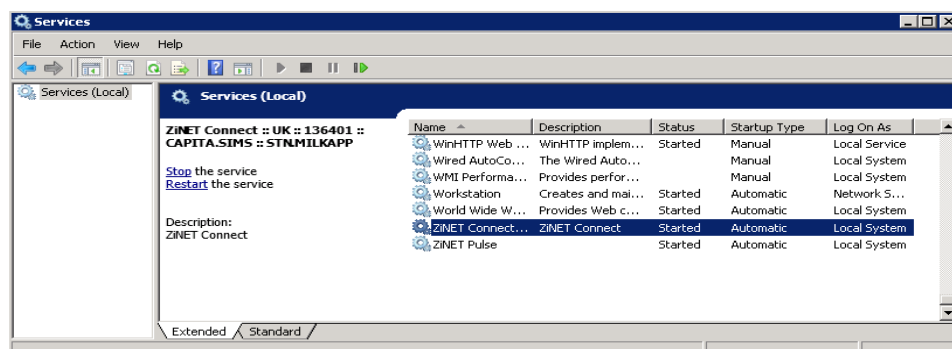
Zinet Console Troubleshooting

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.



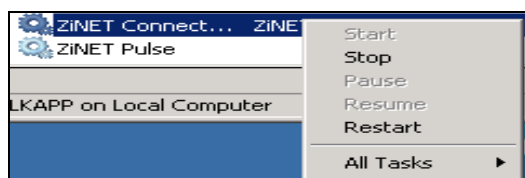
Via the Start Menu, run **services.msc**



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).






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.

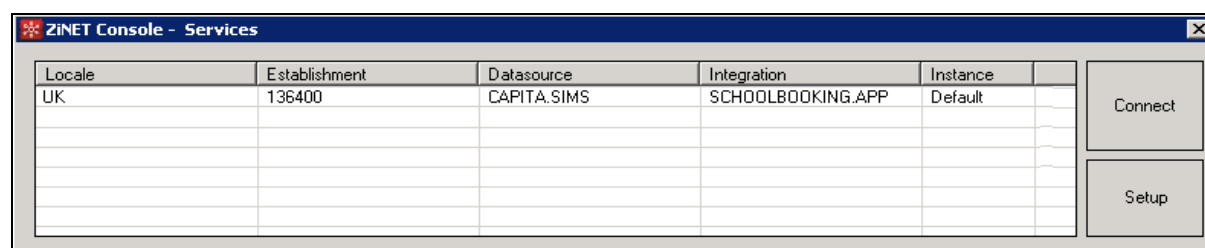
If an update is available, follow the onscreen prompts to install it.

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.

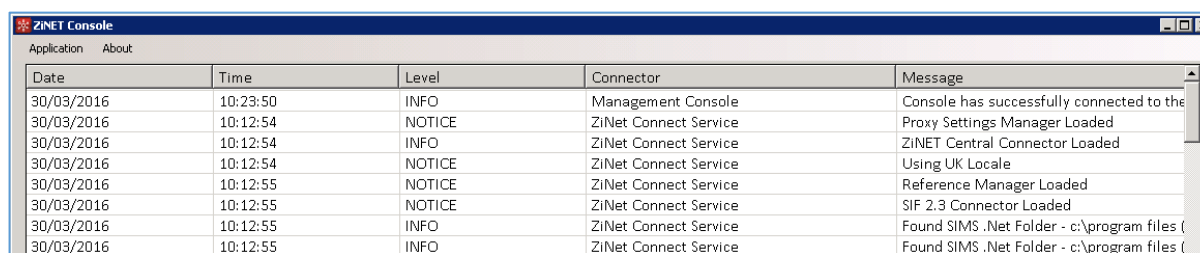
You can now close the Services window.



Open the Zinet Console.

Your SchoolBooking instance should be listed in the opening window.

Select it and click Connect.



After a few seconds, the full Console should open.
