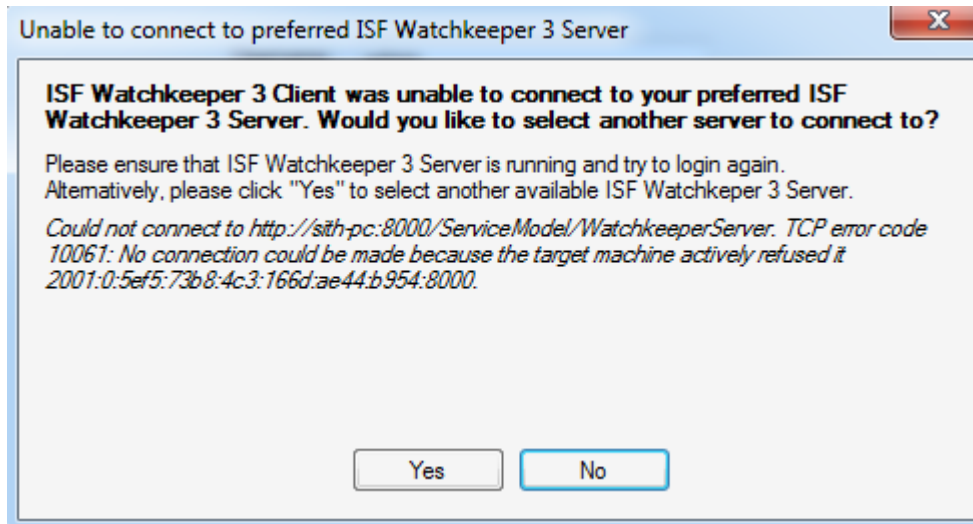


How to check that the WK3 Server Service is running

Problem

When loading up Watchkeeper 3 Client, it fails to connect to the Watchkeeper 3 Server. The error that occurs is for TCP ERROR CODE 10061. The message appears on the screen similar to the example below:



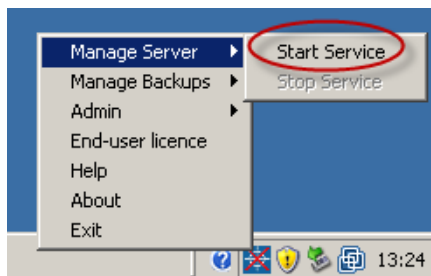
Solution

Login to the computer running Watchkeeper 3 Server

Locate the WK3 Server system tray icon (bottom right of the screen):



Right-click the icon, choose Manage Server, then Start Service:

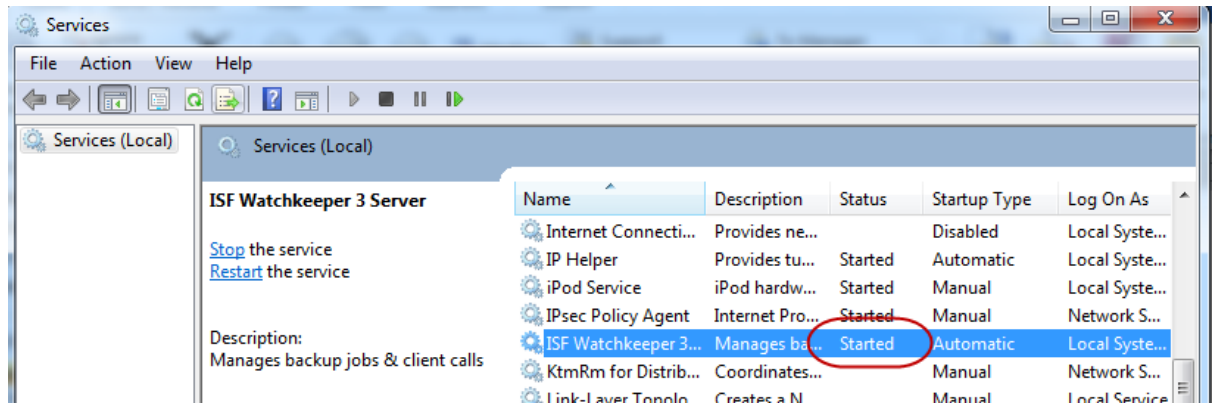


The red cross through the icon should now disappear, indicating the service is running:



Alternative method:

1. Click START then CONTROL PANEL then ADMINISTRATIVE TOOLS then SERVICES
2. In the list of services, locate “ISF Watchkeeper 3 Server” and verify that it has a STATUS of “Started”. If not, please right-click it and choose START



3. Load WK3 Client and try to connect