5. Produmex Scan client

5.1. Produmex Scan client cannot connect to the server

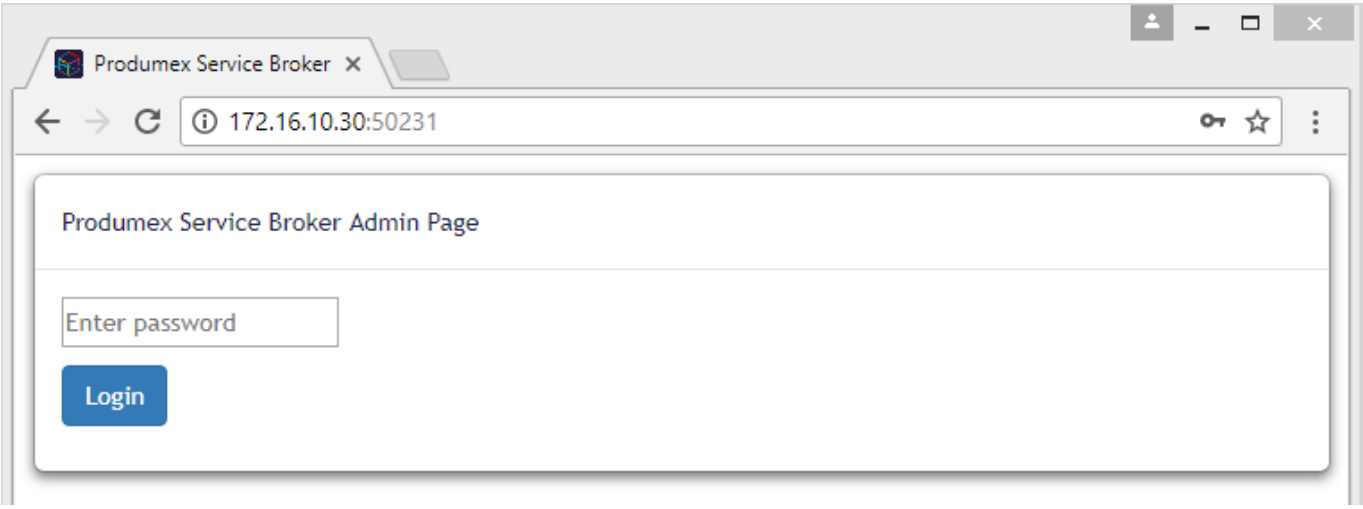
** Operation timeout**
1. If a time out error message is displayed on the device, check the log file for more information. The log file is located: *%ProgramData%\Boyum IT\Service Broker* (for pre-2023.06 versions it is *C:\ProgramData\BX\BX Service Broker\Logs*)

2. If the log file does not contain the error message, check whether Produmex Service Broker is running or not. Open the webpage of the Service Broker on the server and on the device.

```
http://<IP>:<PORT>
```

The default port is 50231.

The login page of the Service Broker should appear.



- If the page can be opened only on the server, there is a firewall or a network issue.
- If the page can be opened both on the server and the device, maybe there is a performance issue in the environment. Turn on the client log: On the Produmex Scan General tab of Produmex Scan settings, add * to the *Diagnostic Client Log* settings field.

  Restart Produmex Service Broker and reproduce the issue. Send the log files to Produmex support with a detailed description. The log file is located: *%ProgramData%\Boyum IT\Service Broker* (for pre-2023.06 versions it is *C:\ProgramData\BX\BX Service Broker\Logs*)

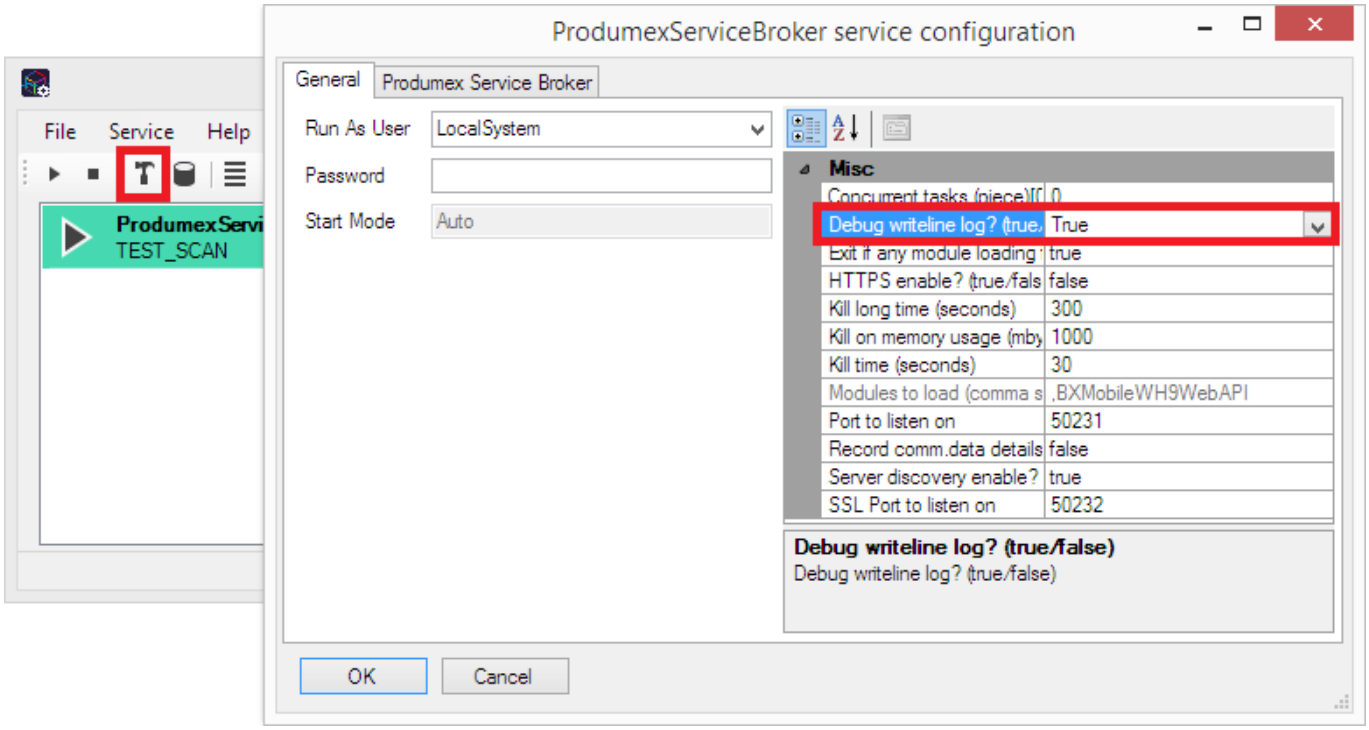
3. Check whether the server module was installed on the Produmex Service Broker tab of service configuration.

5.2. DAL Exception

`Error DAL Exception occured`

DAL Exception is usually an SQL error. In order to learn more about the issue, enable the debug log in Service Broker. On the service configuration screen set the *Debug writeline log?* setting to 'True'. Restart Produmex Service Broker.

The log file is located: *%ProgramData%\Boyum IT\Service Broker* (for pre-2023.06 versions it is *C:\ProgramData\BX\BX Service Broker\Logs*)



//It is recommended to disable this setting after the issue is discovered because it can create large log files. //

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