

DataMax Software Group Inc.
1101 Investment Blvd.
El Dorado Hills, CA 95762
USA

RFgen Client

Install and Upgrade Guide

for Windows CE and Windows Mobile

All Editions
RFgen 5.2



Table of Contents

RFgen Client Software Overview	1
Supported Versions and Downloads	1
Installing the RFgen Windows CE Client	2
Installing to the RFgen Server	2
RFgen Client Install Process	2
Step 1. Build the CAB File	6
Build CAB File Settings	7
Step 2. Select a Method for Transferring the CAB files	8
Deploying Mobile Profiles to Windows CE	9
Step 3. Connect via Active Sync Method	9
Step 3. Connect via Wireless Network Method	13
Configuring the RFgen Client	17
Client Configuration Settings	17
Client Configuration - Application Settings	18
Client Configuration - Camera Settings	20
Client Configuration - Database Settings	21
Client Configuration - Device Information Settings	22
Client Configuration - Maintenance Settings	23
Client Configuration - Service Connections	24
Client Configuration - New Service	25
Updates versus Upgrades	26
Version Compatibility With the Server	26
Client Dialogs and Messages	27
Client Configuration Locked Message	27
Connection Failure Message	28
Set an RFgen Server - Unable to connect to the RFgen Server Message	29
Possible Reasons Client is Unable to Connect to the RFgen Server	29
Security Block	29

Bi-Directional Comm Not Setup Correctly	29
Server Services Are Not Running	29
Network Connection Disabled	30
Mismatch RFgen Server Name/IP	30
Upgrade Required Message	30
You data collection was suspended	31

RFgen Client Software Overview

The **RFgen** Client software enables mobile devices to:

- Communicate with the RFgen server so you can deploy a Profile (a file containing the collection of applications, server settings, access permissions etc) to the device.
- Configure the RFgen clients' profiles through the RFgen Configuration tool (included when you install the RFgen client).
- Communication with 3rd party, mobile device management tools (for deployment of client software on a mass basis).

The four basic device platforms are Android, Apple iOS (but not Macintosh or Apple computer platforms), Windows desktop systems, and the compact embedded, Windows CE.

This guide describes covers:

- Where to obtain the RFgen Client software
- Which OS versions are supported
- Instructions for customized installations (i.e. Android)
- How to connect the client to the server after its been installed to the device
- The possible dialog or error messages you might see and what they mean

For details on installing or transferring the RFgen Client software to your physical device, refer to your manufacturer's documentation and the documentation for the version of the operating system of the platform.

Supported Versions and Downloads

The RFgen Client for Windows CE devices can be download is available from the RFgen Portal.

Supported Versions

Windows Embedded Compact (Windows CE)\Windows Mobile – v7 and lower.

Microsoft Windows Extended Support End Dates

Windows CE 5.0 - Oct. 14, 2014

Windows CE 6.0 - April 20, 2018

Windows CE 7.0 - April 13, 2021. Note: Mainstream Support End Date was April 12, 2016.

Downloads

The RFgen Mobile Client can be downloaded from the RFgen Portal.

- a. Go to <https://www.rfgen.com/product-portal>
- b. Select the RFgen Client package.
- c. For installation details, see [Installing the RFgen Client](#).

Installing the RFgen Windows CE Client

The **RFgen Mobile Client** (the **CE Client.exe**) for Windows CE installs software enables communicate between the device and the RFgen server.

In order for a Windows CE to process data, the client needs to be able to communicate with the server, be configured to work as an RFgen client, and have the specific applications for transacting data installed. The RFgen solution deployment feature that packages these configurations/files is called a Profile. Profiles are created in the Mobile Development Studio and transferred to the client inside a CAB file. (In other words the CAB file is the format used to package a Profile created in RFgen.)

Installing to the RFgen Server

The **RFgen Client** software (which you download from the RFgen Portal) installs CE-version specific software that enables the client to communicate with the server, and it also provides files used by the Mobile Development Studio to build CAB files.

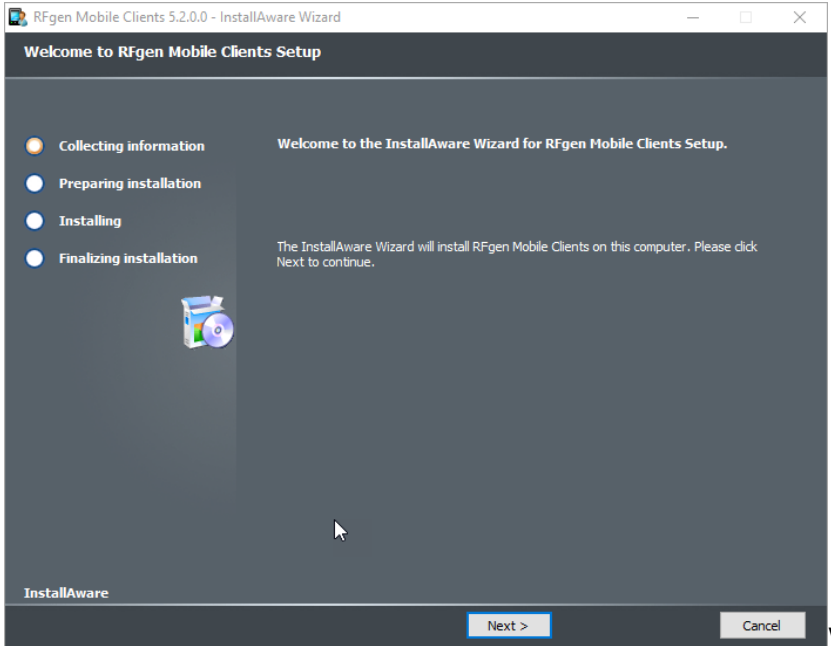
Therefore, before you can deploy any solution to a Windows CE device, you'll need to install the RFgen Client software on the same server where your **Mobile Development Studio** resides.

Note: By default, this package installs to c:\Program Files (x86)\RFgen52 folder. **If you installed the 64-bit version of the RFgen 5.2 Mobile Development Studio or installed the 64-bit version of the RFgen 5.2 Mobile Unity Platform server, make sure the RFgen Client installs to the same folder (i.e C:\Program Files\RFgen52).** By having them in the same RFgen folder location, the Mobile Development Studio will be able to locate the files needed when you are ready to build or deploy files to the client.

RFgen Client Install Process

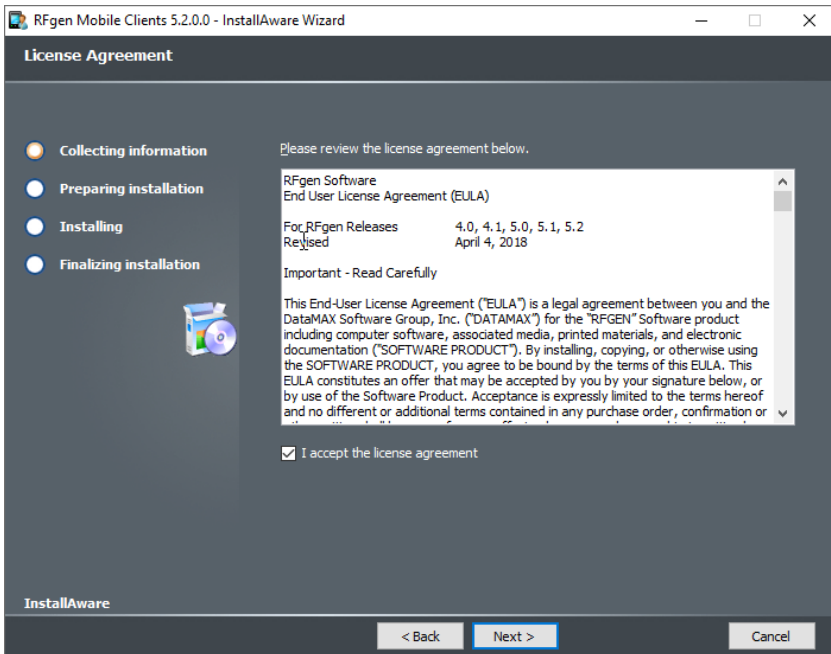
1. After you downloaded the RFgen Client package, launch it as you would any other Windows application.

The **Welcome** screen displays.



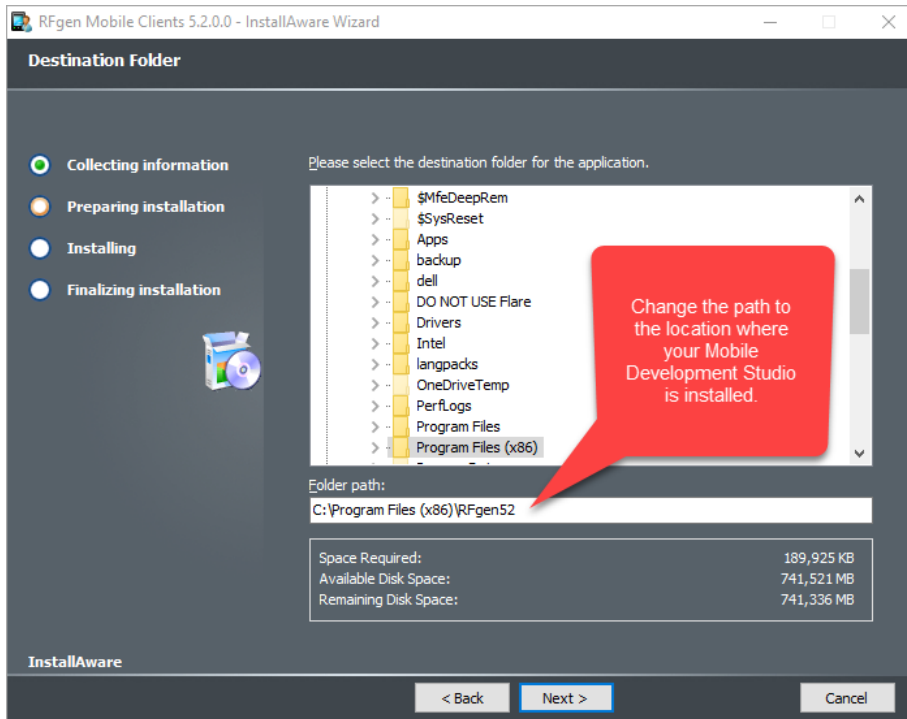
2. If you need to exit the process, click Cancel. Otherwise, click **Next** to continue the install process.

3. The **License Agreement** screen displays.



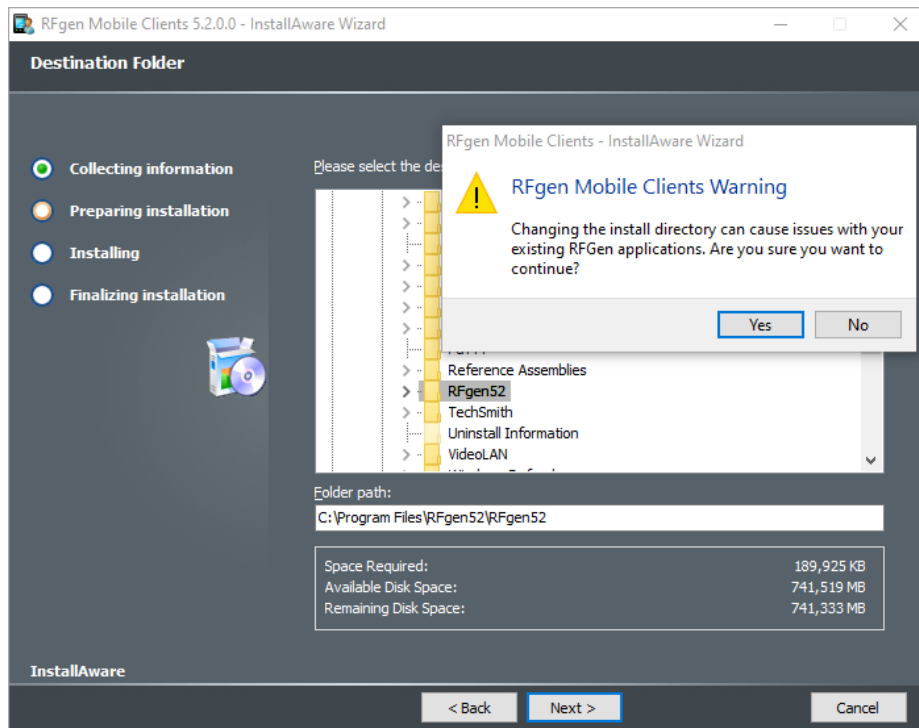
4. Click the checkbox and then click **Next** to continue.

5. The **Destination Folder** screen displays.



6. Change the path to the location where your Mobile Development Studio resides. For example, if you installed the 64-bit version of the Mobile Unity Platform server, its default path is `C:\Program Files\RFgen52`.

7. The **RFgen Mobile Clients Warning** screen displays. Click Yes to continue; No if you want to go back and change the path again.

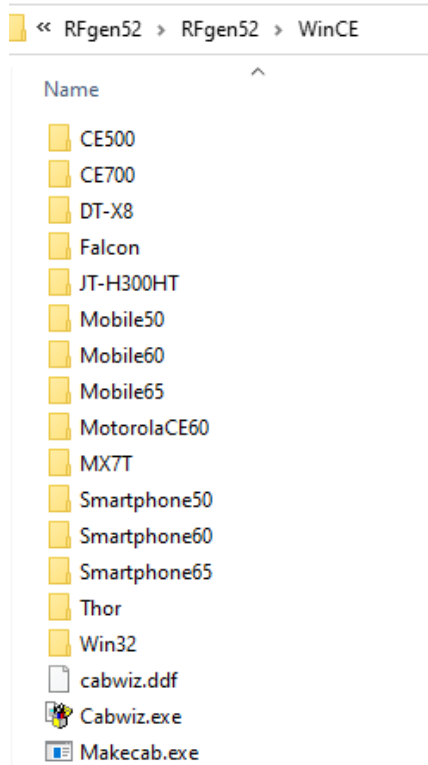


8. Click **Next** to continue.

9. The **Ready to Install** screen displays.

10. Click **Next** to continue. When its done, click the **Finish** button.

11. Note that the RFgen 5.2 folder under the parent RFgen 52 folder contains the various Windows CE device files and Cabwiz.exe and Makcab.exe files.

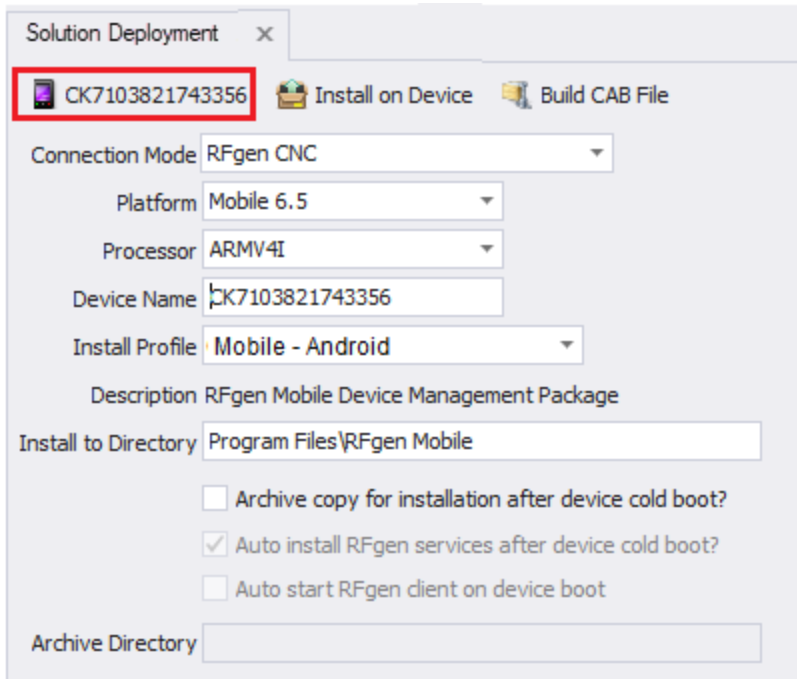


12. Now you are ready to prepare your CAB files for Windows CE. For more details, see [Solution Deployment](#) and [To Create CAB](#) files.

Step 1. Build the CAB File

Download the RFgen Windows CE Client software from the RFgen Product Portal. (www.RFgen.com).

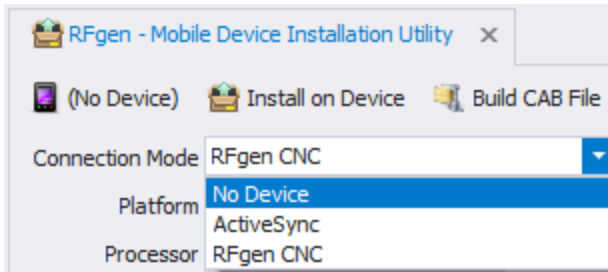
1. Go to www.RFgen.com
2. Click on Support > Product Portal and log in. (You may need to register is you are a new user.)
3. Make sure you install the version that matches the version of the RFgen server.
4. Click on Product Downloads and select the version of the product that matches your server.
For example, if your server is RFgen 5.2.1.3 then download 5.2.1.3.
5. On the server: Click on **Devices > Deploy Solutions**. The Solution Deployment tab displays.
6. Complete the form. Refer to the "[Solution Deployment Settings](#)" for a description of each field and its list of options.



7. Once your information is complete, click on **Build CAB File**. A message on its location displays. Make sure to note the location for future reference.

Depending on which Connection Mode you selected, this process will build these files: RFgenCNC.CAB, RFgenCNC.DAT, and RFGenCNC.inf and RFgenMobile.

Build CAB File Settings




Before you select any options, decide which connection method you want to use BEFORE you build your CAB files.

Connection Mode Settings

No Device means that a CAB file will be created but not placed on the device. The user will need to move that CAB file to the device at a later time or across the network (typically with a USB drive). For example, if you plan on simply using a USB thumb drive/flash drive to install the CAB files, then use the *No Device Connection Mode*.

ActiveSync means that the device is connected to the PC using Microsoft's ActiveSync program – This requires a physical wired connection between the server deploying the CAB file and the device. The easiest method for building and installing CAB files is to use the "Active Sync Connection Mode".

RFgen CNC means that the CAB will be moved from the server to the device over a wireless network. This requires the installation of the *RFgen Windows CE Client* or *RFgen Windows Desktop Client* and discovery of the device via the  device button.

Platform and the **Processor Settings**

These combine to tell which files must be installed on the device. Usually in the settings on the mobile device, there is an About program that will show these values. If the processor says some variation of "X-scale", it is referring to the ARM processor type. It is recommended to use the latest ARM driver in the list first and only choose others if there are compatibility issues.

The **Device Name** is equivalent to the PC name as seen by the network.

The **Install Profile** option allows the user to select which client profile they want to deploy.

- a. The "(RFgen CNC)" profile is unique in that it's the ONLY file that will be installed. Use this option only if you unable to install the Windows CE Client.exe package to the Windows CE\Mobile device.
- b. This profiles list is populated from the profiles created under Solution Explorer > Mobile Profiles. Most Windows CE Devices will have the CNC service component already installed if you already installed the Windows CE Client.exe to the device.

The **Install to Directory** is where all files will be placed.

The **Archive copy for installation after device cold boot?** option places a CAB file on the storage card that can be run again as needed to install the software, usually upon a cold boot.

The **Auto Install RFgen services after device cold boot?** option places a CAB file in a specific folder that is used by the operating system to automatically install any CAB files placed in that folder. This is dependent on the operating system having or supporting this concept.

The **Auto start RFgen client on device boot** option will launch the client whenever the device is warm-booted. A cold-boot may require the software be reinstalled first as set by one of the above options.

The **Archive Directory** usually is a place on the storage card where a backup of the CAB file resides. Check the Archive Copy check box to use this field.

Step 2. Select a Method for Transferring the CAB files

If your CAB files were built with the:

- **No Device Connection Mode**, then skip to **Step 4**. It is assumed you plan on copying the files from the server to the devices using physical device such as a USB flash drive.
- **Active Sync Connection Mode**, then follow **Step 3: Active Sync Connection process**.
- **RFgen CNC Connection Mode**, then follow **Step 3: Wireless Connection process**.

Deploying Mobile Profiles to Windows CE

There are several different methods for packaging and deploying a [Mobile Profile](#) to a Windows CE device. These methods are:

- Third-party transfer program such as the Windows Active Synchronization program which uses a physical connection between your server and your client's cradle.
- Copying the Mobile Profiles to a USB drive and then transferring them to the Client /Client's Cradle.
- Transferring files via a wireless connection.

Before you can deploy a mobile app to a Windows CE device, the following are required:

- a. Installation of the **RFgen Windows CE client.exe** on the server. This installs software that enables communication with the device. It installs the Client Network Control (CNC) service which is maintained as an Installation Profile.
- b. Creation of the CAB file for the Windows CE\Windows Mobile device on the server.
- c. Installation of the CAB file to the Windows CE\Windows Mobile device.

Once the **RFgen Windows CE client.exe** is installed, you can then use the **Deploy Mobile Applications: Mobile Device Installation Utility** to build CAB file(s) – which are required for use of the mobile apps developed in the Mobile Dev Studio – and then install them to the Windows CE device.

Step 3. Connect via Active Sync Method

Follow this process if you built your CAB files with the **Active Sync Connection Mode** and want to install via a USB connection. In this process you will be: a) Selecting the device via the *No Device* button; b) Copying the CAB files to the device via the Active Sync process, and; c) Installing the CAB files using the *Install on Device* button.

Prerequisites:

- The CAB files you built in Step 1.
- Ensure the **Windows Mobile Device Center** program is installed on both the server and the device.
Note: In 2019 Microsoft Windows ceased support of Windows CE / Windows Mobile Devices. This may affect your ability to obtain the Windows Mobile Device Center for your Windows CE / Mobile platform.
- Ensure you have a physical USB connection between the device/device's cradle and the server.



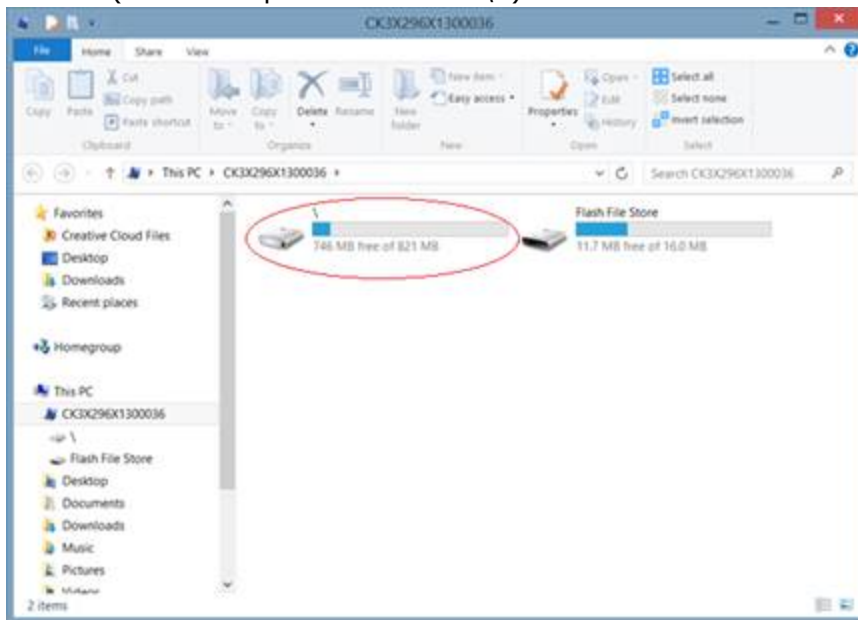
- a. Launch Windows Mobile Device Center.
- b. When the Connection icon shows you are connected, select **Select Connect** without setting up device.



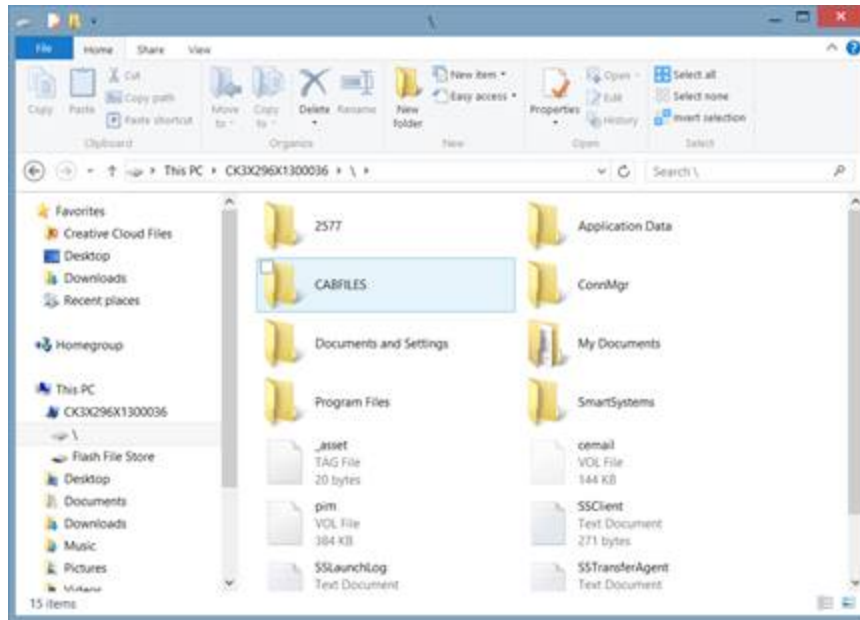
c. Select **File Management – Browse the contents of your device.**



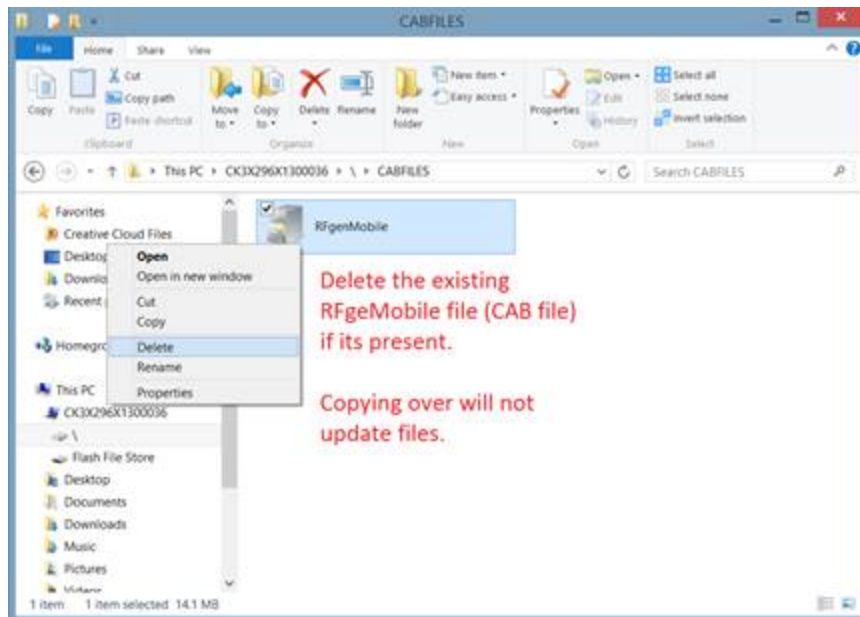
d. You should see the device's storage locations from your File Management view. Select your device install location. (In this example we chose root "\\".)



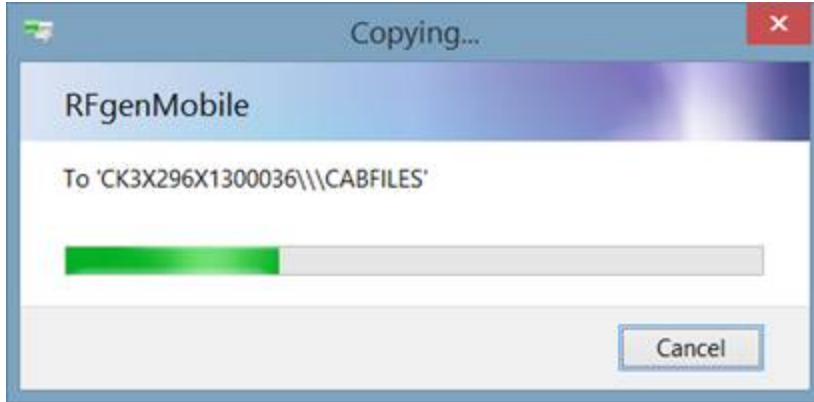
e. Navigate to the **CABFILES** folder.



f. If a cab file is listed, delete this first.



g. Copy the new RFgenMobile file to this location.



h. When its done, this message will display:

Your cab file was created, copied to the device, and the installation started.

i. On the DEVICE, this message will display:

Installation
The previous version of DataMAX RfgenMobile will be removed before the new one is installed. Select OK to continue or Cancel to quit.

Tap **OK** on the device.

j. On the DEVICE, this message similar to this will display:

Choose a location to install "DataMAX RfgenMobile":

Device

\Flash File Store

Space Needed: 14614KB

Space Needed: 781428 KB

k. Select your location and tab **Install**. The status will show its install progress. When its done, this message will display:

RfgenMobile.cab was successfully installed on your device.
If you need more storage space, you can remove installed programs.

Step 3. Connect via Wireless Network Method

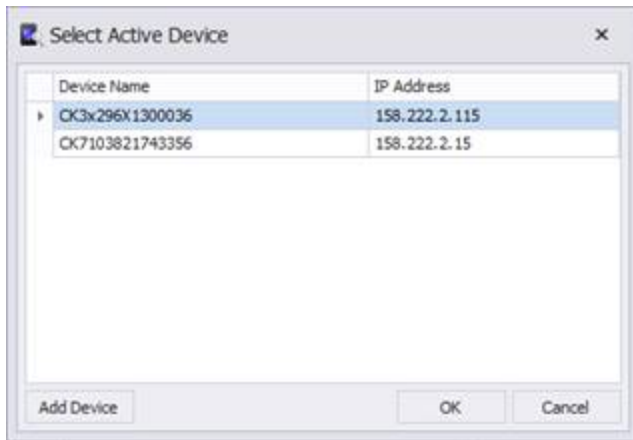
BEFORE you start this process:

Verify your device is on the same network as the server and that the server is accessible.

Install the **RFgen Mobile Client.exe** to the target device. For install details, refer to the RFgen Client Installation Guide for Windows CE pdf.

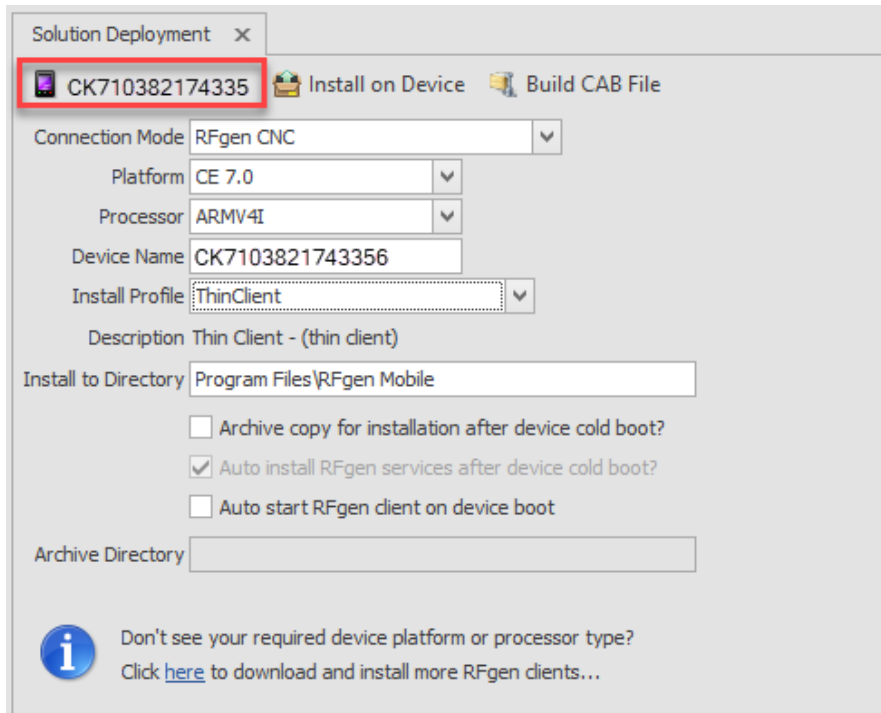
Note: The RFgen Mobile Client.exe installs the RFgen CNC service which enables the client to communicate with the server, and allow the server to perform actions on the device when device is connected via a wireless or cellular connection. It also enables the server to discover the device.


- a. Click on  (**No Device**). The **Select Active Device** screen with a list of discovered devices displays.

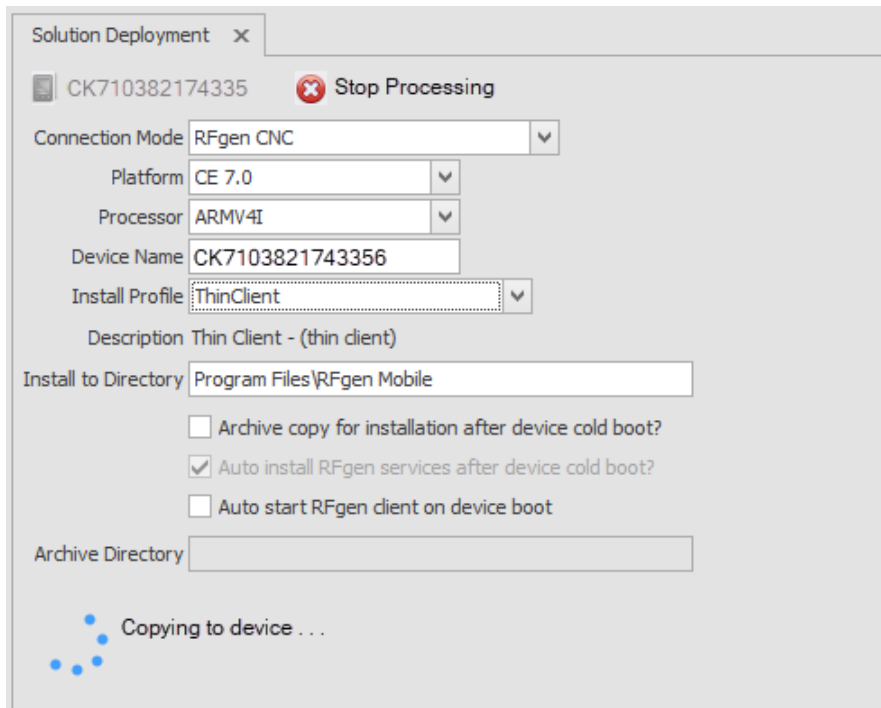


- b. Select the device and click **OK**.


- c. The  icon shows the selected device. You are now ready to install files.



d. Click the  **Install on Device** option to download and install the profile to the device. The process status displays near the bottom of the screen.



(If needed, you can also stop a process by clicking on the Stop Processing button.)

- e. A brief message on the device may show "Creating RFgen database ..." if you installed a Mobile profile.
- f. After the copying to device completes, the mobile device can be disconnected from the server.
- g. On the device, navigate to the **Start**, and launch the  RFgen Configuration program. This will "unload" the CAB files to the device.

Configuring the RFgen Client

When configuring the RFgen Client, the RFgen administrator creates the source Profile which is stored and maintained in the Mobile Development Studio > Profiles folder.

Once the Profile is deployed to the client, a copy of it is stored on the client. How often and when its updated depends on the values set in the profile on the client.

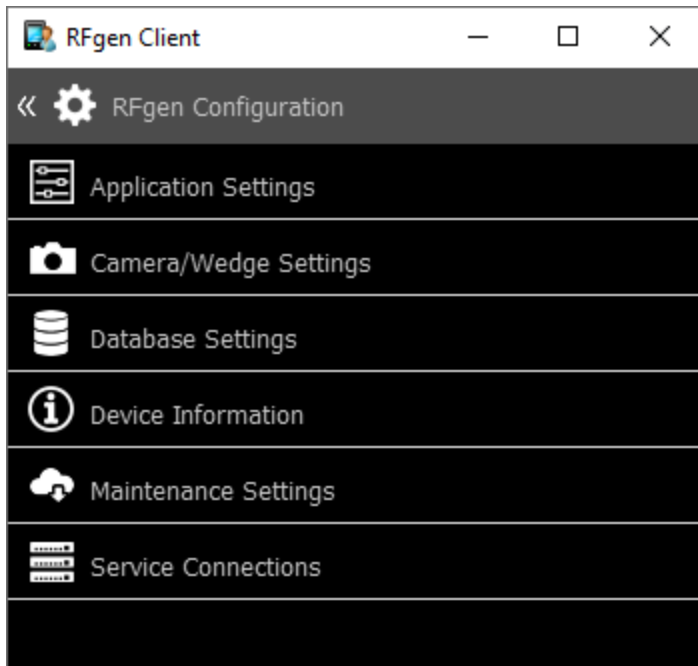
In versions of the RFgen 5.2 and higher is a feature where the settings can be locked or unlocked by the RFgen Administrator so the end-user such as the warehouse worker, picker, shipper, or manager can or cannot make any changes to the profile on the client. By default, the profile and ability to change it is locked. The lock is set via the use of a password in the source Profile in Dev Studio.

The options you can set for the client are extensive.

For information on the values that are set in Mobile Development Studio >Profiles see [Profile Option Descriptions](#) in the RFgen Users Guide.

For more information on setting options and descriptions that are on the Client, see [Client Configuration Settings](#) topic.

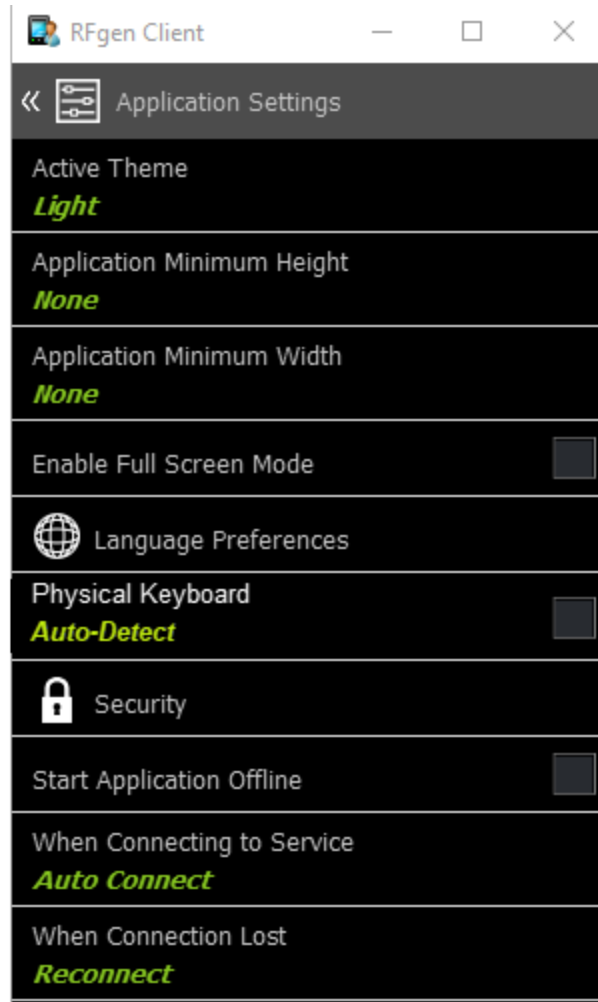
Client Configuration Settings



RFgen Configuration is a collection of status and settings that are used to change how a mobile client (Android, iOS, Windows Desktop, or Windows Mobile/CE) starts up, receives updates, and displays your application screens.

For more information, see the specific topics on [Application Settings](#), [Camera Settings](#), [Database Settings](#), [Device Information](#), [Maintenance Settings](#), or [Service Connections](#).

Client Configuration - Application Settings



Active Theme

This is the theme resource to be used on the device. It contains all the look-and-feel display options.

Application Minimum Height

This applies to the Desktop Client only. It is not present on Android, iOS, or Windows CE systems. An Application Minimum Height value helps restricts the screen from being resized below the values set here so the applications isn't "lost" because its too small to find. All values are in pixels.

Application Minimum Width

This applies to the Desktop Client only. It is not present on Android, iOS, or Windows CE systems. An Application Width value helps restricts the screen from being resized below the values set here so the applications isn't "lost" because its too small to find. All values are in pixels.

Enable Full Screen Mode

This option determines if the display on the mobile device is in a window (smaller) or if the application is maximized for the screen (larger). If checked, it will display at the maximum size.

Language Preferences

The default is English. Any language may be chosen from this menu.

Application Interface allows the user to change the configuration user interface from English into Arabic, Chinese, French, German, or Spanish. After a disconnect, the user interface reverts back to English.

Application Locale allows the user to change the mobile application into any of the locales listed in the list. If the application was developed with localized / translated terms, these will be presented in the mobile application. Otherwise the application will default to the language it was developed in (i.e English).

Physical Keyboard

If this is checked, the client will automatically check first if the device has a physical keyboard instead of displaying a virtual, soft keyboard.

Security

- *Allow Configuration* allows the user to change the configuration on the client.
- *Allow Exit Session* allows the user to control when to exist a session with the server.
- *Allow Screen Capture* (available only for Android, not Windows Desktop, iOS or WinCE) - If checked, the device can be used to capture an application screen while in Thin or Batch mode. Refer to your device manufacturer's instructions for snapping a screen capture. (i.e. Holding the Volume button and Lock Button down).

Start Application Offline

If this is checked, the client will start applications when the client is offline, and is disconnected from the server.

When Connecting to Service

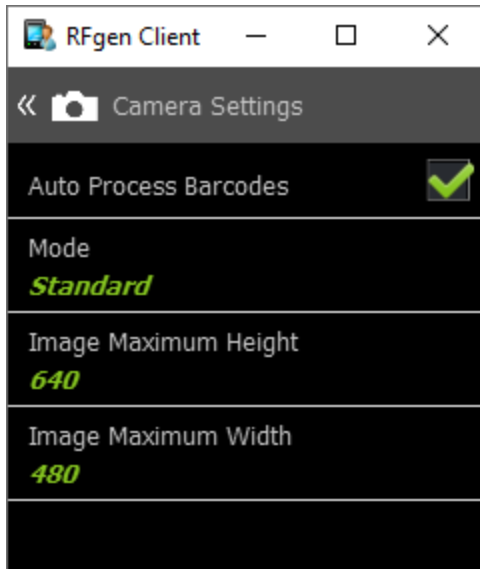
AutoConnect will connect the client to the server that is listed in the RFgen Services group. If however, you have multiple RFgen Servers setup, you can enable the user on the client to choose which server he/she connects with if you select the *Select Service* option. (See details on the RFgen Services Group.)

When Connection Lost

Reconnect will automatically connect the client to the server listed in the RFgen Services group. If the first one on the list doesn't connect, then the client attempts a connection with the next one on the list.

Go Offline is for clients that are licensed to work in batch mode and are licensed to work offline.

Client Configuration - Camera Settings



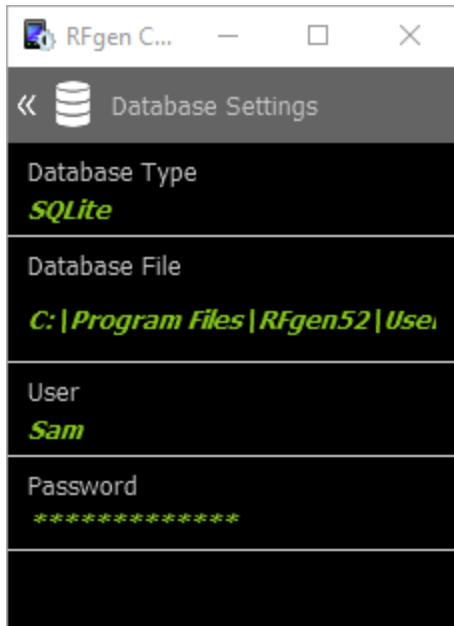
Auto Process Barcodes - In RFgen 5.1, this setting was called "Return After Scan." Set this value to True if you want the cursor to move automatically to the next field after scanning a barcode with your device's camera. For devices with cameras (not scanners), RFgen appends a Return/Enter (post-amble) after the scanned characters. If set to False, the cursor will remain in the same location and the user will need to tap the Return/ Enter key to continue to the next field.

Camera Modes - If Auto Process Barcode is enabled, *Native Wedge* will append two Return characters to a scanned transaction. *Standard* will append one Return character to a scanned transaction. *None* - Return is not appended at the end of a scan transaction. (Return is disabled.)

The *Scanner Intent Action* option is available for Android devices ONLY. It provides an alternate method of scanning barcodes when using a Honeywell or Zebra device (Android OS). Ordinarily, the normal scan process with a wedge reads the barcode and converts the scanned images into keystrokes. If however scan data is being omitted or isn't appearing quickly, set the Camera Settings Scanner Intent Action, and use the default value "com.RFgen.OnScan".

Maximum Picture Width and **Maximum Picture Height** These values are preset to a height 640 pixels and a width of 480 pixels. If you are taking pictures, and the device starts to slow down (i.e. its slow when you try to do an upload or the performance is slow), you can reduce the height or the width to reduce the number of pixels used by the picture. You only need to change one or the other as RFgen will scale the picture accordingly.

Client Configuration - Database Settings



Database Settings is used to store data on the client if the Profile had this enabled/setup for the client.

Database Type - If the Profile had included a database, to process data/transactions off-line, select the database type to be used. If the client is to process transactions only when its connected (in a session with the RFgen server), then select None.

Database File (Storage Location) - Enter the storage location (path) for the database. Locations are unique for Android, iOS, Windows desktop/Windows CE).

User - Use this interface to enter the user login information that the database requires for access.

Password - Use this interface to enter the password that the database requires for access.

Client Configuration - Device Information Settings



Device Information is used to help the user see the client-access rights and its graphical user identification on the mobile client (Android, iOS, Windows Desktop, or Windows Mobile/CE).

Authorization

If the device was authorized for connection by the server, its status is "Authorized." If its not, its status is "Unauthorized."

Authorization Code

The authorization code applies to the unique license that is required if the client is used in offline mode. This field is not provided/used if the client profiles is set to only be active when connected to the server.

Identity

The Identity is the graphical user identifier (GUID) generated by the RFgen Client software. When a device connects to the server, each device uses the GUID as its unique identifier. This GUID is visible in the Mobile Unity Management Platform > Device Authorization screen or the Mobile Development Studio Devices > Authorized Devices screen.

IP Address - the IP address of the device if its connected to a network.

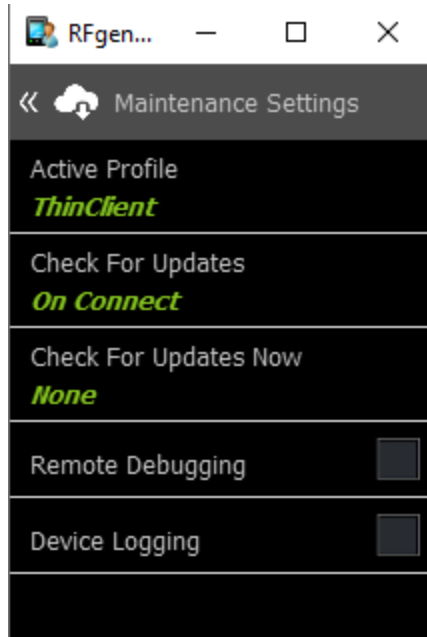
Operating System Version - The version number of the Android, iOS, Windows CE or Windows operating system.

RFgen Build Number - The RFgen Client software release and build version.

Screen DPI - The dots per inch value used by the client.

Screen Size - The size of the screen used by the client.

Client Configuration - Maintenance Settings



Maintenance Settings is display information a RFgen administrator needs to ensure the client's profile is up-to-date and if needed, debug the client remotely.

Active Profile

Shows which Profile was installed to a client

Check for Updates

This sets the method and how often the client will check the server for a Profile and compare if there are differences. If differences exist, the client profile would be updated. This can be set to *Manual* (when the user requests it), *On Connect* (only checks for profile updates when the client connects to the server), or *Daily* (checks are performed even if the client is never disconnected from the server).

Check for Updates Now

If the Check for Updates is set to Manual, the user can choose to **Reprovision the Device** or **Resynchronize (Resync.) Applications**. Reprovision a device if you want to wipe out the user settings and applications on the device and refresh it with the one from the server. Resync Applications will only refresh the applications on the existing profile with those in the server. To use either, select yes and click on the << Check on Updates Now until you reach the main menu to retrieve the update. Tap **None** if you don't want to make any changes, then tap the << Check for Updates Now to exit this screen.

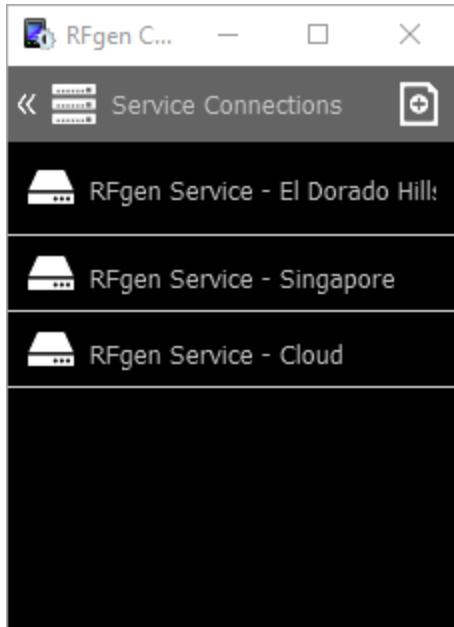
Remote Debugging

This simply enables another RFgen server to initiate a remote session via the port that is listed in the Client Configuration - Maintenance Settings screen.

Device Logging

Creates a log on the device for troubleshooting purposes.

Client Configuration - Service Connections



Service Connections is used to add, delete, and change the information on the RFgen server providing client services.

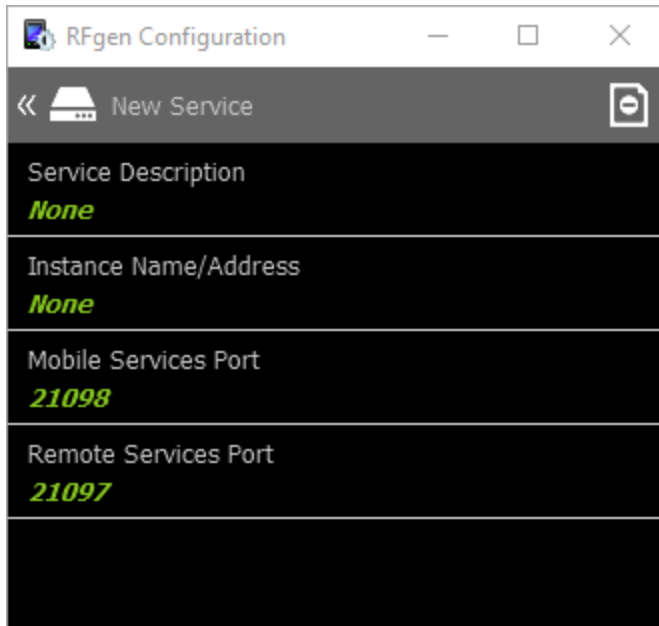
To add a new service connection, tap the "+" plus icon in the upper right corner. Complete the information in the [New Service](#) screen.

To modify an existing service, tap the Service that you want to modify.

To remove a service, tap the service you want to remove. When the Service Description screen displays, tap the name of the service and delete the name from the pop up box and tap **OK**. "None" will display in its place. Tap the << icon at the top to return to the prior screen.

For more details on the properties, see [Client Configuration - New Service](#) details.

Client Configuration - New Service



New Service is used to setup a connection to a server, or change the ports for a server, or remove the entire server from the profile. The information here (on the client) should match the server name or IP address described in the [source Profile](#) stored in the Mobile Development Studio Profiles folder.

Service Description

Enter the server name of the RFgen server.

Instance Name/Address

Instance Name/Address Enter the IP address or unique server name. The Instance Name/Address can be the server's name, address, or a substitute Fully Qualified Domain Name (%FQDN%). This is the server(s) including Load Balancing servers that provide the client profiles and services for the mobile client. The %FQDN% can be used in the event the source application database is moved to a different server and will help resolve the client locate the new Name/Address of the server that now has the application database (including profiles) that client needs in order to work.

Mobile Services Port

Port 21098 is the default port which is used on the client and on the server for communication purposes. If you cannot use the default port, remember to make the port number (id) must be the same on the client and the server.

Remote Services Port

Port 21097 is the default port that a manager or administrator can use to remotely log onto the client if the user on the client needs help. This can be changed, but will also need to be changed on the server as well.

Updates versus Upgrades

"**Updates**" refers to the process of updating the solution elements which are deployed by the server (or physical transfer). This may include updates to your mobile applications, mobile profile settings, data etc. once the client software has been installed. As long as your client has the same major version of the server, for example if the client has 5.1.17 installed, and the server has 5.1.17 or higher installed, these versions are compatible, and solution updates are supported.

"**Upgrades**" refers to the process of installing a newer major version of the RFgen client software or the RFgen server software. For example, if you are moving from RFgen **5.1** and **5.2** this is called a software upgrade.

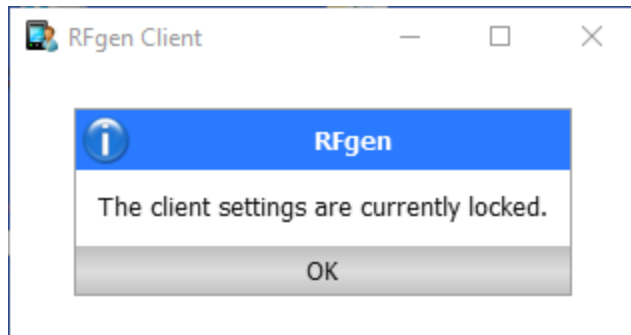
Version Compatibility With the Server

- If you **upgrade the server**, your client software must also be upgraded. RFgen Server software is not backward compatible with older, major versions. (For example RFgen 5.2.x server is not compatible with a 5.1.x client.)
- The RFgen server does NOT automatically upgrade client software when it connects to the client. You will need to install the RFgen client software of the same major version as the server to ensure they are compatible.
- If your RFgen client is unable to connect due to a version mismatch, an error message stating an upgrade is needed will display.
- Minor versions between the server and client are supported, as long as the server has the newer version. For example, if the server has 5.1.27 installed, and the client has 5.1.20 installed, the client is supported. If the server is 5.1.17 but the client version was higher (i.e. 5.1.27), this combination would not be a recommended install -- especially if the client is set to download the profile from the server automatically.
- While its possible to have two different major versions of RFgen installed on the same device, **this is not recommended** as the end user won't know which version to launch AND if you were storing data on the client, this could cause issues with the database.

Client Dialogs and Messages

Depending on the state of your connection, your RFgen client will display a message in the event it is unable to find and connect to the server, or, was able to find the server but the server rejected its connection, or while connecting to the server, a mismatch in versions was detected. The following topics describe the possible causes for each type of dialog.

Client Configuration Locked Message



The Client settings are currently locked.

[OK]

Symptom:

Message displays "The Client configuration has been locked and cannot be edited." or "The client settings are currently locked." and does not let you view or access the RFgen Client Configuration settings.

Possible Reasons

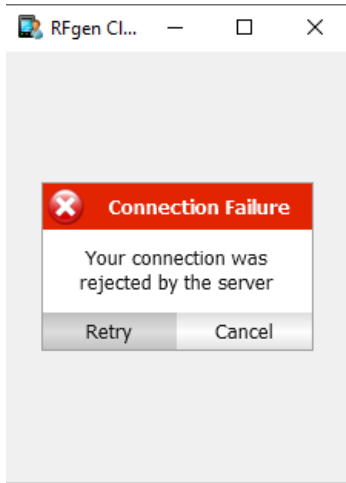
- When you launch the mobile client or the RFgen Desktop Windows Client, it connects with the RFgen server and obtains the device configuration settings called a *profile* from the RFgen server. If the client profile setting *Allow User to Configure Device* is set to "Never" then the user on the client will be prevented from changing the configuration settings.

Solution

The RFgen Administrator needs to change the Profile settings to a value other than "Never" in the "Allow User to Configure Device" and re-deploy the updates to the client.

User access to RFgen client configuration settings should be restricted for obvious security and client management reasons.

Connection Failure Message



Connection Failure Your connection was rejected by the server

Description The server received the client connection request, but rejected the request for reasons related to device licensing and/or authorization status.

- **Insufficient Licenses.**

Your client has requested a connection to the server, but the server lacks a sufficient number of licenses to allocate to it, and therefore rejects the client's connection request.

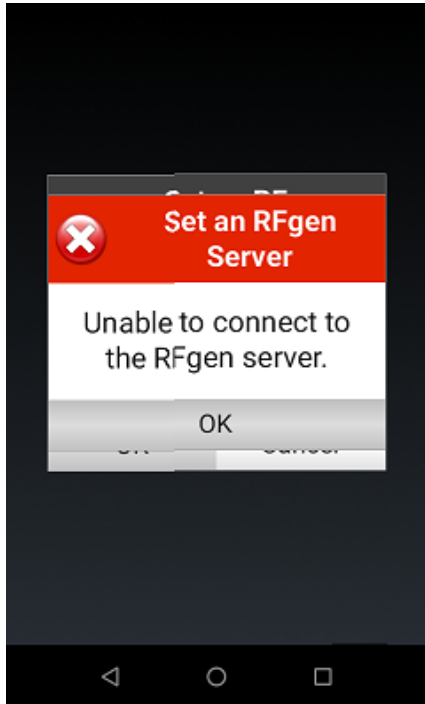
- **Device Not Authorized.**

Your client has requested a connection to the server, but the server rejected the request because this specific device (tracked by a graphical user identification on the server) is not authorized for connection and therefore rejects the client's connection request.

[For more details on how to authorize a device, click here.](#)

If you have a shortage of available device licenses, consider requesting more from your RFgen Sales Representative, or you can [release/remove authorized devices](#) that have been assigned a license from Device Management > Access / Authorized Devices > RFgen - Device Authorization to free up a license.

Set an RFgen Server - Unable to connect to the RFgen Server Message



Description: This message displays after you are asked to enter the server (host) name or IP address. If the client is unable to connect using the name or IP address entered, the message "Set an RFgen Server" "Unable to connect to the RFgen server." displays.

Possible Reasons Client is Unable to Connect to the RFgen Server

Security Block

The clients connection request is being clocked by a firewall or virus detection system.

- Check with your network or system administrator on how to enable communication in a secure manner.

Bi-Directional Comm Not Setup Correctly

Either the client network or the server network is not set up for bi-directional communication.

- Check with your network or system administrator to setup bi-directional communication.

Server Services Are Not Running

Server unable to accept connection if services are down.

- Verify if the Server Services (RFSVR510.exe) is running through the Mobile Unity Platform Server console or Windows Task Manager.

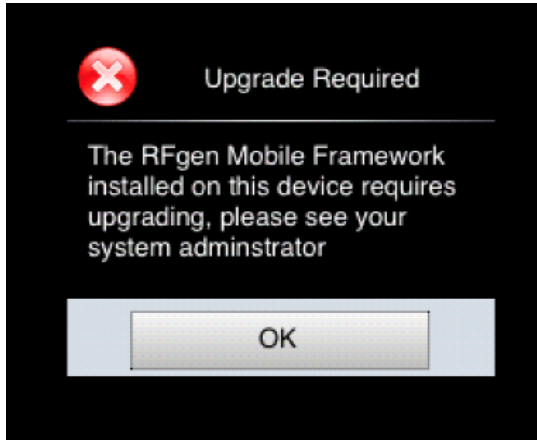
Network Connection Disabled

- Make sure the client's wi-fi is on and is on the intended network.
- make sure the server is connected to the network intended for connection to the devices.

Mismatch RFgen Server Name/IP

When setting the RFgen server, make sure the server name and IP address you entered on the client matches the RFgen server name/IP address configured in the RFgen Mobile Development Studio > Profiles [Profile Name] > RFgen Service Groups

Upgrade Required Message



Upgrade Required

The RFgen Mobile Framework installed on this device requires upgrading, please see your system administrator.

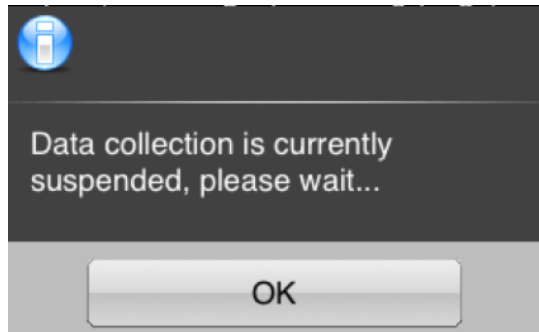
What This Message Means

This message displays when there's a major version difference between the version installed on the RFgen Mobile Unity Platform Server and your RFgen Client.

For example if the Server is 5.1.8, the client is supported from 5.1.0 to 5.1.8. But if the server was 5.2 and the client was 5.1 they are not compatible.

You can have multiple versions of the RFgen software client installed on the device, but when you launch the application, the major versions need to match (i.e. 5.2.x to 5.2.x but not 5.1.x to 5.2.x).

You data collection was suspended



Data collection is currently suspended, please wait.

This message displays on the screens of connected clients (Thin Clients) when the RFgen Server service is suspended.

For example, if the RFgen Administrator is on the RFgen Mobile Unity Management Platform console and clicks the Suspend Services button, this is the message the clients will see.