



## **Trouble-Shooting Tips: bEST Server**

If you are unable to register your MFP successfully or access your workflows on the Interactive MFP Simulator, this may indicate communication issues with the Dispatcher Phoenix bEST Server. Do the following:

## Check KMBS bEST Server Status

- 1. On the PC that is running Dispatcher Phoenix, open the Services window.
- 2. Make sure that the KMBS bEST server service has a Status of Started.

Consistent (Lanado)									
Services (Local)	Services (Local)								
	KMBS bEST server	Name	Description	Status	Startup Type	Log On As			
		🔍 IP Helper	Provides tu	Started	Automatic	Local Syste			
	Stop the service Restart the service	IPsec Policy Agent	Internet Pro	Started	Manual	Network S			
		KMBS bEST server	Dispatcher	Started	Automatic	Local Syste			
		KMBS Logging Ser	Handle Log	Started	Automatic	Local Syste			
	Description: Dispatcher Phoenix bEST server	KMBS OCR Service	Handle OC	Started	Automatic	Local Syste			
		KMBS SEC LPR Ser	This service	Started	Automatic	Local Syste			
		KMBS SEC SMTP S	This service	Started	Automatic	Local Syste			
		KMBS Workflow S	Delete files f	Started	Automatic	Local Syste			
		KtmRm for Distrib	Coordinates		Manual	Network S			
		🔍 Link-Layer Topolo	Creates a N		Manual	Local Service			
		🔍 Media Center Exte	Allows Med		Disabled	Local Service			
		Microsoft .NET Fr	Microsoft		Disabled	Local Syste			
		Microsoft .NET Fr	Microsoft		Disabled	Local Syste			
		Microsoft .NET Fr	Microsoft		Automatic (D	Local Syste			
		Microsoft .NET Fr	Microsoft		Automatic (D	Local Syste			
		🔍 Microsoft iSCSI Ini	Manages In		Manual	Local Syste			
		🍓 Microsoft Softwar	Manages so		Manual	Local Syste			
		🎑 Mozilla Maintena	The Mozilla		Manual	Local Syste			
		🔍 Multimedia Class	Enables rela		Automatic	Local Syste			
		🔍 Net.Msmq Listene	Receives act		Disabled	Network S			
		🔍 Net.Pipe Listener	Receives act		Disabled	Local Service			

Check bEST Settings - Server Host Name/IP Address

- On the Dispatcher Phoenix main application, select the MFP Registration Tool... option from the Tools drop-down menu to open the MFP Registration Tool.
- On the MFP Registration Tool, select the Defaults button; then click on the Refresh button next to the Server Host Name/IP Address field. If the IP address changes, this was the likely cause of the issue.

	initiation
bEST Server Setting Server Host Name	s
	Port: 50808
	SSL Port : 50809
-bEST App Default S	ettings
bEST App Name	(DP Phoenix
Panel Appearance	Graphical User Interface (requires iOption)
	Automatically register as Native UI if Graphical UI is not supported on MFP



## Trouble-Shooting Tips: bEST Server

Check bEST Settings - Authentication

If this does not resolve the issue, your Authentication Settings may need to be refreshed. Do the following:

- 1. Click the Edit MFP button in the MFP Registration Tool.
- 2. On the Edit MFP window, select the Authentication tab.
- 3. If the second Authentication option is enabled, click on the **Refresh** button next to the "Always log in as" entry field. If the user name changes, this was the likely cause of the issue. See the following illustration for an example:

lit MFP					×
MFP	Authentication				
O Prompt for us	sername and passw	ord			
Show re	ecent user selection	1			
Allow I	ogin with previous	y cached pass	word		
Always log in	as				
johndoe		62 (			
Use MFP prov	vided username to I	log in			
This option Phoenix to below.	n utilizes the user's login to the local v	password pre vindows accor	viously cached b unt or to the don	y Dispatcher nain specified	
Windows [	Domain (WORKG	ROUP	62		
					J
			Save	Cancel	
	MFP Prompt for us Show re Show re Allow le Allow le O Use MFP prov This option Phoenix to below. Windows I	MFP Authentication MFP Authentication Prompt for username and passw Show recent user selection Allow login with previously Allow login with previously Allow login to the provided username to I This option utilizes the user's Phoenix to login to the local v below. Windows Domain WORKG	MFP Authentication    MFP Authentication   Prompt for username and password  Show recent user selection  Allow login with previously cached passe  Always log in as  johndoe   Subset of the series password previously cached passe  Mindows Domain WORKGROUP	MFP Authentication  MFP Authentication  Prompt for username and password  Show recent user selection  Allow login with previously cached password  Allow login with previously cached password  Allow login to the local windows account or to the dor below.  Windows Domain WORKGROUP	MFP Authentication          MFP       Authentication         Prompt for username and password         Show recent user selection         Allow login with previously cached password         Allow login with previously cached password         Alloways log in as         johndoe       Deletee         Use MFP provided username to log in         This option utilizes the user's password previously cached by Dispatcher Phoenix to login to the local windows account or to the domain specified below.         Windows Domain       WORKGROUP         Save       Cancel