

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Radio Client Error When Loading

SYMPTOMS

- This message appears when you first load the SmartMsg Radio Client, “An error has occurred registering with the server!”
- After clicking on OK to the error message, the Radio Client’s CSP 1001 Board Status says “Connected” and under the Server Name the Connection Status will say “Disconnected”
- If you try to set up any unique logins for a cable, an error message will pop up saying “Error communicating with the server”.

CAUSE

The Radio Client Module may not be installed. To check if the Radio Client module is installed follow these steps:

1. From the SmartMsg Admin Tool, select **Properties** from the **Global** menu.
Note: Only Global Administrators have access to Global Properties.
2. When Global Properties appears, go to the **Modules** tab and scroll to find the Radio Client.

If the Radio Client is installed, the version number appears in the Version column. If the Radio Client module is NOT installed, no number will appear in the Version column; instead “N/A” is displayed.

Resolution

There are 2 ways to resolve this issue:

To resolve this issue manually:

1. Install the Radio Client Module by obtaining the CSD_RadioClient.dll from Codespear Support.
2. Copy the RadioClient.dll file and paste it into the Program Files >Codespear >Server folder. A License to use the Radio Client is also needed, contact Codespear Support to obtain a license.

To resolve this issue automatically:

1. In the SmartMsg Administrator Tool, select **Check for Updates** from the **Help** menu.
2. Enter the **Update Server IP** and **Port**, and click the **Check for Updates** button.

3. Checkmark the Radio Client Module update from the list of Available Updates.
4. Click **Install Selected Updates**.
5. Restart the SmartMsg Server Service. A license to use the Radio Client is also needed, contact Codespear to obtain a license.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
