

**Knowledge Base Article**

## **Dispatch Console Error When Loading**

### **SYMPTOMS**

This message appears when trying to start the SmartMsg Dispatch Console, “An error has occurred registering with the server!”

### **CAUSE**

The Dispatch Console Module may not be installed on the server. To check if the Dispatch Console 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 Dispatch Console.

If the Dispatch Console is installed, the version number appears in the Version column. If the Dispatch Console 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 update the system manually:

1. Install the Dispatch Console Module on the SmartMsg Server by obtaining the CSD\_DispatchConsole.dll from Codespear Support.
2. Copy the DispatchConsole.dll file and paste it into the Program Files >Codespear >Server folder. A License to use the Dispatch Console is necessary. Contact Codespear to obtain a license key for the Dispatch Console.

To update the system 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 Dispatch Console Module update from the list of Available Updates.
4. Click **Install Selected Updates**.

5. Restart the SmartMsg Server Service. A license to use the Dispatch Console is necessary. Contact Codespear to obtain a license key for the Dispatch Console.


## 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.

---