

CODESPEAR®

HELP CENTRAL

Date Created : 8/28/06
Date of Last Review : 8/28/06
Article Number : 80003

Knowledge Base Article

GIS Console Error When Loading

SYMPTOMS

This message appears when trying to open the GIS Console, “An error has occurred registering with the server!”

CAUSE

The GIS Console Module may not be installed on the SmartMsg Server. To check if the GIS Console module is installed follow these steps:

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

If the GIS Console is installed, the version number appears in the Version column. If the GIS 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 manually install the GIS Console Module:

1. Install the GIS Console Module on the SmartMsg Server by obtaining the CSD_GIS.dll from Codespear Support.
2. Copy the CSD_GIS.dll file and paste it into the Program Files >Codespear >Server folder. The GIS Console requires a license. Contact Codespear to obtain a license key for GIS.

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 GIS Console Module update from the list of Available Updates.
4. Click **Install Selected Updates**.
5. Restart the SmartMsg Server Service. The GIS Console requires a license. Contact Codespear to obtain a license key for GIS.


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.
