

Establish and check connection to QuestServer with QuestAdmin

This guide is intended to help you establishing a connection to the QuestServer with QuestAdmin. Especially in cases when you receive a notification "**Could not connect to QuestServer!**".

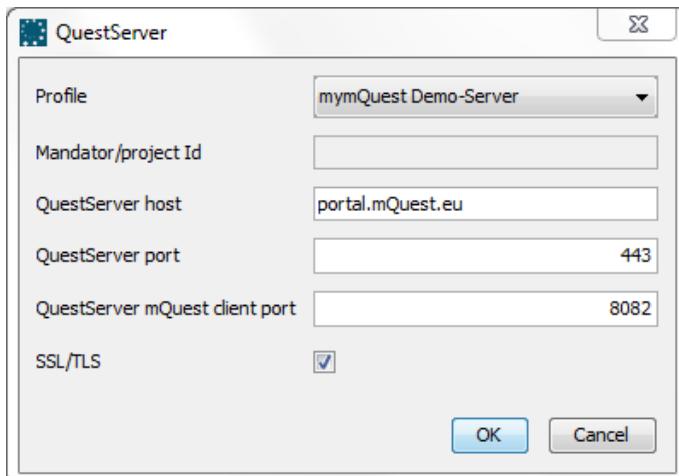
1 General Information

- You'll find the latest manuals in the my.mQuest web portal. This is available at <http://my.mQuest.eu>. Log in with your username and password. The manuals are located in the tab Documentation.
- All information regarding used ports etc. are standard settings. It is possible that in your organization different settings have been made.
- Information about the suitable connection settings:
 - Your **QuestServer Hosting** is at **cluetec** (an Account/ Mandator has been provided for you on the cluetec QuestServer): You'll find all information in the notification mail from cluetec. Use the profile "Manual".
 - You have an **own QuestServer** (in a network): **QuestServer Host** is the IP address or the DNS name of the QuestServer computer. You should get all details from your responsible IT expert. Use the profile "Manual".
 - You run a **QuestServer local on your PC**: Use the profile "Local QuestServer". Default username and password are "startadmin". You should change these (see manual).
 - You'd like to use the cluetec **Portal-Server** (provided for testing purposes): Use the special profile „**my.mQuest Demo-Server**“.

2 Procedure

Check Connection Settings

1. Open the settings menu via **Preferences > QuestServer**.



2. Check the settings of **QuestServer Host** / respectively the chosen **Profile**. If necessary adjust those settings. You'll find information about the correct settings in section 1.
3. In case you use IP address or DNS name of the QuestServer, check the **correct spelling**.
If you're using QuestServer local on your PC, use the Profile „**Local QuestServer**“.
4. Check the settings of **QuestServer Port**. Default ports: 80 (SSL off) / 443 (SSL on)*. Watch the correct combination of Port and SSL on / off. If you host the server yourself the ports may be different.
5. Test the connection e.g. by clicking **Result management > Display results of the QuestServer**. Watch the correct **spelling of username and password**.

Check the Status of the QuestServers on your PC

1. If the QuestServer is located on your PC, check if the server is started (green traffic light symbol in the QuestServer panel).
2. Start QuestServer if necessary or wait until it has started completely.

If you're using an own QuestServer in a Network

1. Check if there are **restrictions of the required ports** in the firewall of the computer or the corporate network: **Default ports: 80 / 443*** (For details see manual mQuest Quickstart.pdf). If necessary request port and firewall settings from your responsible IT expert.
2. Remove all restrictions from the required ports. Contact your responsible IT expert in order to assist you.

Check Outgoing Network Connections

- If you want to establish a connection to a QuestServer on the internet (e.g. via WiFi or network), there must be **no restrictions for the used port** of your PC. (Default ports 80 / 443*)
→ Check the settings of your firewall / router and adjust these if necessary.
- When used in corporate networks the **central firewall** or a **proxy server** which must be used may be the reason for connection issues. If a proxy server is the reason you can make changes to the file QuestAdmin.ini as described in the following section.

* Additionally ports 8081(no SSL) / 8082 (with SSL) are used for the function "Generate random results".

Adjust Proxy Settings in QuestAdmin.ini

You get all required information about proxy server settings from your responsible IT expert.

1. Open the file **QuestAdmin.ini**, e.g. with Notepad and put the following text in the line "jvm-arguments =".

```
-Dhttp.proxyHost=proxyhostURL -Dhttp.proxyPort=proxyPortNumber
```

If you're using a connection **with SSL**, replace "http" with "**https**".

2. Change the text behind "-Dhttp.proxyHost=" to the **URL** of the proxy server.
3. Change the text behind "-Dhttp.proxyPort=" to the **Port** of the proxy server.
4. If your proxy requires a username and password put the following text right behind the previously entered text.

```
-Dhttp.proxyUser=someUserName -Dhttp.proxyPassword=somePassword
```

If you're using a connection **with SSL**, replace "http" with "**https**".

5. To set your username and password enter behind "-Dhttp.proxyUser=" your username and behind "-Dhttp.proxyPassword=" the associated password.
⇒ *Your QuestAdmin.ini should look similar to this:*

```
vm      = .\jre\bin\javaw.exe
jvm-arguments = -Xmx512m -DmQuestEnv=4 -Dhttp.proxyHost=proxyhostURL -
Dhttp.proxyPort=proxyPortNumbe -Dhttp.proxyUser=someUserName -Dhttp.proxyPassword=somePassword
...
```

6. Save the file and close the editor.

You have completed the proxy settings.

7. If applicable close QuestAdmin and restart it.

3 Contact Support

Please try first to establish a connection with the help of this guide. If you need any further help contact the mQuest® support.

The support is available during the normal working hours (Mon. to Fri. 9am to 5pm GMT+1).

Telephone: +49 721 83179-222

E-mail: support@mQuest.de

Required Information:

- Problem description as detailed as possible
- Exact wording of the displayed error message
- When do you receive the error message?
- Has a connection been established before?
- Which version of mQuest® is used?
- Other remarks / specifics.
- Information about connection parameters:
 1. To which QuestServer shall be connected?
 2. Used QuestServer settings
- General information about the PC
 1. Availability of internet on the PC
 2. Operating system