



Most Common System Problems when Starting Up Freeance View Server Side App for GIS on BlackBerry smartphones.

1. Unable to log into the Freeance Configuration System after installation

* Double Check Freeance Prerequisites

.NET Framework 3.5 must be installed before Freeance is installed. If this was not installed prior to installing Freeance, then you will need to install the .NET 3.5 Framework (available via Windows Updates). After the .NET 3.5 Framework is installed, run the Repair Freeance Mobile utility from the Freeance Mobile program group in the start menu.

IIS must be installed prior to installing Freeance. If you have installed Freeance on Windows 2008, then you will also need to install the Server Role for CGI. After installing IIS and/or the other required Server Roles, run the Repair Freeance Mobile utility in the Freeance Mobile program group.

* Verify that your Freeance Mobile View License was installed correctly

The license file should have been placed in the Freeance Mobile installation directory (by default, this is C:/FreeanceMobileHome)

Check to make sure that the license file has Read permissions for the Internet Guest Account.

* Disable any optional database extensions

If support was enable for a database type and the client libraries are not installed or are not functioning properly, then Freeance may fail to work correctly. To configure support for optional databases, run the Configure Freeance PHP Extensions utility located in the Freeance Mobile program group in the start menu.

* Verify PHP is working

Check to make sure that the Internet Guest Account has Read permissions for the FreeanceWeb directory (if Freeance was installed to the default location, this directory would be located at C:/FreeanceMobileHome/FreeanceWeb). If the Internet Guest Account does not have Read permissions to this directory, then running the Repair Freeance Mobile utility from the Freeance Mobile program group in the start menu will reset these permissions.

In the FreeanceWeb directory, create a file named info.php. In the file, place the following text:

```
<? phpinfo(); ?>
```

Then, open a web browser on the server, and load <http://localhost/FreeanceMobile/info.php> . A page showing a bunch of information about PHP should be displayed. If not, then there is something preventing PHP from working properly. See the PHP error log located at C:\FreeanceMobileHome\Logs\php_errors.txt and the Windows Event Viewer for possible clues as to what may be preventing PHP from running.



2. Connecting to ArcGIS Server Map Services

- * Verify that Freeance can communicate with your ArcGIS Server

In a web browser, open http://<your_arcgis_server>/arcgis/services?WSDL . An XML document should be displayed. If an XML document is not displayed, then you should contact ESRI Support on how to fix this issue.

- * Verify that everything in the MXD is correct

Open the MXD in ArcMap and check each layer to make sure that it displays properly

3. BlackBerry "Seeing" the Freeance Server to Download Apps / Profiles

- * There are two ways that your Freeance Server can be accessible to your BlackBerry devices

The MDS portion of your BlackBerry Enterprise Server must be set up so that your BlackBerry devices can access internal network resources

You could make your Freeance Server and ArcGIS Server publicly available. Note that this would mean that these servers would be accessible to everyone on the internet.

- * Other things that might cause issues

Proxies, firewalls, BES restrictions, etc...

4. Application operations timeout in the BlackBerry application

- * Turn off Keep Alives in IIS

In Windows 2003

- + Open IIS Manager
- + Right-click on the Default Web Site in the left-hand pane and go to Properties
- + Uncheck Enabled HTTP Keep-Alives on the Web Site tab
- + Click the OK button

In Windows 2008

- + Open IIS Manager
- + Click on the local computer in the left-hand pane
- + Double-click on HTTP Response Headers
- + In the right-hand pane, click on Set Common HTTP Response Headers
- + Uncheck Enable HTTP keep-alive
- + Click the OK button



5. Trouble Creating Database Resources

* Missing client libraries

If you are using MS SQL Server or Oracle, you must have the proper client libraries installed. If they are not installed or working properly, then you will not be able to connect to the database in Freeance.

* Database Specific

If using Oracle, verify that the database connection settings being used are correct. As Oracle can be tricky in this regard, you may have to contact your database administrator to verify that you have the correct information.

If using MS SQL Server, verify that your SQL Server is using Mixed or SQL Server authentication modes. Freeance cannot connect to databases that use Windows Only authentication mode.

6. Trouble Creating Predefined Queries

* If you are getting errors when you try to run the query, ensure that the syntax for where clause is correct. If you need help, see the SQL Guide available from the Freeance Mobile program group in the start menu.

* With some databases, if you are using a user that has privileges to the data that you need to query on, but does not own the data, then you may not be able to create a query on the data. Either use a user that owns the data or get the patch from support that will change this behavior.

www.freeance.com/mobile - Windows
www.GISonBlackBerry.com - BlackBerry Smartphones



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