# Troubleshooting Guide for EyeDetect Manager and EyeDetect+ Manager



This document provides a quick overview of possible resolutions to technical issues related to the EyeDetect Manager or EyeDetect+ Manager software error “**Ping EyeDetect Station Exception**” or others.

We suggest trying all steps regardless, to make sure everything is up to date.



## Possible issue: data streaming not enabled on Station.

* **Solution**: Open EyeDetect app.
* Go to **File>Settings**
* Under “Settings” make sure **Enable Data Streaming API** has a checkmark in the box.

## Possible issue: device compatibility

* The device on which you have installed EyeDetect Manager is not compatible or must have Windows 8 or higher (WIN10 preferred), wireless internet capabilities or screen resolution of1200 x 800 minimum.
* **Solution**:Use a different device.

## Possible issue: downloaded device

* **Possible issue**: theEyeDetect Manager software was downloaded onto an EyeDetect station, not a separate Wndows device.
* **Solution:** Use a different device. EyeDetect Manager cannot operate on an EyeDetect Station while a test is administered.

## Possible issue: update to latest version of EyeDetect Manager software

* **Possible issue**: The device doesn’t have a copy of the latest version of software.
* **Solution:**
	+ Login to Converus dashboard
	+ Go to the **Tools** menu
	+ Click **EyeDetect Manager** (or EyeDetect+ 2.0 Manager) to automatically download.
	+ Click on downloaded application to run in your browser.
	+ It will automatically open the application.
* **Run EyeDetect Setup- after downloading Manager.**
	+ On the Station, go to This PC>C:>DataLocker>Converus>EyeDetectSetup and run the EyeDetect Setup Application by clicking on it.
	+ Click **Yes** to let it make changes to your computer.

## Possible issue: troubleshooting network settings

* **Possible issue**: theIP Address on the station has changed.
* **Solution:** Find the new IP address and enter it in EyeDetect Manager.
	+ Open the EyeDetect app.
	+ Go to **File>Settings**
	+ Add the IP address under Check “**Enable Data Streaming API.”**
* **Possible issue:** the device using EyeDetect Manager is not on the same Wi-Fi network as the Station.
* **Solution:** Check Wi-Fi on both devices
	+ Click on the internet icon on the bottom right of the task bar.
	+ Ensure both devices are connected to the same network.
* **Possible issue**: theWi-Fi settings no longer marked as “Private”
* **Solution:** Go to **Windows Settings**
	+ Select **Network & internet**
	+ Select **Properties** at the top
	+ Select **Private**
* **Possible issue:** the current internet connection has custom IP settings.
* **Solution:** Check by opening a Command Prompt and typing in **tracert IP [Address you are trying to connect]**. If it says **Destination host unreachable**,check the internet connection or switch as well.

## Time Zone

* Station and device with EyeDetect Manager not on same time zone
* **Solution:**
	+ Go to **Date & Time** settings for Windows
	+ Check that **Time zone** is the same
	+ Even if **Set time automatically** is enabled, you may have to disable it to manually change the time zone.
	+ Make sure to Scroll down to **Additional Settings** and click on **Sync Now**
	+ If Time zone is disabled you will need to go **Privacy & security > Location** Then from there turn on **Location Services**