

### **CLIENT VERSION ERROR:**

First, check which ITScriptNet client is loaded to each 7200. If your program was designed in the later version 2.0 and you have loaded a 1.2 client to the device, then you would see an error.

- If your program was designed in the later version, you would need to have the later version client on the device as well.
- If your program was designed in version 1.2, then it would work on a device which has the newer client.

There are two models of Dolphin 7200s: Laser and 2D. **The ITScriptNet client files for these devices are not the same and are not compatible:**

Check what ITScriptNet client is running on the 7200:

1. Reboot unit : Shift + Bksp + ON simultaneously
2. When you see the ITScriptNet logo on the screen, look beneath for the unit name and to the right of that, whether says **Laser or 2D**.
3. If both are loaded: loading the other one will not overwrite the first; you could have both 2D and Laser on the unit. Due to the hardware, the Laser and the 2D clients are not compatible.

Check if 7200 has two clients installed:

D72BAT = laser

D72BAT2D = 2D

1. Go to DOS on terminal
2. At C:\ Type in: *CD itbatch* and press enter (space after the CD – stands for change dir)
3. Will show path as C:\itbatch
4. Type in: *Dir/P* (will show list of directory files and pause at each group that fills the screen)
5. Look for: D72BAT2D.exe and D72BAT.exe
6. After scrolling through the list, the display should show the path as C:\itbatch

The incorrect client file must be deleted from your Dolphin 7200s:

- If your device is a 7200 2D, then type in Del (space) D72BAT.exe and press enter to delete the 7200 Laser client;
- If your device is a 7200 Laser, then type in Del (space) D72BAT2D.exe and press enter to delete the 7200 2D client.
  1. After deleting, the display should return to C:\itbatch.
  2. Reboot the terminal (Shift + Backspace + On).
  3. When it gets back to the ITSN logo – make sure it lists the correct 7200 (laser or 2D) for your model.

If you are still having problems, check that the program was initialized to the device:

On your computer:

- From your ITScriptNet design Generator, open the menu item Terminal\Select Terminal.
- In the drop-down box of the pop-up window, verify that the correct device model has been selected (whether 7200 2D or Laser – they are not adjacent in the list).
- Load your ITScriptNet program to the device, making sure the “Reinitialize the terminal...” box has been checked.
- Please refer to Reinitializing the Terminal on Page 6 of the Dolphin 7200 Client Guide (in PDF format located in your Start\Programs\ITScriptNet Batch\Documentation\Client Guides \ Using the Dolphin 7200).