

Trouble-shooting Wordshark 5 & Numbershark 5 Network Installs

For Windows networks, including RM CC4

This document, extracted from the [full instructions](#), covers the majority of issues involving network installation and subsequent running that are reported to us, and explains how to obtain support. Please [notify us](#) if you experience any issue not covered within this document, which consists of these sections:

[Service, Manager & Activation Issues](#)

[Numbered Error Codes](#)

[Other Issues](#)

[How to obtain support](#)

Service, Manager & Activation Issues:

1. **The *service* and *manager* fail to install or run, perhaps with “Error 1920 Failed to start White Space service” or “Unhandled Exception:** This can be for several reasons, and the server Event Viewer often helps to trace the cause.

- i. **You were not signed on with Domain Manager Admin Rights.** In almost all cases you need such rights to enable the *service* to install/run/make the necessary registry changes and install programs onto the server.
- ii. **The program may start to install, but then fail and roll back.** This only occurs with the older releases of the installer. If the install of the *manager* fails and rolls back, possibly with a “timeout waiting for Service” or similar displayed in the Event Viewer, Either
 1. **Update your *manager* and *service*** if these have not been downloaded recently.
 2. If updating is not possible immediately, then reinstall using your existing MSI, but mid install ensure you add your username/password to the screen where you previously chose “Log in as Local Admin”. If this fails, then first open the “Services” on the host server, and re-run the MANAGER MSI: This time, as soon as the service “White Space Network Management” opens, click on its properties, and ensure you enter the correct login credentials including username/password for Local Admin (Domain Manager).
- iii. **The account under which the Service runs has inadequate permissions, or suffers a logon failure:**

The *service* installs first, then the *service* is started, and finally the *manager* is installed. If the *service* installs but fails to start, the *manager* will not run properly. It will produce a message: **Error: Cannot fill the server list box.** This usually refers to being unable to connect to a net .tcp address. Click “OK”, and an “Unhandled exception” will result. Examine the Applications Event Log, and there will usually be a “timeout waiting for Service” error showing exactly when the



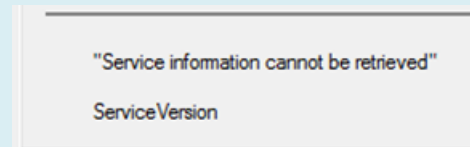
service attempted to start and caused the “Unhandled Exception”.



A similar message occurs when trying to start the *manager* if the *service* is not running or is awaiting a restart.

On the “Unhandled Exception” message, click “Continue”, and the *manager* will open. Examination of the “Services” tab will show the *service*

is not running, with a message: “Service information cannot be retrieved”.



Press “Quit”, and restart the *service* (listed under the “Service Details” tab as White Space Network Service”) from within Task Manager. Restart the *Manager*, which should now open correctly.

If the manager does not open, then the usual cause of this problem is that the account under which the service is running has insufficient privileges to make necessary file or registry changes, or the username/password combination provided to the service is incorrect. In many cases the default “Local Admin” account will work, but otherwise choose an account with sufficient privileges to change files and registry entries. You may need to set up a special account. To change the account details under which the service runs you may either:

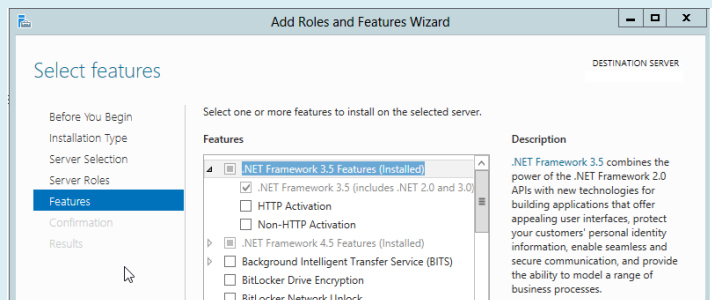
- Reinstall, but mid-install ensure you add an appropriate username/password to the screen where you previously chose “Log in as Local Admin”
- Change the username/password in the services applet, looking at the properties of the *service* from the services applet. This is most easily reached by typing SERVICES into the Windows search box (or start screen in Windows 2012).

iv. **.NET Framework 3.5 is not installed:** This is used by the *manager*. The presence of later

.NET frameworks, e.g. 4.0 or 4.5 is not a problem, but these can co-exist. However, they do not contain the coding required for our *manager*. If you are on Server 2008R2 in particular, .NET 3.5 is pre-installed but may need to be enabled. If you attempt to download and install, you may see an error “**You must use the Role Management Tool**” Instead of installing, enable the already-installed .NET Framework 3.5:



1. Ensure you have admin rights (and disable UAC which can give issues)
2. On the server: Start / Administrative Tools/Server Manager/ Manage / Add Roles & Features. Choose features.



3. Check checkbox for .NET Framework 3.5.1 and click on the “Add Features” button.
4. Click button “Add Required Role Services”
5. NEXT to install. Accept defaults with further NEXT. Verify that the .NET Extensibility check box is selected by default, and click Next
6. Wait for install to complete and click to close.
7. Try reinstalling the *service* and *manager* again.
8. If you have deactivated UAC, remember to turn it back on to avoid falling foul of local security requirements!

2. **The *wordshark-shared* or *numbershark-shared* folder cannot be found:**

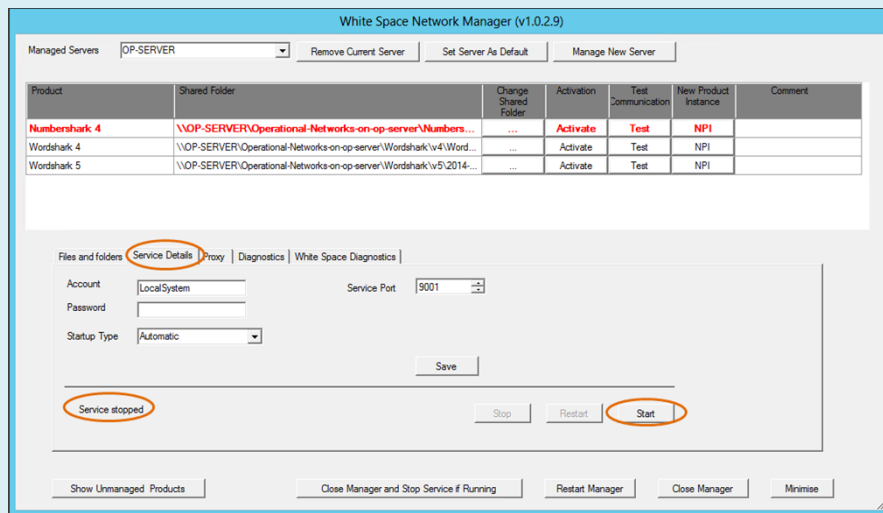
- i. This may be due to incorrect sharing/permissions/security/path to the server *wordshark-shared* or *numbershark-shared* folder: Check sharing, permissions and in particular hidden sharing. See the main instructions and [annex C](#), of the main instructions, and note that a \$ in the path is not permitted.
 - ii. Check the permissions: The *wordshark-shared* & *numbershark-shared* require all appropriate user groups to have read/write/modify/delete permissions & security settings. If the *service* is unable to access/write to the *-shared* folders, it may shut down. If the *manager* is unable to find the *service* it may close. The server Event Viewer may flag up missing or invalid paths/folders. *Note that you need to use UNC paths throughout, even if “Installer” messages appear to allow paths such as d:\White Space.....\etc.*
 - iii. **Check the registry entry for the folder:** Using RegEdit, check the correct registry entry is in registry, as shown in [step 2](#) of the main instructions. On the server hosting the *service* and *manager* check that the relevant product is listed: HKEY_LOCAL_MACHINE\SOFTWARE\[Wow6432Node if a 64 bit machine]\White Space Ltd\Networks\ [Wordshark][Numbershark] 5 should contain:
 1. **(Default)** (value not set)
 2. **Code** Should be WC for Wordshark 5, or NC for Numbershark 5.
 3. **EPN** Should be a set of alphanumeric: Contact Support if this is empty.
 4. **SharePath** Requires a UNC path, finishing *\wordshark-shared* or *\numbershark-shared* as appropriate. *NOTE that if it finishes-shared\ try removing the final \ as this has been the issue in a small number of cases.*
 5. If you need to make any changes, restart the *manager*: Within the *manager* click on the “Files and Folders” tab to “Save and Restart Service”. After the restart, check that both now point to the correct UNC location of the user data folder *wordshark-shared* / *numbershark-shared*.
3. **The SERVICE** fails for any reason:
- i. Restart the *service*. To restart, open the *manager* and click the “Start” button on the “Service Details” tab.
 - ii. We advise you monitor this. If it fails again for no apparent reason please contact us *without* restarting the *service*, so we can diagnose the reason.
4. **Activation Fails:** This is normally due to proxy settings preventing access. Ensure you are using the latest *manager*, select the “Proxy” tab, and fill in the proxy server username and password.

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5. **Network Port 9001 not available for the program to use OR you realise your Proxy name, username or password are incorrect:**

- i. Open the *manager* program. On the Service Details tab, change the Service Port to an unused number. Ports above 9000 are rarely used, and most are usually available.
- ii. Open the *manager* program. On the Proxy tab, correct the account details and click the “Save” button on that tab.

As with any change, restart the *service* and *manager* using the “Start” button shown below and the “Restart Manager” button.



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Numbered Error Codes:

6. **Error Code 9** Most commonly results from a desktop icon who's Properties/ “Start in” address does not point to the server *wordshark-shared* folder. Correct this, restart the *service* and *manager*. Attempt to run the program again.
7. **Error Code 10** results from incorrectly set permissions. Note that Impero, Ranger, or standard Windows networks using MS File Screen Manager may also experience this during OR AFTER install, if the path to *White Space Ltd* has not been added to their “Exemptions List”.

Exemption Lists: If your network restricts the executables that users may run, and depending on your network security, you may need to allow execute permission to *Wordshark5nrun.exe* (in the *wordshark-programs* folder) and *javaw.exe* (in the *wordshark-programs\bin* folder) before running, and similarly for the Numbershark equivalents.

8. **Error Code -34 (Error getxmldocument)** The XML file in the program *-shared* is missing or is blank. This is usually because incorrect permissions, sharing or security have prevented it being written to. Check permissions are read/write/modify/delete for all groups of users. For CC4 installs, run the C-Server MSI again to recreate the XML file. If this still fails, [contact Support](#)
9. **Error Code 56** The program is unable to see/read our files. This usually means that there is an issue with the sharing permissions of the mapped drive, or it has been hidden with a \$ used inappropriately.
10. **Error Code 59** This commonly happens if:
 - a. You have not yet activated the program (using the “Activate” button on the *manager*)

- b. The *-shared* folder has been moved without similarly changing the path in the “Start-in” and registry and *manager*. Correct this. Restart the *manager* and SERVICE, and attempt to ACTIVATE the program using the “Activate” button on the appropriate software product.
11. **Error Code 66** Check, if NOT on Active Directory, that the server and clients are set to the same time zone and time (within 5 minutes).
12. **Error Code 69** The licence was unable to be validated. Check that the *White Space Ltd* folder, *wordshark-programs* and *wordshark-public* (or equivalent Numbershark folders) have “read” permissions. Most other reasons for this issue were identified and are self-repaired in manager 1.0.2.8 and later. If you have an earlier release of the manager please update from the Manager download site: <http://www.wordshark.co.uk/NAMangement>
13. **Error Code 70** The licence has not yet been activated. As part of the install process, you need to install the *service* and *manager*, and activate the licence. Revisit [step 3](#).
14. **Error Code 98** *Warning. This program will shortly stop running due to a network problem. Please notify your IT manager.* The program has detected an issue with the licence activation, and has been unable to resolve this. Please contact us urgently, [first obtaining the information listed later in this section](#).
15. **Error Code 99** *This [Wordshark][Numbershark] installation is no longer able to run. Please contact your network manager.* This error follows on from error code 98, if this is not resolved promptly. At this stage a reinstall may be needed. Contact us urgently, [first obtaining the information listed later in this section](#).
16. **Error Code 271** Similar symptoms and actions to Error -34 above.
17. **Error Code 1309** occurs if you try to install onto a client from a remote server, so that the extracted files are in an inaccessible cache.
18. **Error Code 1325** This is normally solved by ensuring you use UNC paths (as recommended) instead of a mapped drive.
19. **Error Code 1603** This occurs if the XML file used for silent deployment has paths in quotation marks. These are required for some servers and not for others.
20. **Error Code 2711** This occurs if you attempt to install a *C-Client* to a client where one is already present on that client machine.

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Other Issues

21. **Program Closes at Launch:** Our programs require a working sound card. Windows 7 and Windows 8 clients’ soundcards are often disabled if speakers/headphones are not plugged in/switched on. Our programs will attempt to display an error message if unable to access a working soundcard, but will in any case close after 10-20 seconds on the initial splash screen. See also www.wordsharksupport.co.uk/network-fizzle-after-splash-screen.html
22. **Slow loading:** If on CC4 the program takes more than approx.15 seconds to load to the login screen, then this is often a symptom of a network overload or switch malfunction, and/or “Scan on demand” high level anti-virus settings.
23. **Administrator or student details disappear:** You have not given the staff/students read/write/modify/delete access to the *wordshark-shared* folder, OR, if student details are not saved, check whether you have a “sandbox” resetting machines, and see next point.
24. After signing onto the program users see a message about being “**Temporary Users**”: Such users have access to all games / word lists, but are unable to create their own word lists, and no data is stored for that user.
 - a. Any program administrator can prevent students signing on as temporary users in the ‘Sign-on Settings’ of ‘Universal Settings’.

- b. If no 'temporary' students are allowed AND students are registered to the program using Active Directory usernames AND 'Automatic sign-on' is chosen (also found in the 'Sign-on Settings' of 'Universal Settings'), issues with students mis-typing their names are minimised.
25. **Warning Messages to Users:** If the program detects an issue but is unable to self-repair, it may flag this message to Wordshark administrators and teachers for several days, **and later to all users:**

This program has encountered a problem.

Please contact your network manager in order that the program continues to run.

Trouble shooting guide:

www.wordshark.co.uk/support/net500

If this message is reported to you, contact us urgently with the items listed at the [end of this document](#), so that we can start diagnosis and repair before the program malfunctions. Please do not restart the *service* until we have replied. If the above message is not acted on promptly, the program is likely to stop functioning, displaying the following message: at this point, repair is likely to be more time-consuming.

This [Wordshark] [Numbershark] installation is no longer able to run.

Please contact your network manager.

Trouble shooting guide:

www.wordshark.co.uk/support/net500

Lost Passwords: If staff forget their passwords, sign onto the program and reset, using your user details you created at stage 4 of the installation process. Further guidance is given in the "Help" menu within the PDF "Printable manual", or visit www.wordsharksupport.co.uk and search for "Lost Password".

26. **Usernames with non-English characters:** If using an English keyboard the default for user names to be shown on the right of the sign on box must be left on. The user can then be selected from the list as the standard onscreen keypad does not include accents. Adding your own keypad does not work as these will only appear in games when the accents are required for words within the lists.
27. For any **other issues**, use the "search" facility at www.wordsharksupport.co.uk and if unable to locate the solution please contact Support with the details listed on the next page.

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How to Obtain Support, including information

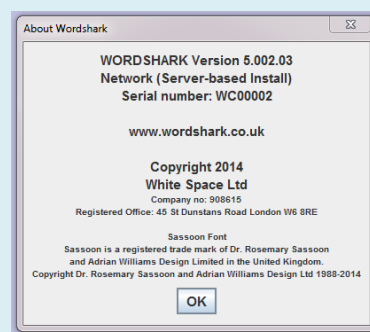
If the trouble-shooting section has not helped you to solve your issue, please collect as many of the diagnostics listed below as you can, and provide these when contacting support.

Contacting Support:	Phone: 020 8748 1170	Outside the UK: (+44) 208 748 1170
Email: support@wordshark.co.uk	www.wordsharksupport.co.uk	Skype: (if available): wordshark.support
Opening hours: 9-5 UK weekdays. "Out of hours" calls 8am to midnight UK time may be arranged if needed.		

TROUBLE-SHOOTING INFORMATION:

So that we are better able to respond helpfully, please provide these details / diagnostics:

1. Quote your organisation/school, program and location as per your licence details.
2. Include a phone / email / name for us to contact you. If phoning us, please be ready to leave your name and contact details and best times/means of contacting you, as we may be helping other customers. Tell us if you are a visiting technician with a specific visit timeframe. We can contact via [email](#), Skype, landline and (UK only) mobile phone.
3. Check you know which *manager* release you are using (shown on the Manager top menu bar, or in Control Panel add/remove programs: Look for "White Space Network Management XXXX, where XXXX = version number)
4. Ensure you have screenshots / details of any error messages seen.
5. Check your server Event Log: Screenshots of suspect areas may help us to pinpoint the issue.
6. Tell us that you are performing a **CC4 package install**.
7. Tell us whether the *manager*, *service* and *wordshark-shared* are all on the same server or otherwise
8. Tell us what server / client OS you have, and wired / wireless / both wired and wireless. Whether physical or virtual server/clients may also help.
9. If you can sign into Wordshark as an administrator, please:
 - Go to *Help / About* menu and quote the exact release, e.g. Wordshark 5.002.01-124. It is particularly helpful to include a screenshot (see example)
 - Go to the *Admin / Advanced Features / Create a zipped copy of the wordshark-shared* folder menu and choose the 'anonymously' option to remove personal data. A zipped folder is created on your Desktop. Please email this to us, even if phoning.
10. Otherwise, find the *wordshark-shared* folder on the server. If any of the following are present within this folder, please zip them up and email them to us:
 - A "Diagnostics" folder
 - A "Config" folder
 - A "D9SLD83.xml" file
11. A screenshot of the server [registry](#) entries for our programs.



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