

REST Integration Trouble shooting Guide

Please note: This guide is intended for your IT department or someone who has access to your server or REST server. This work cannot be done on any workstation within your network and can only be done on the machine where your REST data resides or your REST services are installed, which is usually the same location.



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This guide will cover the main reasons why the REST sync has stopped working and how to fix it.





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The main reasons for these are listed below:

Whenever an update to REST Communicator is required.



If the Rockend services have stopped running/or become unresponsive.

Oth

For the first part, please follow the instructions below.

To update REST Communicator, you will have pop-ups appear when attempting to open REST Communicator in REST.

The REST Communicator can be located by navigating to Other>Utilities>Communicator Configuration Tool.+

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If an update to the Communicator Configuration Tool is required then follow the 2 points below.



Step 1

The first pop-up will be the following. Simply click **OK**.

Step 2

The second pop-up will be the following. Simply click **OK** again.

Once this has been done, it is suggested that you restart the Rockend services as well. You can follow the remainder of this guide which will explain how to do so.

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C Restore the application to its previous state.



Remove the application from this computer.

OK

More Information..

Cancel



Restarting stopped or unresponsive Rockend Services



To restart the Rockend services, please follow the screen shots and instructions below.

Click Start -> Then type 'Services'.

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Once the Services window is open, locate the 3 Rockend Services.



They are called 'Rockend AMH', 'Rockend RPMH' and 'Rockend SMH'.

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Stopping and Restarting the Rockend Services.



Step 1

Right click on the services one by one and click **"Stop"** to stop the services from running.

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Rockend	Start		Running	Automatic
🖏 Rockend	Stop		Running	Automatic
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Step 2

Right click on the services one by one and click **"Start**" to start the services back up.

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Refreshing Services in the Communicator Configuration Tool.



Step 1

Navigate to the Installation Tab located at the bottom left of the Communicator window.

Step 2

Click the **"Refresh Services**" button located on the right side of the Communicator window.

System	1
Installation	
Exit	

KES I,	Communicator Configuration
Home	REST Communicator Installation ?
KPI Reports	Serial Number: Portal Key: ID:
Owner & Tenant Portals Branding Customisation Documents Logins REST Mobile Neb Advertising Inspection Manager Realbenchmark	Communicator Services
System Installation Exit	Not Recommended Components are already installed on this machine Install

×

Step 3

Click "Yes" on the Auto Refresh pop-up window.

Auto Refresh?



Select Yes to auto refresh (for a max of 5 minutes) until the services are found Select No to manually refresh once only

Yes	No	Cancel
0		×

Step 4

Wait for the refresh to display the database and ensure that the Active checkbox has been selected, then click "Save Changes".

🚺 REST Communicator Cont	iguration – 🗆 🗙
REST	Communicator Configuration
Home	REST Determine ?
KPI Reports	Serial Number: Portal Key: ID:
Owner & Tenant Portals Branding	Communicator Services -
Customisation Documents	Agency Message Handler is connected at net.tcp://restpc:49783/Rockend/AMH
Logins	Activation Status
Web Advertising	
Inspection Manager Realbenchmark	Save Changes
System	Install Components -
Installation Exit	Not Recommended Components are already installed on this machine Install
RESTPC	Portal Key: (v18.0.1.12.) Ready

Step 5

Navigate to the "Inspection Manager" tab half way down on the left of the Communicator window and ensure that the Active checkbox has been selected then click "Save Changes".

REST,	Communicator Con	figuration		
Home Services KPI Reports Owner & Tenant Portals Branding Customisation Descenant	Inspection Manager is a comprehe Inspection Manager offers a web-b simplify your Property Managemen 1. To activate Inspection Manager getting started with Inspection http://www.inspection Manager 2. When your Inspection Manager 3. The team at Inspection Manager and provide user documentation	Inspection Manage nsive inspection management sy: ased management system and m t inspection process. integration with REST you will need Manager visit - .com.au/rest account has been created, activate at Inspection Manager. r will contact you to coordinate the on.	Jer Activation stem developed by Insight nobile application that inte d an Inspection Manager acco your REST database below a sync of your REST database	specifically for property manager grates with REST Professional to sunt. For more information on and provide your Portal with Inspection Manager
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System Installation Exit		Save Chan	ges	

Inspection Manager





If you are still experiencing a REST Sync error, please contact our support team.



Phone: 1300 22 88 32 | 02 9264 6299



Email: support@inspectionmanager.com



Live Chat: https://inspectionmanager.com/contact/

