Establish and check connection to QuestServer with mQuest Client

This guide is intended to help you establishing a connection to the QuestServer with mQuest Client. Especially in cases when you receive the notification **"Could not connect to QuestServer!"**.

Additionally you'll find all current manuals in the my.mQuest web portal which is available at http://my.mQuest.eu. Log in with your user name and password. The manuals are located in the tab Documentation.

Please try first to establish a connecting with the help of this guide before you contact the mQuest® support.

1 General Information

Please keep in mind that the settings of your mobile device directly influence if a connection can be established. Therefore also mind the manual of your mobile device. You'll find information on relevant settings for mobile devices in chapter 3 on page 3.

Please keep as well in mind that a data transfer requires suitable infrastructure e.g. WiFi access points or a suitable mobile communications network. These may not be available in all places at any time. Please ask for the conditions on site.

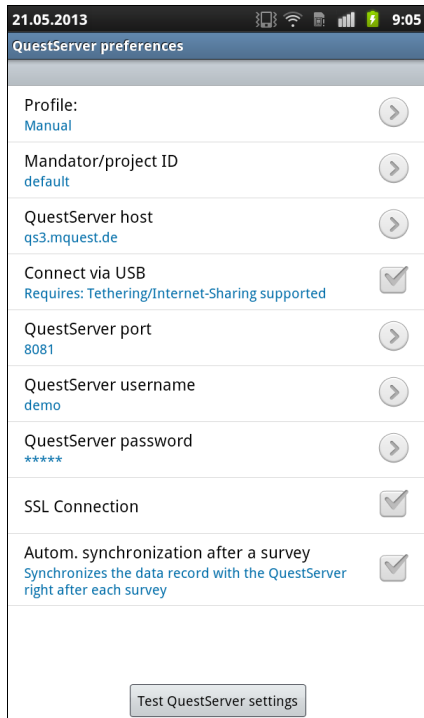In case you can't establish a connection this may have various reasons:

- Settings of your mobile device (→ See page 3)
- Settings of mQuest Client (→ See page 4)
- Settings of QuestServer (→ See page 6)

If you don't know what exactly the reason is, start with chapter 2 on the next page and follow the instructions.

2 Check Internet Connection

1. Open the QuestServer menu by pressing **Menu button > Settings > QuestServer preferences**.

   The following screen will be shown:

2. Tap "Test QuestServer settings".

   The mQuest Client will try to establish a connection to the QuestServer and will then give information about availability of QuestServer and internet.

→ Alternatively you can test the internet connection by starting the browser of your mobile device and opening any website e.g. www.mQuest.eu.

   If the website can be opened without problems the internet is available.

If the internet is unavailable, continue with chapter 3. If the internet is available, continue with chapter 4 at page 4.

3 Check device settings

Please keep in mind that there is a large number of mobile devices available. You will find detailed information about possible settings and connections in the manual of your mobile device.

→ Check the following:

- Is the desired type of connection activated (WiFi / mobile communications network)? If applicable activate the desired type of connection.

- Is the signal quality sufficient? If required change your location in order to get a better signal.

- When using mobile communications networks: Is mobile data transfer activated? (**Device Settings > Mobile networks**. The label may vary for different devices). In foreign countries additionally data roaming must be activated. If required activate the appropriate options.

- When using WiFi: Is a connection to the WiFi access point established? If not establish a connection.

- When connecting to a QuestServer on the internet (e.g. by WiFi): Are there any restrictions caused by the infrastructure for the used **port** (port 80 / 8081 / 8082)? Contact the responsible IT expert. He may unblock these ports.

If used in corporate networks the problem may be caused by the central firewall or a proxy server, which has to be used in the network. Contact the responsible IT expert to clarify firewall and proxy settings.

You'll find general information about connectivity of mQuest$^{®}$ / the mobile device at **Menu button > Options > System overview** (in mQuest Android App).

Additional Actions

If the described steps don't lead to a working internet connection, try the following general steps. Check your internet connection after every step.

1. Switch the device completely off and back on (requires entering the PIN again if using a SIM card).

2. Check, if maybe large amounts of data (e.g. images etc. in the questionnaire, media files) and a poor connection may be the reason. As temporary connection problems can be an issue, **change your location** and try again. Mind the signal strength.

3. Check the device setting „**Network mode**" (Name may vary for different devices). Normal setting is „Automatic". Switch to „GSM only" on trial.

4. Remove the SIM card of the mobile device and put it back in. Please note that this requires entering your PIN again.

5. Check or inquire your tariff at your mobile service provider (e.g. tariff details, data volume used, contract expired...). Inquire if there are any restrictions of the ports 80 / 8081 / 8082.

6. Use an alternative SIM card, if possible from a different mobile service provider.

!	It can't be guaranteed that a mobile data connection is available at any place any time. Thus possible alternatives should be taken into account if no mobile data connection is possible. Some alternatives are given in chapter 6 at page 6.

If you have been able to establish an internet connection by the preceding steps but are not able to establish a connection to the QuestServer, continue with the following chapter.

4 Check mQuest Settings

1. Open the QuestServer menu: **Menu button > Settings > QuestServer preferences**.

!	Please check to which QuestServer a connection shall be established and adapt the settings accordingly.

- Your **QuestServer Hosting** is at **cluetec** (an Account/ Mandator has been provided for you on the cluetec QuestServer): You'll find all information in the notification mail from cluetec. Use the profile "Manual".

- You have an **own QuestServer** (in a network): **QuestServer Host** is the IP address or DNS name of the QuestServer computer. You should get all details from your IT expert. Use the profile "Manual".

- You run a **QuestServer local on your PC: QuestServer Host** is the IP address or DNS name of the QuestServer computer. Use the profile "Manual". Contact your responsible IT expert if you don't know your IP address or DNS name. Alternatively you can establish a connection via an USB cable. In this case use the

profile "Default QuestServer settings". Please note that an USB connection is not supported by all devices, thus a connection via network (e.g. WiFi) should be established whenever possible.

- You'd like to use our **Showcase-Server** (Showcase with demo questionnaires for Android devices) or our **Portal-Server** (provided by cluetec for testing purposes): Use the special profiles „Showcase" or „my.mQuest Demo-Server".

2. Choose the suitable **Profile** (see above).
   The appropriate presets will be loaded. In some cases you now need to enter your username and password. You usually don't have to make any further changes to the data except you're using the profile "Manual".

3. Enter the mandator which is suitable for you. Default setting if you host the server yourself is: „default".

4. Check the settings of **QuestServer Host.** If you're using IP address or DNS name of the QuestServer, check the correct spelling.

5. Check the setting **QuestServer Port**. Defaults are: **80 (iOS, SSL off) / 8081 (Android, SSL off) / 8082 (SSL on)**. Watch the correct combination of Port and SSL on / off. If you host the server yourself the ports may be different.

6. Check **QuestServer username and password** for correct spelling, especially for upper and lower case.

7. Check the setting **Connection via USB.**
   This setting is only required in order to connect the mobile device to the PC via USB cable. This option must be disabled when connecting to the QuestServer via WiFi or mobile communications network.

8. Test if the QuestServer is reachable via the button **Test QuestServer settings.**

When the test is successful, your settings are correct. You should now be able to contact the QuestServer without any problems. When the test is negative, please check your settings again. If you still can't establish a connection, continue with the following chapter.

5 Check QuestServer Settings

If you're hosting an own QuestServer please perform the following steps. If you don't host an own QuestServer check if any of the alternatives from chapter 6 is possible for you.

1. Check if the QuestServer is started completely (green traffic light symbol in the QuestServer panel).

2. Check if there are any restrictions on the required ports in the local firewall of the computer which runs the QuestServer. **Standard-Ports: 80 (iOS, SSL off) / 8081 (Android, SSL off) / 8082 (SSL on)** (→ see manual mQuest Quickstart.pdf).

3. Also check if there are any port restrictions in the corporate firewall. If required contact your responsible IT expert.

When your own QuestServer is started completely and there are no restrictions on the required ports you should be able to connect to that QuestServer without any problems. Test this e.g. via the button "Test QuestServer settings" in the QuestServer preferences of the mQuest Client.

If those steps also do not lead to a connection or can't be executed right now, check if any alternatives are possible in order to transmit your data. You'll find some suggestions in chapter 6.

6 Alternative Ways of data Transfer

- Transmission via WiFi (on site)

- Central synchronization of the data at a later point of time (e.g. end of project). The data will remain on the device until then.

- Creation and transmission of a data backup. With the function **Menu button > Settings > Create data backup** (see manual) a data backup of the device can be created. In order to copy it to a PC the device can be accessed as a mass storage device. Depending on the size of the backup it can be sent e.g. by e-mail to a central location where the backup can be restored on a different device. With this device the data can be transmitted to the QuestServer.

- When using a local QuestServer: Transmission of the data by USB cable (not available for some devices).

If there's still no connection and none of the alternatives is possible for you, please contact our support. You'll find all required information in the following chapter.

7 Contact Support

Please try first to establish a connection with the help of this guide. If you need any further help contact the mQuest® support.

The support is available during the normal working hours (Mon. to Fri. 9am to 5pm GMT+1).

Telephone: +49 721 83179-222

E-mail: support@mQuest.de

Required Information:

- Problem description as detailed as possible

- Exact wording of the displayed error message

- When is the error message shown?

- Has a connection been established before?

- Which version of mQuest is used?

- Other remarks / specifics.

- Information about connection parameters:
  1. To which QuestServer shall be connected?
  2. Used QuestServer settings

- General information about the mobile device:
  1. Exact name of the mobile device
  2. What connection is used (WiFi/ mobile communications network)?
  3. Availability of internet on the device