

Troubleshooting the ShowRunner Network

If the **Clerk Computer** (client) is unable to communicate with the **Show Computer** (server), you will see the following error on your screen:

Data Server Unavailable

A data server could not be located on your local network. This could be a local network problem, or a firewall problem, or your data server is not running...

Verify Both Computers are Connected to the Same Secured Network

The **Show Computer** and the **Clerk Computer** MUST be connected to the same secured (password-protected) network in order to communicate.

1. To check whether the computers are connected to the same secured network, click the networking icon in the Windows taskbar on the **Show Computer**.



2. In the list of networks, verify that the words **Connected, secured** appear beneath the name of the correct network.

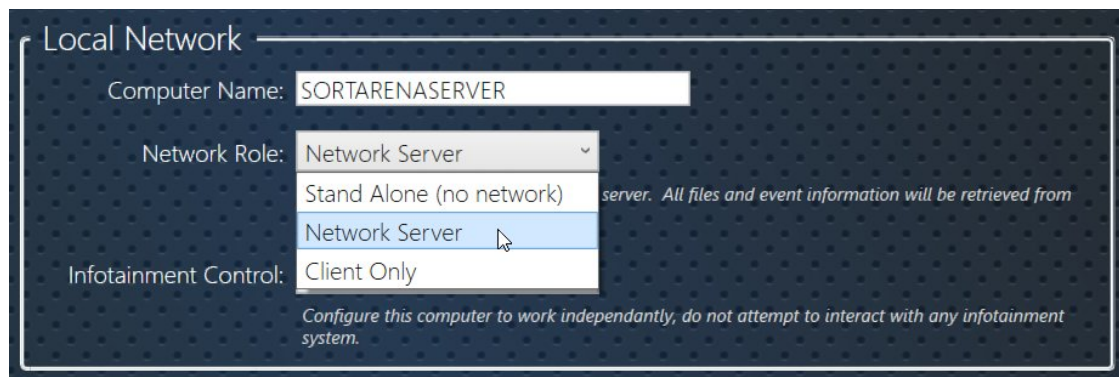


3. If the word **Connected** does not appear beneath the name of the correct network, click on the name of the correct network and click **Connect**.
4. If the word **secured** does not appear beneath the name of the correct network, you must secure the network before proceeding. See the documentation for your router for details. Once you have secured the network, try connecting again.

5. Shutdown ShowRunner on the **Show Computer** by clicking the red (X) in the upper-right corner of the ShowRunner window. A dialog box will ask you to confirm that you want to shut down. Click **Yes**.
6. Relaunch ShowRunner on the **Show Computer**.
7. Repeat these steps on the **Clerk Computer**.
8. Shutdown and relaunch ShowRunner on the **Clerk Computer** to see if the problem has been resolved.

Verify That the Show Computer is Running as a Network Server

1. Make sure that the **Show Computer** is currently running ShowRunner.
2. Click **Settings** at the top of the screen.



3. Verify that the Network Role is set to **Network Server**.
 - o If it is, skip to [Configure Firewall Settings](#).
 - o If it is not, change the Network Role to **Network Server**, and click **Apply Changes**. A dialog box will warn you that you must restart ShowRunner for the changes to take effect. Click **OK**.
4. Shutdown and relaunch ShowRunner on the **Show Computer**.
5. Shutdown and relaunch ShowRunner on the **Clerk Computer** to see if the problem has been resolved.

Configure Firewall Settings

If you have completed the steps above and the problem persists, then your firewall is probably blocking communication between the computers.

1. Configure the firewall settings on the **Clerk Computer** to allow ShowRunner to communicate with the **Show Computer**. See the documentation for your firewall software for details.
2. If you are unable to figure out how to configure your firewall settings to allow communication between the two computers, then temporarily disable the firewall on the **Clerk Computer**.
3. Shutdown and relaunch ShowRunner on the **Clerk Computer** to see if the problem has been resolved.