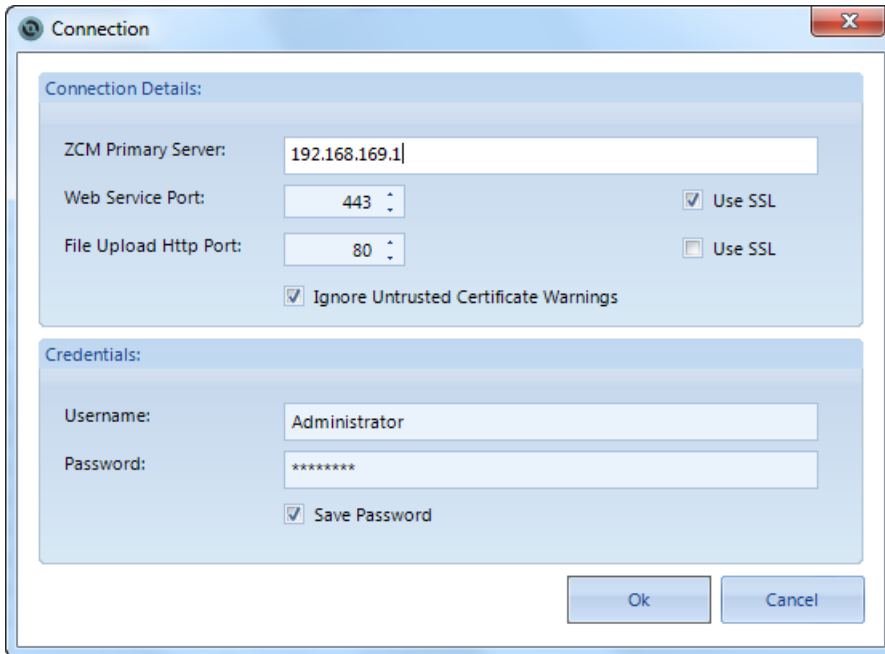


## Connection Troubleshooting

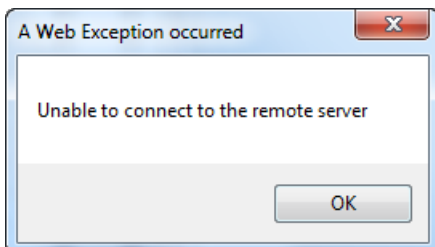
Last Modified on 04.16.26

When starting Setup Commander for ZENworks, you have to connect to your primary ZCM server.



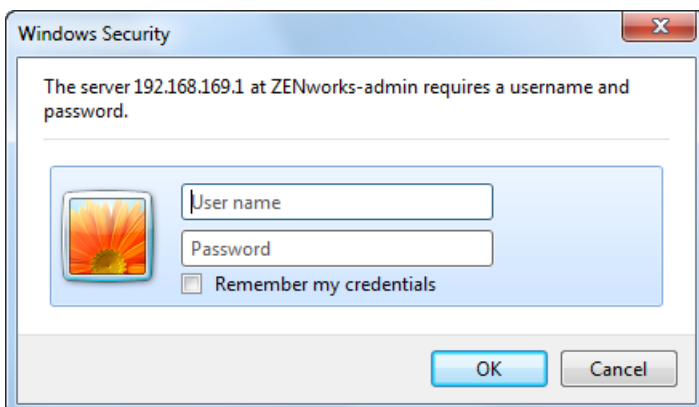
The screenshot shows a 'Connection' dialog box with two main sections: 'Connection Details' and 'Credentials'. In the 'Connection Details' section, the 'ZCM Primary Server' field contains '192.168.169.1'. The 'Web Service Port' is set to '443' and has a checked 'Use SSL' checkbox. The 'File Upload Http Port' is set to '80' and has an unchecked 'Use SSL' checkbox. There is also a checked checkbox for 'Ignore Untrusted Certificate Warnings'. The 'Credentials' section has a 'Username' field with 'Administrator' and a 'Password' field with '\*\*\*\*\*'. A checked checkbox for 'Save Password' is located below the password field. At the bottom right, there are 'Ok' and 'Cancel' buttons.

Sometimes Setup Commander can't connect to your primary ZCM server and you get the following error:

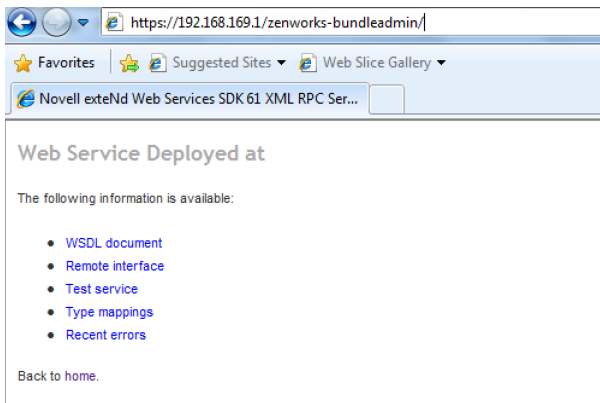


Follow the steps below to re-establish the connection:

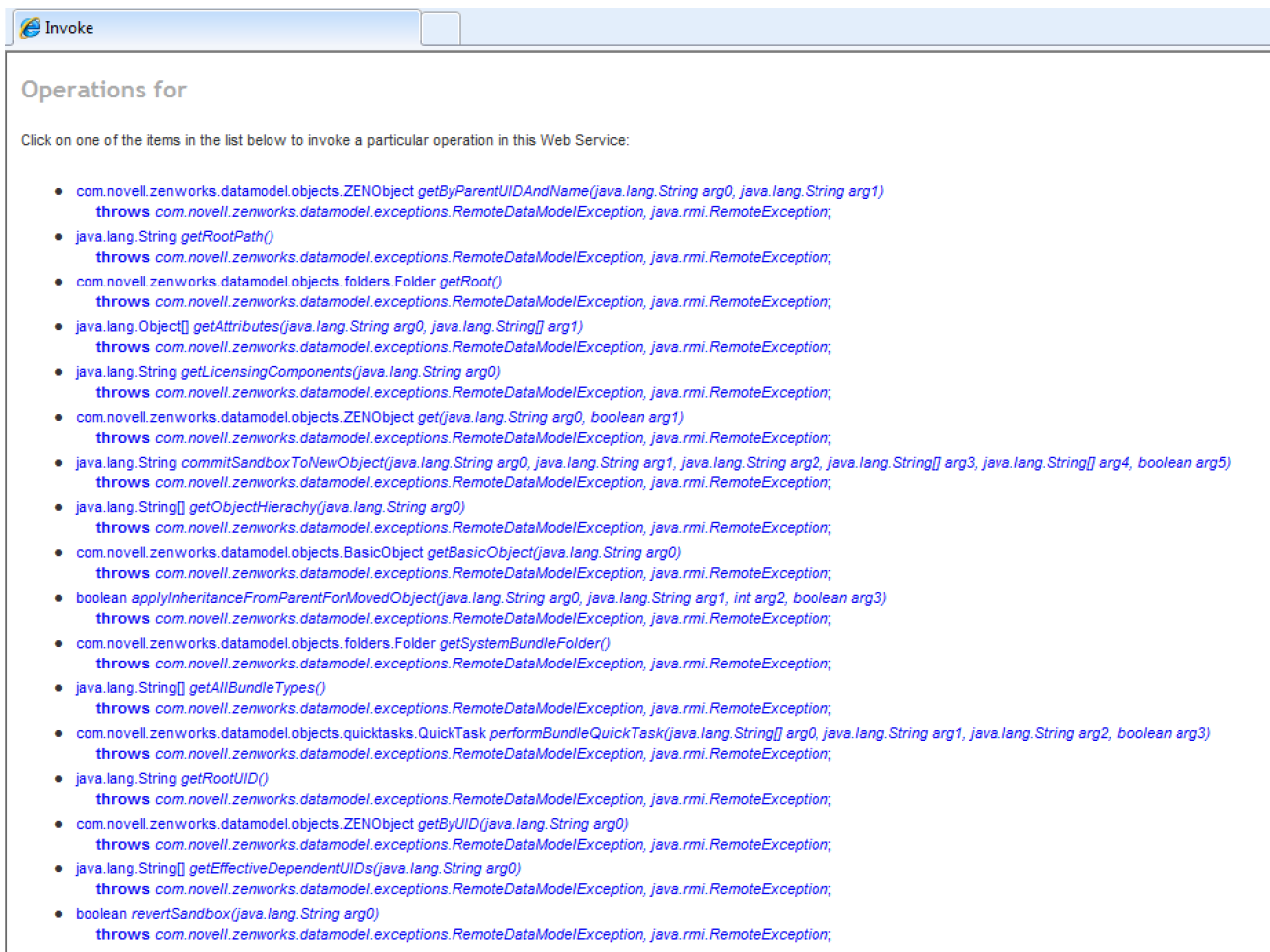
1. Check if you have used the right IP address or DNS name for your server, the ports and credentials. If this is all correct then you have to check if the web service of your primary ZCM server is running. Setup Commander uses this service to connect to your server.
2. Point your browser to:



### 3. Login:



### 4. The following screen is displayed:



### 5. Then go to:

## Operations for

Click on one of the items in the list below to invoke a particular operation in this Web Service:

- `com.novell.zenworks.datamodel.objects.ZENObject getByParentUIDAndName(java.lang.String arg0, java.lang.String arg1)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String getRootPath()`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.folders.Folder getRoot()`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.Object[] getAttributes(java.lang.String arg0, java.lang.String[] arg1)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String getLicensingComponents(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.ZENObject get(java.lang.String arg0, boolean arg1)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String commitSandboxToNewObject(java.lang.String arg0, java.lang.String arg1, java.lang.String arg2, java.lang.String[] arg3, java.lang.String[] arg4, boolean arg5)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String[] getObjectHierarchy(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.BasicObject getBasicObject(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `boolean applyInheritanceFromParentForMovedObject(java.lang.String arg0, java.lang.String arg1, int arg2, boolean arg3)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.folders.Folder getSystemBundleFolder()`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String[] getAllBundleTypes()`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.quicktasks.QuickTask performBundleQuickTask(java.lang.String[] arg0, java.lang.String arg1, java.lang.String arg2, boolean arg3)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String getRootUID()`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.ZENObject getByUID(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String[] getEffectiveDependentUIDs(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `boolean revertSandbox(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `java.lang.String[] getAllEffectiveDependentUIDs(java.lang.String arg0, boolean arg1)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`
- `com.novell.zenworks.datamodel.objects.assignablecontent.AssignableContentObject getSandbox(java.lang.String arg0)`  
**throws** `com.novell.zenworks.datamodel.exceptions.RemoteDataModelException, java.rmi.RemoteException;`

6. The following screen is displayed:

## Result of Invoking getRootPath

Result /~bundles~

[Back to home.](#)

7. Then call the function `getRootPath`

That should give you the following result:

/~bundles~

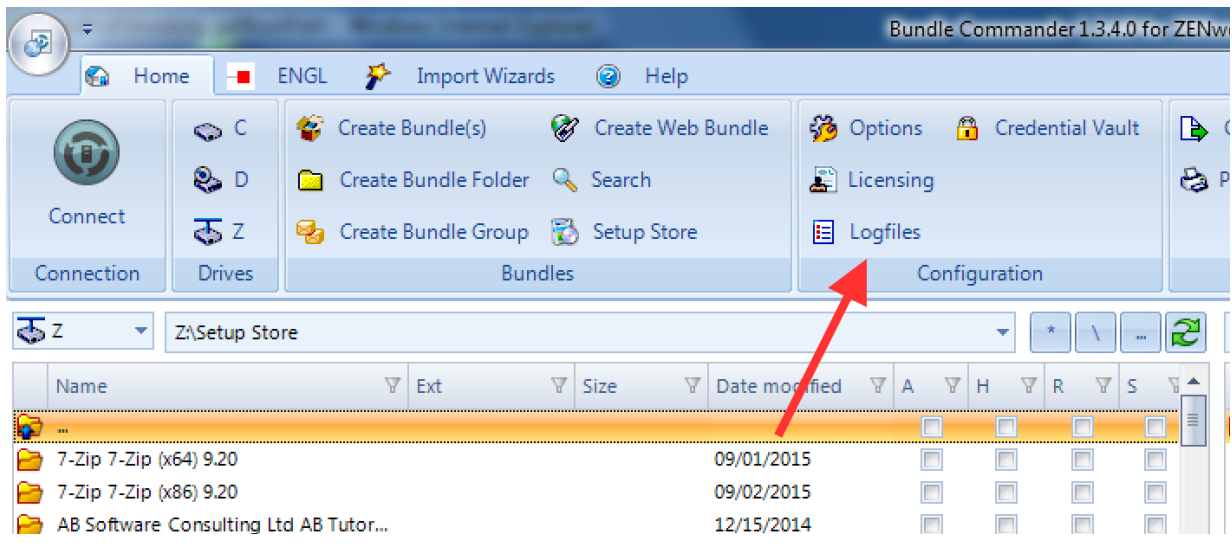
If you don't, then there is something wrong with the web service of your ZCM server.

If all is well with your web service, there is another reason Setup Commander can't connect. It can be caused by a virus protection suite or firewall on your local computer. Disable this first to see if you can connect. If you can, then put Setup Commander on the allow list in your protection suite.

If you still can't connect, contact our support department. Please provide us with the steps you have already taken as

# Recast

well as the latest Setup Commander log file which can be found here:



## Further reading

[Checking the Status of a ZENworks Service 2020 on Linux on a Windows server](#)

[Checking the Status of a ZENworks Service 2020 on Linux](#)

[Web Services test pages on ZENworks 10](#)