Dispatcher
Phoenix

If you are unable to register your MFP successfully or access your workflows on the Interactive MFP Simulator, this may indicate communication issues with the Dispatcher Phoenix bEST Server. Do the following:

Check KMBS bEST Server Status

1. On the PC that is running Dispatcher Phoenix, open the Services window.

2. Make sure that the KMBS bEST server service has a Status of **Started**.
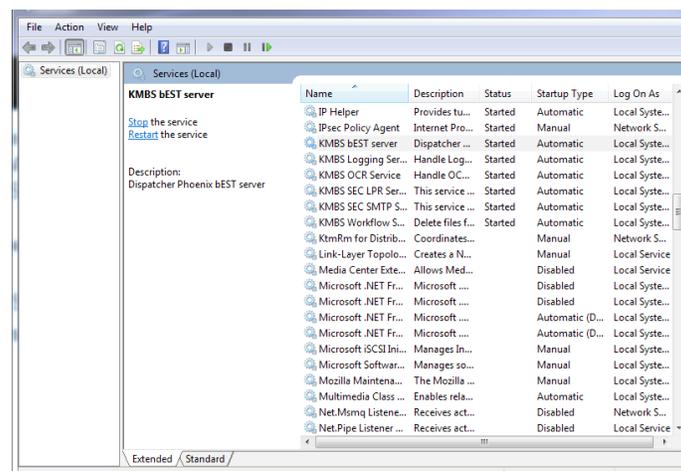
Check bEST Settings - Server Host Name/IP Address

1. On the Dispatcher Phoenix main application, select the **MFP Registration Tool...** option from the **Tools** drop-down menu to open the MFP Registration Tool.

2. On the MFP Registration Tool, select the **Defaults** button; then click on the **Refresh** button next to the **Server Host Name/IP Address** field. If the IP address changes, this was the likely cause of the issue.

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Trouble-Shooting Tips: bEST Server

Check bEST Settings - Authentication

If this does not resolve the issue, your Authentication Settings may need to be refreshed. Do the following:

1. Click the **Edit MFP** button in the MFP Registration Tool.

2. On the Edit MFP window, select the **Authentication** tab.

3. If the second Authentication option is enabled, click on the **Refresh** button next to the "Always log in as" entry field. If the user name changes, this was the likely cause of the issue. See the following illustration for an example: