

REST Integration Trouble shooting Guide

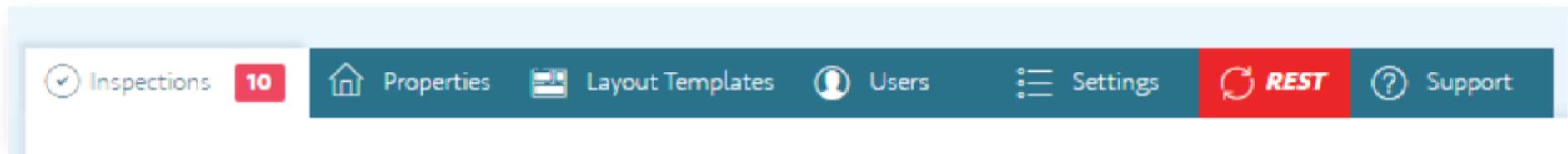
Please note: This guide is intended for your IT department or someone who has access to your server or REST server. This work cannot be done on any workstation within your network and can only be done on the machine where your REST data resides or your REST services are installed, which is usually the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

mri
rest professional



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

You will be able to tell if your REST sync has stopped working by checking the REST tab on the Inspection Manager CMS. If there is a sync status of anything other than 'Successful', then there is an issue.



The following statuses indicate an issue with your REST sync:

1. Handshake Error
2. Timeout
3. Process Error
4. Failed

1.

Type	Status	View
Auto	Handshake Error	View

2.

Type	Status	View
Auto	Timeout	View

3.

Type	Status	View
Auto	Process Error	View

4.

Type	Status	View
Auto	Failed	View

The main reasons for these are listed below:

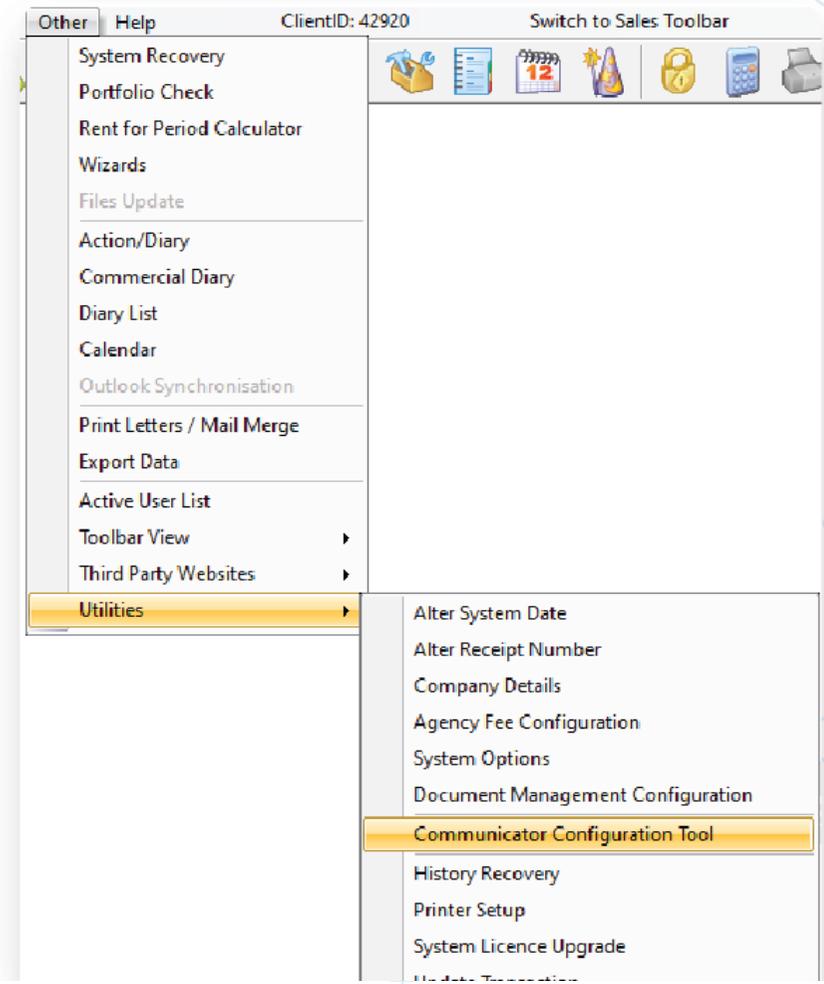
1 Whenever an update to REST Communicator is required.

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

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.



1

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

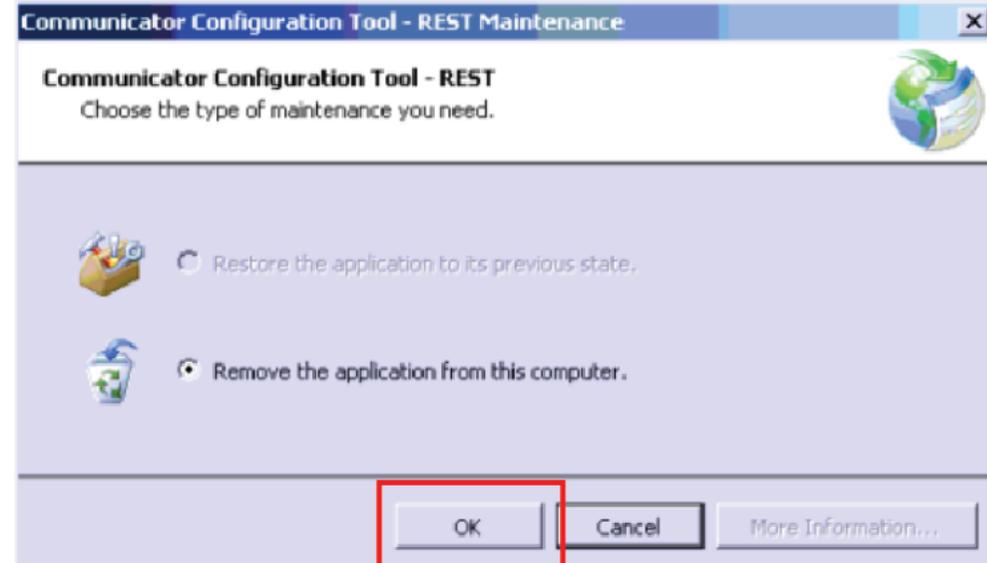
Step 1

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.

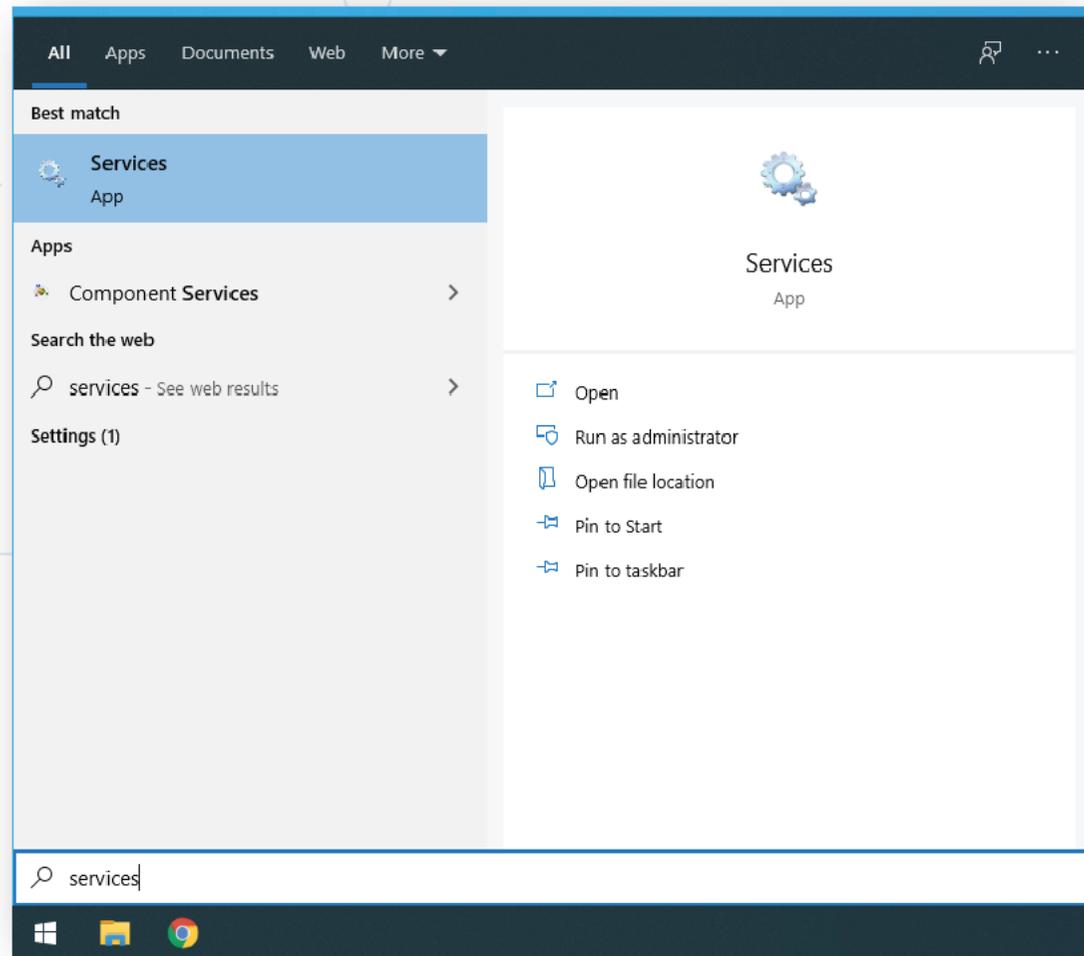


Once this has been done, it is suggested that you restart the Rockend services as well. You can follow the remainder of this guide which will explain how to do so.

Restarting stopped or unresponsive Rockend Services

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

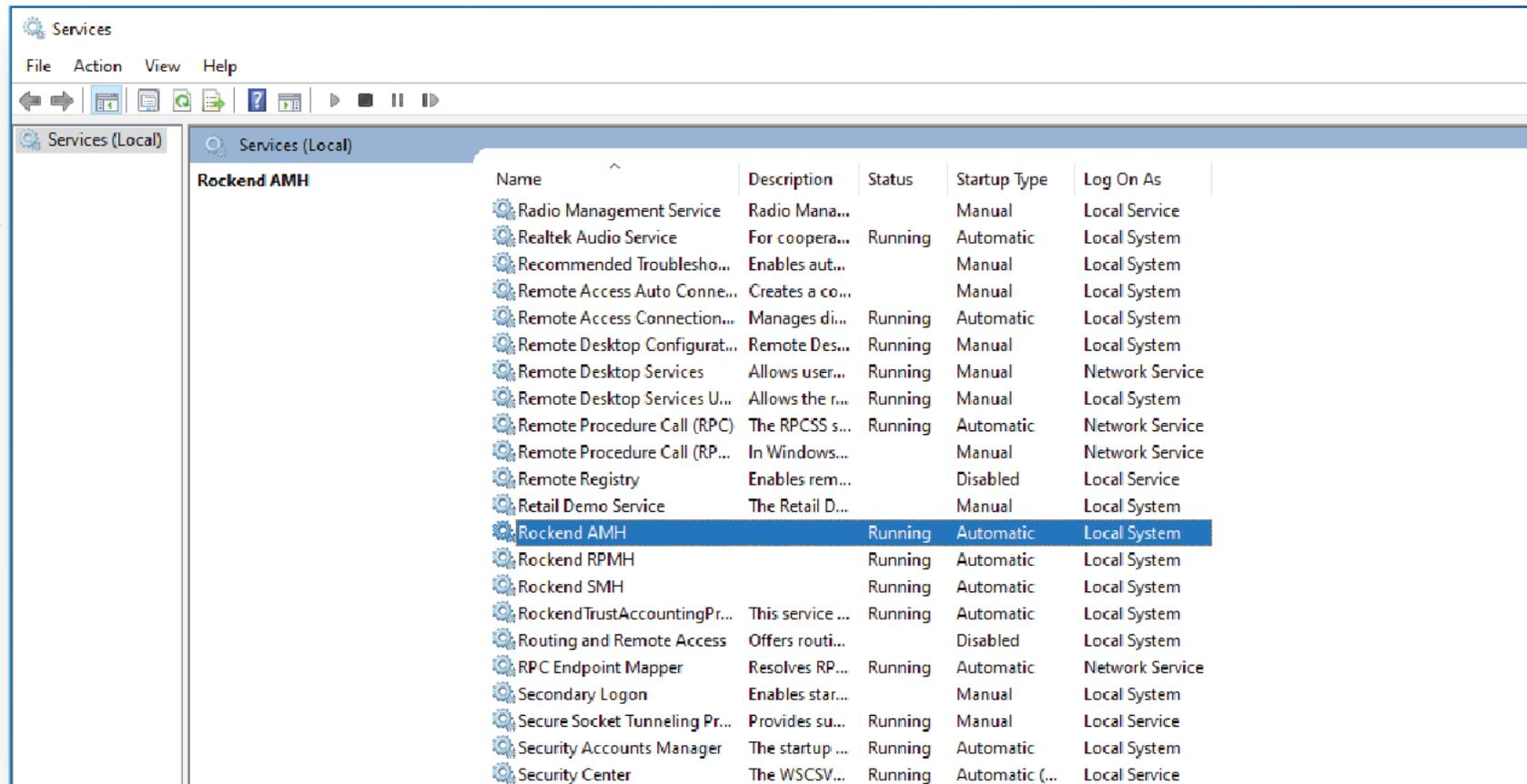
Click Start  > Then type 'Services'.



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

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

 Rockend AMH	Running	Automatic	Local System
 Rockend RPMH	Running	Automatic	Local System
 Rockend SMH	Running	Automatic	Local System



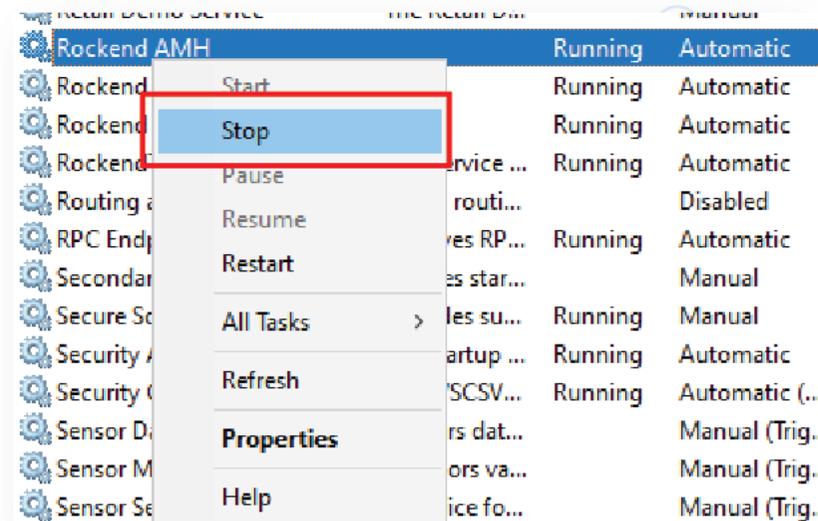
The screenshot shows the Windows Services console window. The 'Services (Local)' list is expanded, and the 'Rockend AMH' service is selected and highlighted in blue. The table below represents the data visible in the screenshot.

Name	Description	Status	Startup Type	Log On As
Radio Management Service	Radio Mana...		Manual	Local Service
Realtek Audio Service	For coopera...	Running	Automatic	Local System
Recommended Troublesh...	Enables aut...		Manual	Local System
Remote Access Auto Conne...	Creates a co...		Manual	Local System
Remote Access Connection...	Manages di...	Running	Automatic	Local System
Remote Desktop Configur...	Remote Des...	Running	Manual	Local System
Remote Desktop Services	Allows user...	Running	Manual	Network Service
Remote Desktop Services U...	Allows the r...	Running	Manual	Local System
Remote Procedure Call (RPC)	The RPCSS s...	Running	Automatic	Network Service
Remote Procedure Call (RP...	In Windows...		Manual	Network Service
Remote Registry	Enables rem...		Disabled	Local Service
Retail Demo Service	The Retail D...		Manual	Local System
Rockend AMH		Running	Automatic	Local System
Rockend RPMH		Running	Automatic	Local System
Rockend SMH		Running	Automatic	Local System
RockendTrustAccountingPr...	This service ...	Running	Automatic	Local System
Routing and Remote Access	Offers routi...		Disabled	Local System
RPC Endpoint Mapper	Resolves RP...	Running	Automatic	Network Service
Secondary Logon	Enables star...		Manual	Local System
Secure Socket Tunneling Pr...	Provides su...	Running	Manual	Local Service
Security Accounts Manager	The startup ...	Running	Automatic	Local System
Security Center	The WSCSV...	Running	Automatic (...)	Local Service

Stopping and Restarting the Rockend Services.

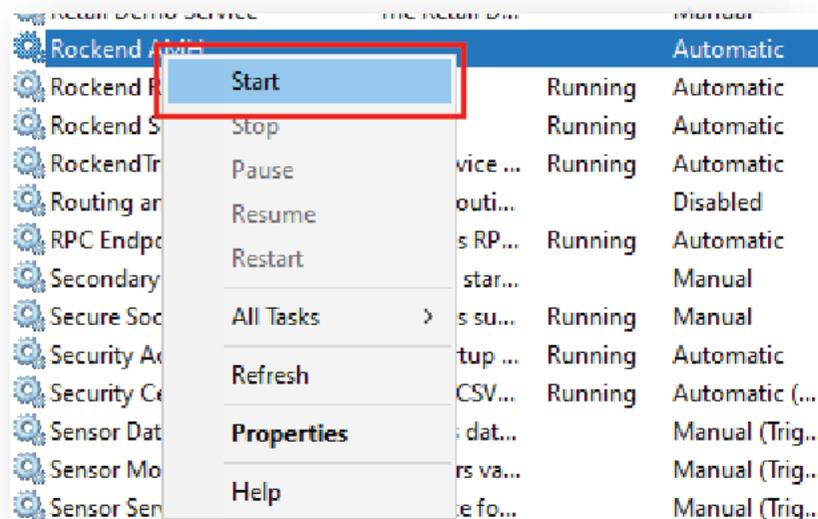
Step 1

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



Step 2

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

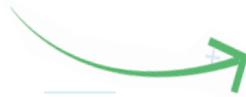


3

Refreshing Services in the Communicator Configuration Tool.

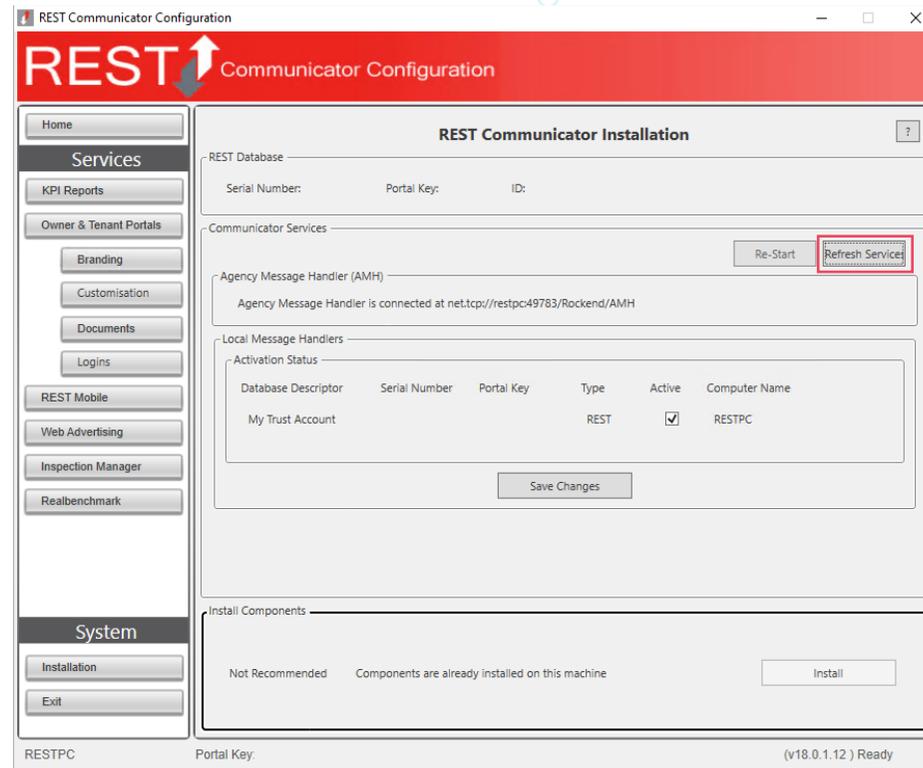
Step 1

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



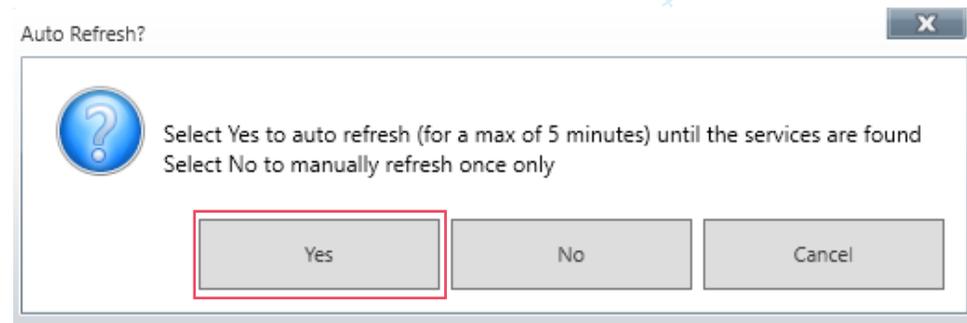
Step 2

Click the “Refresh Services” button located on the right side of the Communicator window.



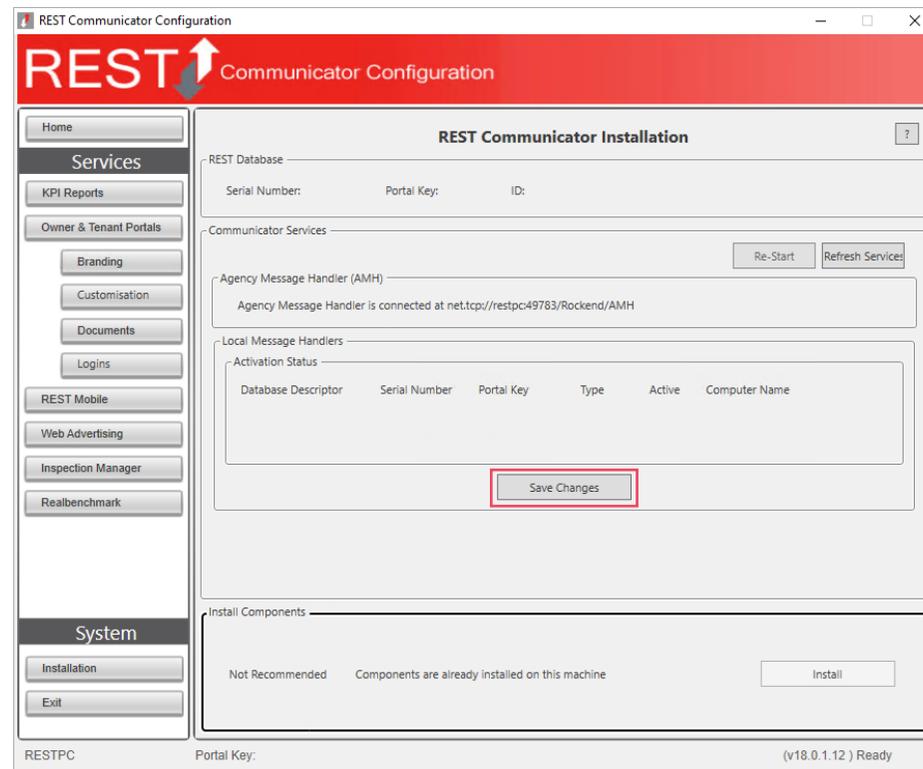
Step 3

Click **“Yes”** on the Auto Refresh pop-up window.



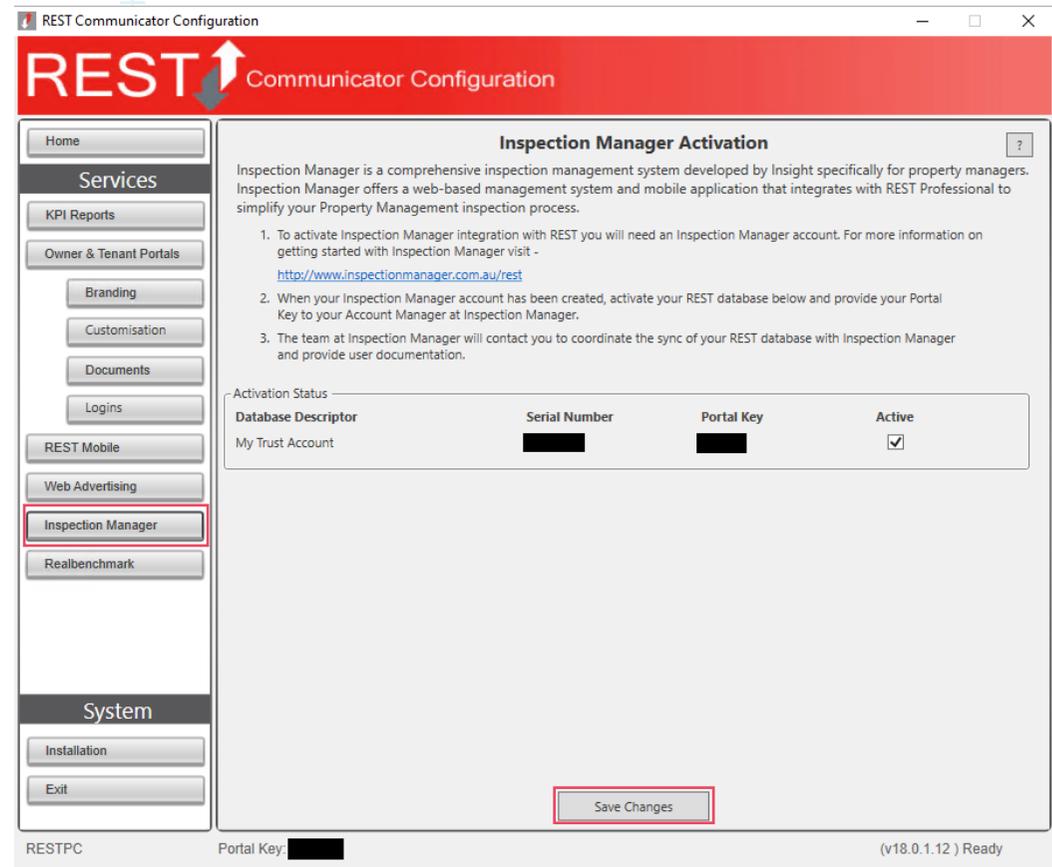
Step 4

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



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**”.



The screenshot shows the 'REST Communicator Configuration' window. The left sidebar contains a 'Services' section with the 'Inspection Manager' tab highlighted by a red box. The main content area is titled 'Inspection Manager Activation' and contains the following text:

Inspection Manager is a comprehensive inspection management system developed by Insight specifically for property managers. Inspection Manager offers a web-based management system and mobile application that integrates with REST Professional to simplify your Property Management inspection process.

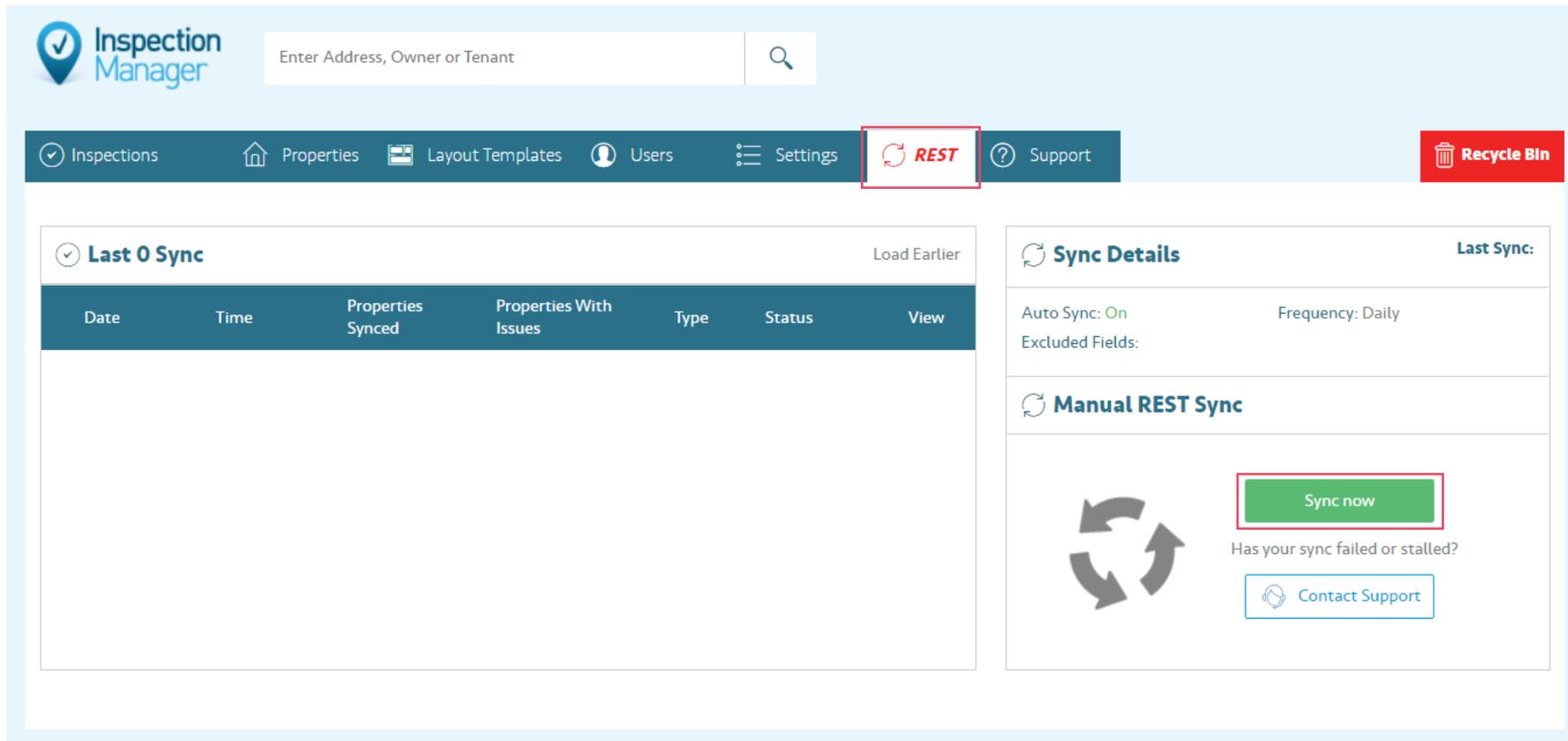
1. To activate Inspection Manager integration with REST you will need an Inspection Manager account. For more information on getting started with Inspection Manager visit - <http://www.inspectionmanager.com.au/rest>
2. When your Inspection Manager account has been created, activate your REST database below and provide your Portal Key to your Account Manager at Inspection Manager.
3. The team at Inspection Manager will contact you to coordinate the sync of your REST database with Inspection Manager and provide user documentation.

Below the text is a table with the following columns: Database Descriptor, Serial Number, Portal Key, and Active.

Database Descriptor	Serial Number	Portal Key	Active
My Trust Account	██████	██████	<input checked="" type="checkbox"/>

At the bottom right of the main content area, a 'Save Changes' button is highlighted with a red box. The status bar at the bottom of the window shows 'RESTPC', 'Portal Key: ██████', and '(v18.0.1.12) Ready'.

Once this has been done, wait a few minutes and then attempt to sync REST once more from Inspection Manager by clicking the **REST** tab on the Inspection Manager CMS and then clicking **“Sync now”**.



The screenshot displays the Inspection Manager CMS interface. At the top left is the Inspection Manager logo. A search bar contains the text "Enter Address, Owner or Tenant". The navigation menu includes "Inspections", "Properties", "Layout Templates", "Users", "Settings", "REST" (highlighted with a red box), and "Support". A "Recycle Bin" button is located on the right. The main content area is divided into two panels. The left panel, titled "Last 0 Sync", contains a table with columns: Date, Time, Properties Synced, Properties With Issues, Type, Status, and View. The right panel, titled "Sync Details", shows "Auto Sync: On" and "Frequency: Daily". Below this is the "Manual REST Sync" section, which features a circular refresh icon, a green "Sync now" button (highlighted with a red box), and a "Contact Support" button. The text "Has your sync failed or stalled?" is positioned above the "Contact Support" button.



**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/>

