

# BeAware Corporate Edition

## Remote Machine(s) Not Connecting – Send Files

If you have tried the troubleshooting tips #1 and are still unable to connect, we will need you to send the following:

1) On the Server, can you send screen captures of the following screens:

- The User Management screen
- The System Status screen
- The License Manager screen

2) On the client machine, can you send me the following files:

Please Note: The following folders are hidden. You can copy and paste the folder locations into an Internet Explorer window and it will take you to the folders

Go to C:\Documents and Settings\All Users\Application Data\Ascentive

- File name: "bwcfg"

Go to C:\WINDOWS\system32\Ascentive:

- File name: bwcfg
- File name: ClientConfig.ini
- File name: Config.ini
- File name: UploadLog.txt