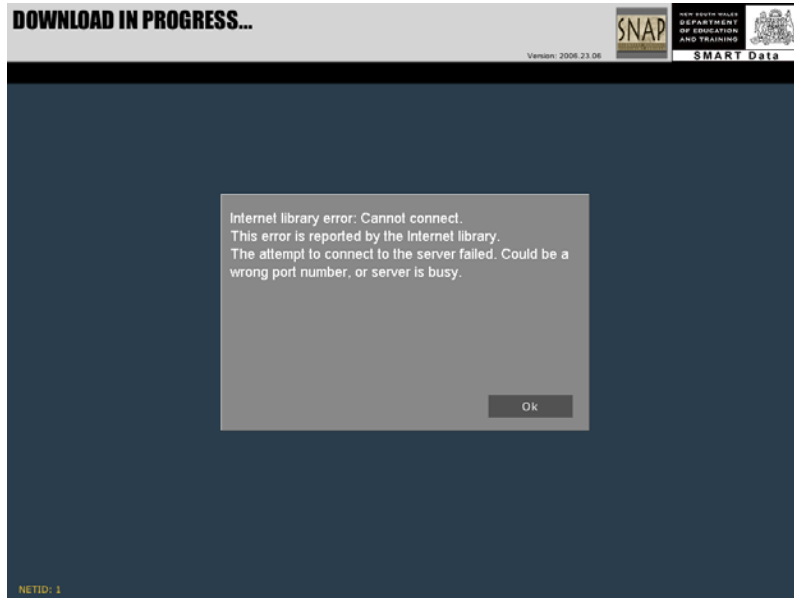


## **Error message reads: Internet Library error**

*These errors are all local issues relating to the computer set up at your school and user profiles. There are many reasons why this error occurs.*



## **Causes:**

If you are unsuccessful in downloading your data it may be because you need to authenticate to the internet.

### **Solution:**

- Log onto the computer using your school issued *User name* and *Password*.
- At the NET BROWSER and DATA INSTALLER Screen you will need to enter the Web password for SMART AND your School-issued *User name* and *Password*.

### **Still no success?**

#### **Cause:**

This is because you have not been given rights by your School IT Administrator to download data to your school network.

**Solution:**

- Contact your School IT Administrator to request access to the ADMINISTRATOR *User name* and *Password* which allows access to download encrypted data from the internet.
- Use the ADMINISTRATOR *User name* and *Password* to log onto the computer
- at the NET BROWSER and DATA INSTALLER Screen enter the WEB PASSWORD  
*AND*
- in the *Proxy Settings* section of the screen enter the ADMINISTRATOR *User name* and *Password*

\* \* \* \* \*

**Cause:**

If running the server version at the school, it may be because you are attempting to run ‘SMARTADMIN’ directly from the server. It will not work if run directly from a Windows 2000 or 2003 server.

**Solution:**

Run ‘SMARTADMIN’ from a workstation.

\* \* \* \* \*

**Cause:**

If the school settings point to their own server for DNS settings this can often cause the issue.

**Solution:**

Temporarily change the workstations’ DNS settings back to 153.107.37.21

\* \* \* \* \*

**Cause:**

The computers at the school may either point directly at their local proxy server, or have direction to their local proxy server in their Pac file.

**Solution:**

Bypass the local proxy server. Change Internet Explorer to point directly to proxy.det.nsw.edu.au:8080.

\* \* \* \* \*

**Cause:**

Any non-standard Anti-Virus, Anti-SPAM or firewall software will prohibit encrypted data for SMART from being downloaded.

**Solution:**

Disable the anti-virus software temporarily.

\* \* \* \* \*

**Cause:**

Some High Schools have an additional IP range on the router.

**Solution:**

The workstation used to download the school's data will need to be in the same IP range as their router.

\* \* \* \* \*