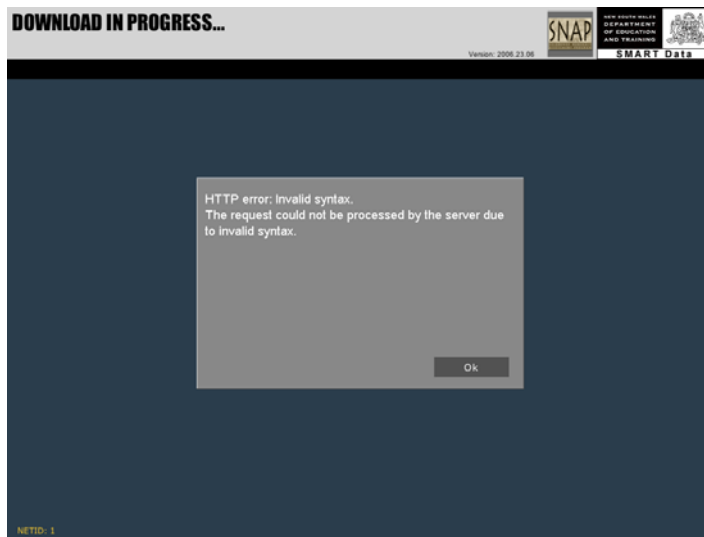
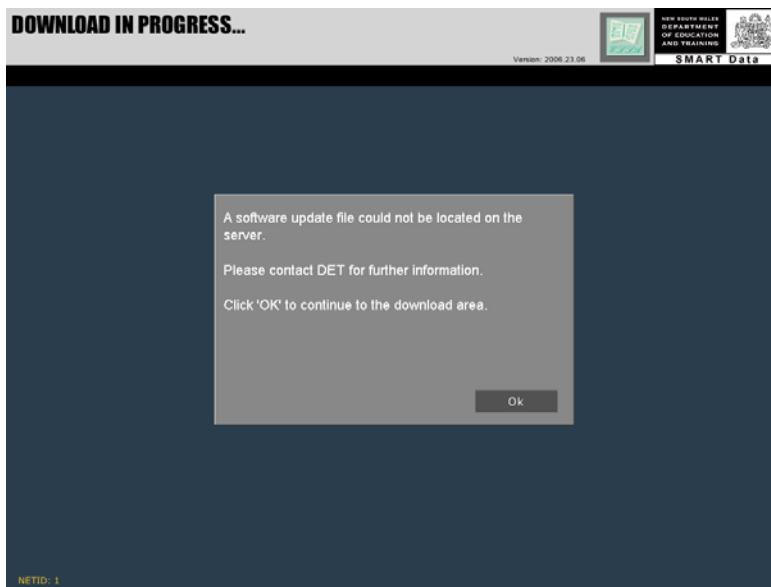


Issue: one of several of error messages appears at the NET BROWSER & DATA INSTALLER screen (Step 7 of the Installation Instructions)

Error messages read:

- **HTTP error: Invalid syntax**
- **A software data file could not be located on the server**





Cause:

These errors are all local issues relating to the way permissions operate in a school. If you are unsuccessful in downloading your data it is 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*.