

# TelePort FAQ List

- 1. What do you have to do if your computer is stolen containing TelePort?**
  - TelePort Client: ask your administrator to remove your computer's Hardware ID from the group.
  - TelePort Master: send a request to Don-Neo Technologies and ask to disconnect your computer's Hardware ID from your license. You can send your email to: [support@dnt-teleport.com](mailto:support@dnt-teleport.com) Don't forget to mention your TelePort Name and License Number.
  
- 2. A: Do you see the message "Teleport CANNOT connect to the server!"?**
  - Retry when the internet connection is restored.
  
- 2. B: Is the internet connection working and do you still see the message above (2.A)?**
  - When the FTP configuration is changed by your administrator, then you see the same message. In this case ask your administrator to send you a new activation file and remove the old activation file yourself. By clicking on the button "Delete Activation...", in the same dialogue containing above message, current activation file will be deleted so you can replace it with the new activation file.
  
- 3. When I as administrator temporarily remove a client, is the database file at this client user's computer then also removed?**
  - No. If this client user did use the database before and you as administrator, temporarily removed this user, the database file is still present on the client's computer. However TelePort cannot start-up until you reactivated the client. If you want the database file removed, then you only have to disable the database function of this user. When this client user starts up his/ her computer the local database file is not present anymore. After this you can eventually choose to remove this user.
  
- 4. Why does a client in my group constantly see the dialogue with message "INCORRECT TelePort Activation File" ?**
  - When you are the administrator, be sure the Hardware ID entered into TelePort Master, is exactly the same as the Hardware ID of the client's computer. This is essential! Also check the name of this client user and be sure you send the right activation for this client user's computer. Take care the client user doesn't use old activation files because these became useless.

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5. I removed a Client and now I want to reactivate this Client again, but now I receive a different Hardware ID of this user on the same computer he used before. How is that possible?
  - The Hardware ID that TelePort generates is certainly connected to the hardware identity of the computer. For safety reasons the Hardware ID you finally see to setup a connection is also made dynamic (changeable). This ensures you that you always create a new and unique communication channel to this Client computer.