

# EncoreAnywhere Data Card Server FAQs

## **Why do I need to launch the Data Card Server to download data using EncoreAnywhere?**

Most web browsers do not have the ability to read from SD or Encore SmartCards. The Data Card Server along with the Silverlight™ plug-in fills this gap by providing a host that can transmit card data to EncoreAnywhere.

## **Data Card Server was just running but has closed. How do I restart it?**

If the application was closed on request of the user, it can be started from the Philips Respironics folder in the Start menu. If it was closed as the result of an error, please contact Product Support for assistance.

## **Can Data Card Server open automatically when I open EncoreAnywhere?**

It is not possible for a web browser to launch applications on your computer. The Data Card Server installation will configure the Data Card Server to launch at computer startup.

## **Will Silverlight work with the old Encore SmartCards?**

Yes, it works with Encore SmartCards and SD cards.

## **What should I do if I get the error message, “Unable to connect to the Data Card Server... general failure”?**

Verify that the Data Card Server is running in your system tray and that you are running the newest version of the Data Card Server (version 4.0.1).

## **What does this error message indicate “Cannot connect to the Data Card Server... please make sure the Data Card Server is installed and running”?**

This message will generally occur if the Silverlight plug-in cannot communicate with the Data Card Server. Try to disable any firewalls that may be causing interference. Also, verify that the Data Card Server is running in your system tray and that you are running the newest version of the Data Card Server (version 4.0.1).

**Note:** If you are still unable to download a card into EncoreAnywhere, or continue to have issues with the Data Card Server, please contact Product Support for assistance, via:

**Email:** [encore.support@respironics.com](mailto:encore.support@respironics.com)  
**Phone:** 1-800-345-6443

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