



DiCentra FAQs - 6

PEX Network Connection Error

Question: When I run PEX a message saying “Network Connection Error” appears after I log in. How do I fix this?

Answer: DiCentra PEX uses a protocol called TLS 1.2 to communicate with PhotoEntry for DiCentra version 4.12 and above. (See also *FAQ 5 – SSL and TLS*.) The error message probably indicates that your computer is not set up for TLS 1.2 or you are using an older version of DiCentra.

Windows 8, 8.1 or 10

There are three likely causes:

1. You are running a version of DiCentra before version 4.12. Install the latest version of DiCentra to fix this.
2. Your operating system does not have the latest updates. Use Windows Update to install any outstanding system updates and try again.
3. There is a fault on the network such that PEX cannot contact PhotoEntry. Check that you can contact PhotoEntry via your browser.

If none of these solve the problem, please contact enquiries@wilburimaging.com.

Windows 7

Windows 7 SP1 does not support TLS 1.2 until a system update is applied. Follow the steps below to apply this update.

1. Ensure that you are running Windows 7 Service Pack 1. (right-click **My Computer** and select **Properties**. Under **Windows edition** you should see **Service Pack 1**.)
2. In your browser go to <https://support.microsoft.com/en-us/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-a-default-secure-protocols-in>
3. You need to use the *Easy Fix* update to fix the Registry to enable TLS 1.2.
4. Scroll through the page until you come to the *Easy Fix* heading near the bottom of the page.
5. Click on the *Download* button and save the *MicrosoftEasyFix51044.msi* file to your desktop.
6. Run *MicrosoftEasyFix51044.msi* by double-clicking on it.
7. Check that you have the latest version of DiCentra installed and start using PEX.

If this does not solve the problem, please contact enquiries@wilburimaging.com.

Windows Vista

Windows Vista only supports TLS 1.0 which is no longer supported by PhotoEntry. This means that PEX cannot be used from it. This does not affect the normal running of DiCentra for competition

marking, but you will not be able to upload or download images or results to/from PhotoEntry from a Vista machine.

Windows Vista does not support TLS 1.2, so if this is the only machine you have running DiCentra PEX you should migrate DiCentra to a Windows 10 machine.

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