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Subject: Downloading...

Posted by [david](#) on Fri, 20 Mar 2009 08:45:37 GMT

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Hello,

Whenever I load up NST Admin, a box with the titlebar text: "Downloading" appears, but no information is displayed in the box, and the only button is 'Cancel'.

This box never disappears until I click cancel - I have allowed it over an hour and it still just sits there.

What is the purpose of this box? What is it downloading, and why isn't it working ?

Thanks,  
David

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Subject: Re: Downloading...

Posted by [support](#) on Fri, 20 Mar 2009 09:53:00 GMT

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It tries to connect to the NST service to download status information.

If this fails, either there is a problem with HTTP connections to the service (Firewall settings?), or the service has failed to start. Check the noSPAMtoday.log file.

If you are unable to find the problem, make sure you have detailed logging and extended logging enabled, then send us ([nstsupport@byteplant.com](mailto:nstsupport@byteplant.com)) the nospamtoday.log file after this happens (the last few screenfuls of log lines should be enough). Please include the nospamtoday.cf file also.

Both files can be found in the installation directory.

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