
Diagnosing firewall problems

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Desired Outcome Goal:

Diagnose whether GUI message "Failed to connect to host" is caused by network firewall problems.

Procedure:

It's possible that, though the pc_server is running on port 6nnn, this port is inaccessible because of network restrictions. To eliminate this possibility, do the following on your pc:

start --> Run --> Type "telnet 10.1.235.14 6991" [where 10.1.235.14 is the server's address and 6991 is the pc_server port] in the Open box and click "OK".

If the port is accessible, a Telnet window will open with a completely blank screen.

If the port is *not* accessible, you will get the message "Connecting to 10.1.235.14", but after a few seconds this message -- and the Telnet window -- will disappear. In that case, check the firewall rules.

Also, the internal connectivity of the server can be tested via the "telnet localhost nnnn" command. For instance:

```
aleph@libms1(a21_1):~/a21_1/alephm>telnet localhost 8991
Trying 127.0.0.1...
Connected to localhost.
Escape character is '^['.
```

This (normal) result indicates that the internal connectivity is working and that the problem is external connectivity (load balancer, firewall, etc.)

Category: System Management (500)

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