

Point Manager TCP/IP Troubleshooting

Basic Operation on Internal Network

Confirm basic operation of the PM (Point Manager) on the internal network. Make sure that the following work:

Web page

TCP/IP Command Port

Problem: Cannot access the PM through the command port

Steps:

1. Is the green Link light on? No, no physical Ethernet connection.
2. Issue "IP" command and confirm settings
3. Is the PM web page accessible?
4. Confirm if a gateway address is needed and the IP address and subnet mask is correct. The PM may be able to work without a gateway address when one is needed but may encounter difficulties later.
5. Confirm that the Point Manager is using the right IP port (default is 1000) (Use "CIPR" command).
6. Confirm that the client computer is using the right IP address and IP port.
7. Confirm that there is not a duplicate IP address assigned on the network. Power down the Point Manager - ping the address using computer on the network. If ping gets a response then there is a device on the network with this IP address.
8. Is the client computer correctly on the network? Use the ping utility and ping a computer or IP address on the network. Are network resources accessible to confirm proper operation of the client computer?
9. Send the PM "PING" command to ping a device on the network to confirm that the PM is attached to the network
10. Can the PM "PING" command ping the gateway address? Note: Some gateways do not respond to ping requests if assigned.

Problem: Cannot access the PM web page.

Steps:

1. Is the green Link light on?
2. Issue "IP" command and confirm settings
3. Is the PM command port accessible?
4. Confirm if a gateway address is needed and the IP address and subnet mask is correct. The PM may be able to work without a gateway address when one is needed but may encounter difficulties later.

5. Confirm that the Point Manager is using the right IP port. (default is port 80) (Use "CIPR" command)
6. Confirm that the client computer is using the right IP address and IP port.
7. Confirm that there is not a duplicate IP address assigned on the network. Power down the Point Manager - ping the address using computer on the network. If ping gets a response then there is a device on the network with this IP address.
8. Is the client computer correctly on the network? Use the ping utility and ping a computer or IP address on the network. Are network resources accessible to confirm proper operation of the client computer?
9. Send the PM "PING" command to ping a device on the network to confirm that the PM is attached to the network
10. Can the PM "PING" command ping the gateway address? Note: Some gateways do not respond to ping requests if assigned.

Problem: PM cannot connect to computer using the command port.

Steps:

1. Confirm that the destination IP address and IP port are correct ("CMR" command).
2. Issue "P" command to initiate the connection attempt. Issue the "ID" command while the connection attempt is occurring and note the states.
3. Use the PM "PING" command and see if the destination (using the IP address) can be contacted:
4. "PING" the gateway - send Point Manager "Ping" command to confirm the presence of the gateway (if using a gateway). Note: some gateways do not respond to the ping command.
5. With a computer inside of the network, ping the destination computer.
6. With a computer inside of the network using a communication program such as Telnet or Windows HyperTerminal, make a connection to the destination computer using the IP address and IP port.
7. Make sure the host application is listening on the IP port where the Point Manager is pushing.

Troubles with external network access

Make sure that the PM is functioning on the internal network.

Problem: XML Delivery function not making contact with web service

Steps:

1. Confirm the destination hostname and IP port. (Use the “XD” command)
2. If using a domain name for the destination, make sure the Name Server is specified. (Use the “IP” and “CIS” commands)
3. Issue "IL" command and note the last error:
 - i. DNS Error - skip to the Name Server track
 - ii. No Connection - verify that the host name is correct.
 1. If using a Domain Name, temporarily use the IP address instead.
 2. temporarily use another Domain Name or IP address
 3. try to use computer that is on the network and access the host name (or IP address) using ping and a communication program like Windows HyperTerminal.
4. Use the PM “PING” command and see if an external device can be contacted:
 - i. "Unable to resolve" - Name Server either cannot be found or lookup failed - try to ping an IP address
 - ii. "Failed" - device not found
5. PING the gateway - send Point Manager "Ping" command to confirm the presence of the gateway. Note: some gateways do not respond to the ping command.
6. Check for Name Server problems:
 - i. ping the Name Server using the Point Manager to confirm that the Name Server is present. Note: some Name Servers will not respond to ping.
 - ii. try a different Name Server
 - iii. firewall may be blocking the connection attempt
7. With a computer inside of the network, ping the web service. Ping a computer host name on the outside of the network such as www.pointsix.com. Ping a computer IP address on the outside of the network such as “216.230.206.156” (IP address for www.pointsix.com).
8. With a computer inside of the network using a communication program such as Telnet or Windows HyperTerminal, make a connection first using the host name of the web service and if that does not work then use an IP address.
9. Firewall may be blocking the connection attempt.

Problem: PM cannot connect to external computer using the Command Port

Steps:

1. Confirm that the destination IP address and IP port are correct (“CMR” command).
2. Issue “P” command to initiate the connection attempt. Issue the “ID” command while the connection attempt is occurring and note the states.
3. Use the PM “PING” command and see if an external device (using the IP address) can be contacted.
4. “PING” the gateway - send Point Manager "Ping" command to confirm the presence of the gateway. Note: some gateways do not respond to the ping command.
5. With a computer inside of the network, ping the computer. Ping a computer IP address on the outside of the network such as “216.230.206.156” (IP address for www.pointsix.com).
6. With a computer inside of the network using a communication program such as Telnet or Windows HyperTerminal, make a connection using the destination IP address and IP port.
7. Firewall may be blocking the connection attempt.
8. Make sure the host application is listening on the IP port where the Point Manager is pushing.

Firewalls

Firewalls will block communication attempts from outside of the network to a Point Manager. Firewalls will block to various degrees Point Manager attempts communication to outside of the network. Some Firewalls will block connection attempts using the command port or email. Others will block XML Delivery attempts on port 80 and external Name Servers. Consult with the network administrator to learn how the firewall protects and prevents communications to and from the outside. First confirm that the Point Manager is working properly from within the internal network.