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If There is a Problem: Troubleshooting the EtherPath SS-R1 Telnet Server Configuration

Introduction

At this point, an EtherPath unit should have been configured and a link established that allows a PC to open a telnet session to a client device via the Ether Path just as if it were directly connected to the device with a serial cable. If it has not been possible to get a similar result, check for the possible problems described below.

P: Web browser not connecting during the EtherPath configuration.

S: To verify the **physical connection**, check that:

- A faulty ethernet cable isn't being used: Due to the Auto-MDIX feature of the EtherPath LAN ports, either straight-through or crossover ethernet cables may be used interchangeably.
- The ethernet cable has been plugged in all the way

S: To verify the **PC configuration**, check that:

- The IP address and Subnet Mask for the EtherPath's default subnet is configured correctly on the PC: ***The EtherPath is using the default IP address 192.168.1.1.***
- The PC has the proper IP address and does not have a previously-defined IP address which conflicts with the one needed here.
- The ARP Cache does not contain an entry from an earlier connection: Using a Command Window (as Administrator), type the command ***arp -a*** to view the entire table of entries.
- The Properties of the LAN connection do not still have "**Obtain an IP address automatically**" selected: Leaving this on is a common issue.
- The PC does not have a different network simultaneously connected: This often happens when the Wireless LAN adapter is left enabled, so it should be turned off during the Quick Start procedure.

S: To verify the **browser configuration** check that:

- The browser is not trying to use a Proxy to connect: For the Quick Start procedure, the Network settings for the browser should be "No Proxy".
- HTTP is being used to address the EtherPath, not HTTPS.

P: You were able to configure the EtherPath through its LAN port, but now cannot establish a telnet terminal session to the client device.

S: Verify that:

- You can still navigate to the configuration screens with the browser.
- The EtherPath unit is configured as a Telnet Server: If it is in any other mode, the session won't be established. ***This change must have been saved to the unit during setup.***
- The telnet session being attempted is to port 3000 on the EtherPath: ***If no port was specified, the default telnet client will attempt to connect on port 23.***

- The **Port Configuration** settings of the EtherPath match those of the device plugged into it. If the device is configured for other than 9600 8N1, the EtherPath must be changed to match.
- The serial cable from the EtherPath to the client device is of the same type used when the PC was connected directly to the device. For example, if a null modem cable was appropriate for the PC-to-client connection, one must now be used from EtherPath-to-client.