

Problem: Port Socket Errors

Product: Velocity

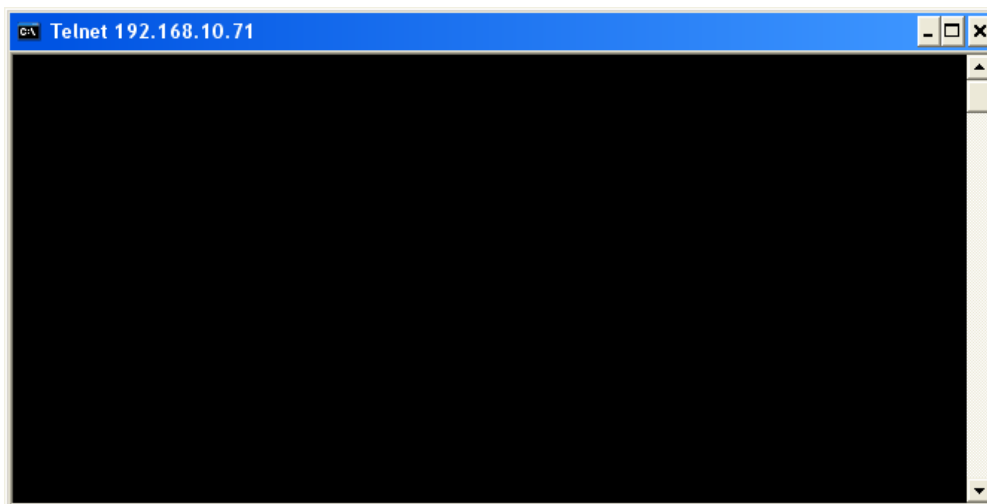
Explanation: Velocity connects to the Port IP Address provided within port properties and makes a socket connection via the port specified; default is 10001 for a SNIB2.

If Velocity fails to establish the socket connection on that port you will encounter the port socket errors.

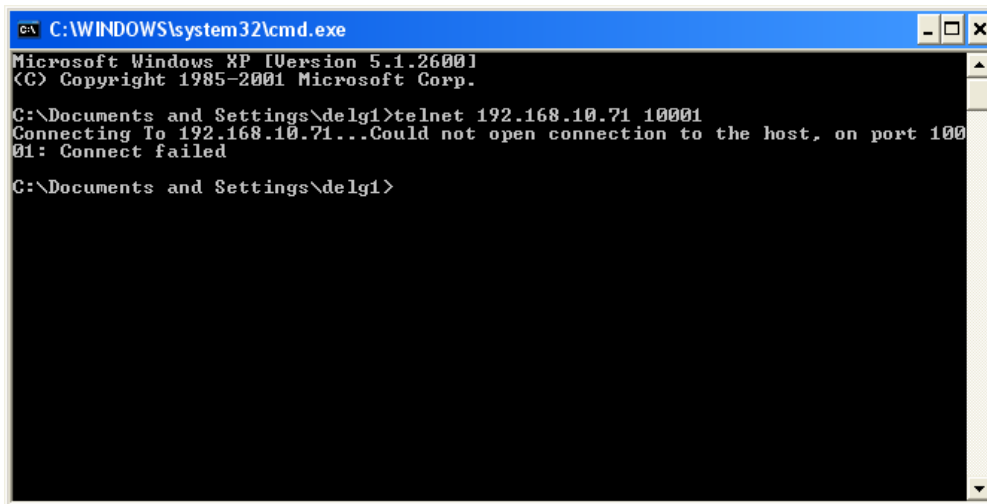
Possible reasons for this could be that port 10001 is blocked via a firewall setting or something within the networks configuration.

Trouble shooting steps:

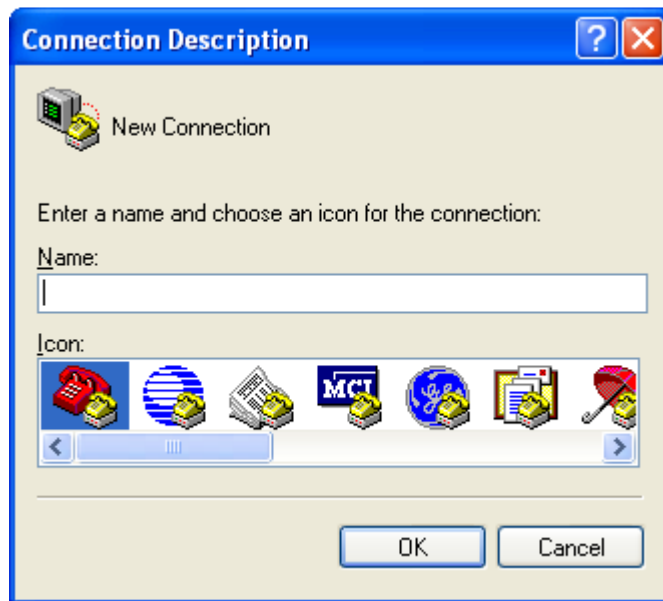
1. Ping the IP address to validate the IP is reachable from the server
2. Telnet to the device via command line by typing the following; telnet <ip address> <port number> (i.e.. telnet 192.168.10.71 10001) A successful connection will return the below



A failed connection will return the below

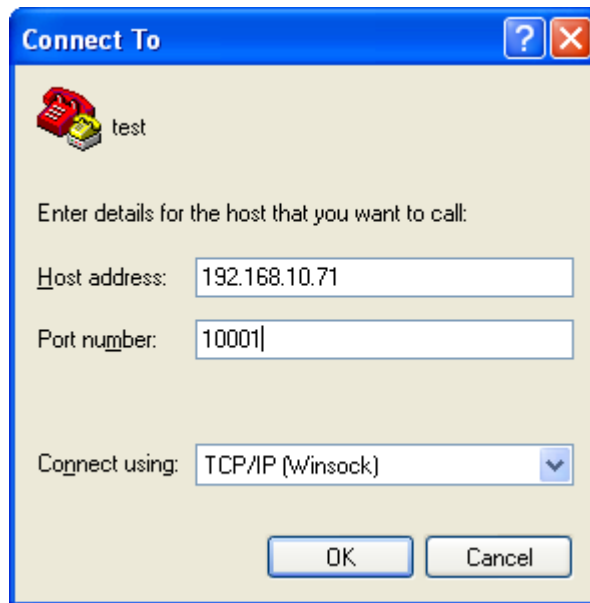


3. You can also use HyperTerminal to test the socket connection by doing the following;
 - a. Start HyperTerminal. Give it a name and click OK.

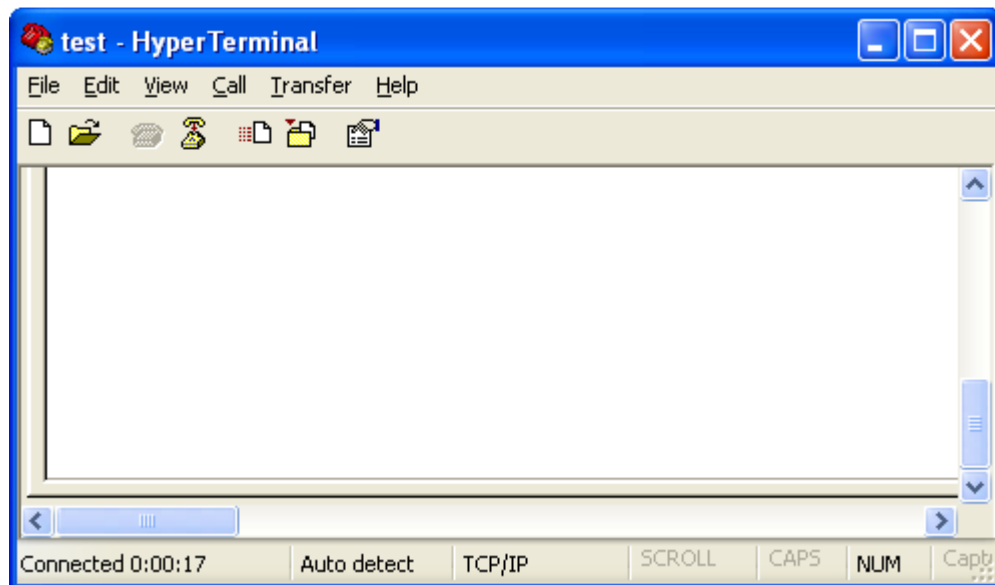


- b. Select TCP/IP (Winsock) in the "Connect Using" field. For "Host address" type in the IP address you are trying to connect too and for "Port number" enter 10001. Click OK.

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- c. You should now get a blank HyperTerminal window



A failed connect will return the following

Tech Tips

