

# **CODESPEAR®**

## *HELP CENTRAL*

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### **Knowledge Base Article**

## **Connection between 2 servers goes up and down/Slow connection**

### **SYMPTOMS**

The connection between 2 servers goes up and down. The status changes back and forth from red X to no red X.

### **Causes/Resolutions**

See possible causes and their corresponding resolutions below.

#### **Possible Cause #1**

Internet or LAN/WAN connection on the root server side may be slow and/or unstable.

##### **Resolution**

1. If the connection is over the Internet, confirm that other Internet traffic is functioning from the root server side. For example, try opening a website through a web browser and verify that the Internet has a good response time.
2. Secondly, ping the IP address or name of the other SmartMsg server from a DOS prompt to verify connection.

#### **Possible Cause #2**

Internet or LAN/WAN connection on the local server may be slow and/or unstable.

##### **Resolution**

1. If the connection is from the Internet confirm that other Internet traffic is functioning on the local machine side. For example, try opening a website through a web browser and verify that the Internet has a good response time.
2. Secondly, ping the IP address or name of the other SmartMsg server from a DOS prompt to verify connection.

### Possible Cause #3

TCP/IP settings may be wrongly configured between the servers.

#### Resolution

1. Verify that the IP address or server name are correctly listed in Server Properties > Listening Host Name/ IP Address. If a DNS server name entry is used, verify that the DNS name is correct and reachable from the other SmartMsg server.

### Possible Cause #4

Firewall or other IP traffic rules prevent communication between systems. The proper ports need to be open between servers.

#### Resolution

1. To verify that a port is open, you can open a DOS prompt and try establishing a connection with that address and port number (default SmartMsg port is 16887, but may be different depending on your systems setup – check with Administrator to verify). Execute a TELNET command with the following syntax: TELNET [hostipaddress] [port#]. Example: TELNET YOURSERVER 16887

### Possible Cause #5

If the servers intermittently appear online but then switch back to offline, it is most likely due to a slow connection between systems. In the Admin tool, you can adjust the Server Connection Monitoring and Time Out values to accommodate slow or somewhat unreliable connections between servers.

#### Resolution

1. Inside the SmartMsg Admin tool, right-click on a server and choose **Properties**
2. Select the **Connections** tab.
3. Adjust the following settings accordingly:
  - a. **Max Time to Respond** - This setting determines how long a server will wait for the response back after each attempt sent (Monitoring Interval). This is the primary setting to adjust, as you are giving the servers more time (over a slower connection) to respond to the requests. Increase the setting by 50% and see if this solves the issue (servers stay connected and therefore Red X does not appear on the server icon). For example if you currently have 30 seconds entered as the Max Time to Respond, change the value to 45 seconds ( $30+(30/2)$  or  $30+15= 45$ ).
  - b. **Monitoring Interval** - This setting determines how many seconds are between each attempt made to contact the remote servers. Raise the

amount of time between attempts. This is the last setting to adjust, as you will configure your system to check for a connection less often.


## More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

### You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.

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