

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Firewall Preventing Connection

SYMPTOMS

A SmartMsg client or server is having trouble connecting to another SmartMsg server because a firewall is blocking it.

CAUSE

Firewall security settings that are in place for the network. The correct ports on the firewall are not open to allow a SmartMsg connection.

Resolution

To resolve this issue, see *SmartMsg Installation Checklist for Common Scenarios Local Hosted* to view the incoming and outgoing port access necessary. Normally, servers are set up to listen on TCP port 16887. However, SmartMsg Administrators may modify the listening port. The listening port specified for the SmartMsg server (This can be checked in server properties in the SmartMsg Administrator Tool.) must be open in order for clients and child servers to connect to the server. The server's firewall must have the port open incoming and the child/client's firewall must have the port open outgoing.


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.

