



Troubleshooting NSM/NSS Connection problems.

Overview

This document has been written to assist with the resolution of connection issues between the NetSupport Manager Client/Control and the NetSupport School Student/Tutor.

Client does not respond [#1704]



The above error message is displayed when the NetSupport Tutor/Control is not receiving any network data from the Client32 service.

Common causes of this error are:

- The Client32 service is not running (or maybe not installed!)
- The Client computer may not be turned on, or may be in a suspended/hibernated state so that networking is not working.
- The Client may be using a different TCP port to the Control/Tutor.
- The Client may be using a different IP address to the one the Control is – for example, if Client computer is using DHCP (and the Control setting has not been set to use DHCP).
- A firewall may be blocking network traffic.
- The Control/Tutor is configured to use DNS but DNS has the wrong address for the Client computer.

Client rejected the link [#1707]



The above error message (or one providing more specific details) is displayed if the Client32 service is receiving network data from the Control/Tutor and one of the following is true:

- The Client is not compatible with this Control or Tutor - typically an NSM Control connecting to NSS Student (with NSS license).
- The Client and Control have different security keys – the Client has a security key set, and the Control/Tutor has a different key (or none at all).
- An incorrect username or password has been supplied [error #1711] – the Client may require a Username and Password, and an invalid username/password combination has been supplied.
- The Client may be configured to not to allow connections (username=<blank string>).
- The Client cannot write to a log server – the Client is configured to reject connections if a log server is unavailable.
- The Client has no more connections available – the Client is already connected to the maximum number of Controls allowed by the license.
- The Client is already connected to a Control [error #1706] – the Client is configured to only allow 1 connection at a time (the default), and it is currently connected to a Control.
- The user at the Client rejected the connection – User acknowledgement is enabled and the user rejected the connection.
- The Client is configured to only accept connections from specified IP/IPX addresses/ranges.
- The Client is configured to reject connections when a user is logged on locally.
- The Client is configured to force Encryption and the connecting Control does not support the required encryption level.



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Client not found during a Browse

When the Control/Tutor performs a browse to find Clients/Students a UDP packet is sent onto the same subnet as the Control/Tutor.

One of the following reasons may result in Clients/Students not being found.

- UDP is blocked on the network therefore stopping the packet from reaching the Client computers.
- The Client computers are on different subnets. By default the NetSupport Control/Tutor will Browse only the local subnet. The Control/Tutor should be configured to browse additional subnets. This can be done in the Control/Tutor {Connectivity}{TCP/IP}{Browsing} section.
- The Client computers are not responding in time. The NetSupport Control/Tutor should be configured to wait longer for responses. This can be done in the Control/Tutor {Connectivity}{Advanced} section by increasing the Name Lookup delay.

Useful Utilities

Telnet

From the Control/Tutor computer try to telnet to the Student/Client IP address this will confirm whether or not the Client is running, listening and visible to the Control/Tutor.

From the command line type: telnet <clientname> <port>

Example: telnet netsupport1 5405

The Client should respond with its name.

ICFCONFIG

This utility can be obtained from the NetSupport website and is used to configure the Windows Firewall to allow NetSupport Connections.

<http://www.netsupportsoftware.com/support/td.asp?td=440&Site=nsLtd&Lang=>

ICFCONFIG will add the correct settings to the Windows firewall in order that the Client/Control can work through it.

From the command line type: ICFCONFIG -<action> <Product>

Action can be -e to enable, -d to disable or -r to remove the entry

Product can be NSM, DNA, NSS, or ALL.

Example: ICFCONFIG -e NSM