# Checking Terminal Connectivity

If you have a terminal that is not connecting here is a basic list of things to check.

If you have more than one terminal and no clockings are arriving from any of the clocks then check the Focus Watch Service on the server that collects the data and restart it.

You will know you have connectivity if you get the details populating in this screen when you click on Get Status from Clock button Connection Timed Out:
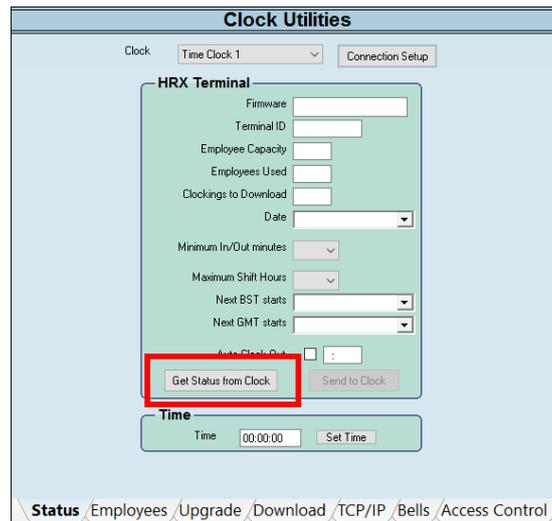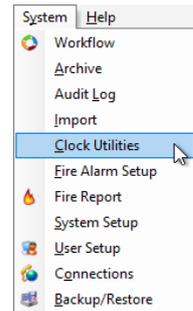
You can check which IP address the system thinks the terminal will be on by clicking on the Connection Setup button and then you will see a screen similar to this:
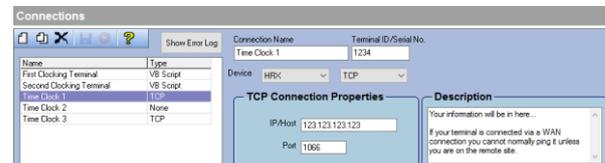
This may be required in some of the steps below.

If the terminal is on a remote site then the IP address shown in IP/Host box will be an external IP address of the remote site and the actual IP address of the clocking terminal should be in the Description box.

Note the Port number as well and make sure both the IP address and the port in the terminal matches the settings here. Remember that the IP address is the local one to the terminal that may be in the Description box if the terminal is on a remote site.

If you don't get the details showing when you click the 'Get Status from Clock' button above carry out the following checks (after each step is carried out try the Get Status from Clock button above again):

1. Is the terminal powered on and can you clock on it?
   Even if it is, power it off, leave it for 30 seconds and then power it back on again.
   Check the mains power and transformer to ensure that power is being provided to the terminal.

2. Is the terminal plugged into a live network connection?
   If the connection to the local data cable infrastructure has been disconnected there won't

be a light on the on the data switch that the cable from the terminal is plugged into. Check the light goes off and on when you power cycle the terminal to make sure the terminal is plugged in where it is supposed to be.

3. Is the clocking terminal responding to a PING test?
   Use the Command Prompt to PING the terminal using 'ping 123.123.123.123' where the 123s are replaced by what you can see in the Connection screen shown above. If the terminal is on a remote site you will need to do this from a computer that is on the same network segment as the clocking terminal.

4. If you do get a good ping response, 'Reply from…' and you are trying to connect to the clocking terminal on the same network segment, then it may be that two devices have the same IP address. Use the 'ping 123.123.123.123 -t' command to set up a constant ping test. Turn off the terminal and make sure that you get a 'Request Timed Out' while it is off. Turn it back on and you should get the 'Reply from…' showing again. This checks that you don't have a duplicate IP address on your network. If you continue to get 'Reply from…' messages when the terminal is turned off then you have a second piece of equipment on the same network with the same IP address. You need to find out what it is and change it. Beware of changes to your DHCP settings as well here in case the IP address of the clocking terminal is now in the DHCP range. Talk to your IT support provider if you need help with this.

5. If you get a good ping and it stops when turned off and you are on the same network segment as the clocking terminal, then either the Terminal ID on the connection is wrong or there must be an issue with a firewall between the terminal and the computer/server trying to connect to it. That is unless there are internal gateways if you have a large site which may also need configuring. The Ping test does not use the port number but the connection from the software does.

6. If the terminal is on a remote site and is pinging locally on that site and the Terminal ID is definitely correct, but not accessible from the remote server, then ask IT to check the port forwarding settings on the router to make sure the server has access to the IP address of the clocking terminal.

If none of the above work, and remember to try a Get Status from Clock after each point, then give us a call on 01761 410084 or email support@chronologic.co.uk.