

Network Setup - Troubleshooting

Introduction

This is a troubleshooting guide, and should be used in conjunction with the Auralia and Musition network installation instructions, which are found on our website.

<http://www.risingsoftware.com/support/networksetup/>

Server Checks

Firebird

Ensure that Firebird is installed and running. On Windows you can check in the Control Panel, where there is an applet that allows you to enable and disable Firebird. On Mac it's a little more involved, please check your Installation Guide.

Note that if you have installed Firebird using the supplied installer and followed the default options, it is **EXTREMELY UNLIKELY** that you will have any problems with the Firebird software itself. We have had **NO** issues with the installation of Firebird itself in over 10 years of use.

Setup_Server

Please ensure that you have run the `setup_server` utility, created a database file, changed your `SYSDBA` password and created the `RISINGSOFTWARE` user, with associated password change.

It is important that you record the following bits of information

- `SYSDBA` password
- `RISINGSOFTWARE` password
- Location of your `rising7.fdb` file

On Mac - please ensure that you have set the permissions on the '`rising7.fdb`' file as described in the network installation instructions. If you do not know how to use a Terminal window then ensure that you have somebody who does assist you with this step - it will make things a lot easier. If you can run a '`ls -la`' command in the directory where the database lives, you should get a response similar to this;

```
-rw-rw---  1 firebird firebird  31 Oct 23:14  rising7.fdb
```

The screenshot shows a two-step installation wizard. Step 1, 'Create Database', has a text input field and two buttons: 'Choose directory' and 'Create Database'. Step 2, 'Passwords and Users', contains three sections: 'Current SYSDBA Password' with a text input and a warning message; 'Change SYSDBA Password' with 'New Password' and '(repeated)' text inputs and a 'Change SYSDBA Password' button; and 'Rising Software User' with 'New Password' and '(repeated)' text inputs and an 'Add Rising Software user and set Password' button.

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ALIASES.CONF

As per the instructions, ensure that you have modified this file. On Mac, again, it is likely that you will need to use Terminal to modify this as it is in a protected area of the filesystem.

The most common error in the `aliases.conf` file is forgetting to put the database file on the end of your path. See the example below for a correct entry.

```
RISING7=c:\firebird\rising\rising7.fdb
```

Client Checks

For most installations all you need to set is the server hostname and the `RISINGSOFTWARE` password you created when using `setup_server`.

If the hostname doesn't work then please try the IP address. If you can connect via IP address but not hostname then the hostname is wrong you have some sort of DNS issue.

Firewalls & Network Hardware

It is absolutely essential that your clients and server can communicate via TCP/IP using port 3050. These type of things need to be checked;

- Server firewall
- Client firewall
- Managed Switches - port restrictions
- Routing issues between subnets

Connectivity Checking

If you have all your settings correct then you can perform a basic connectivity checks for port 3050 from your client. From a Windows command prompt or Mac terminal window enter this command;

- `telnet <your hostname / ip address > 3050`

Either of the following messages (or similar errors) will indicate a problem;

- `telnet: connect to <hostname / ip address >: Connection refused`
- `telnet: Unable to connect to remote host`
- `Connecting to <hostname / ip address >... Could not open connection to the host, on port 3050: Connect failed`

If you can connect then you may get a blank screen or a message similar to:

- `Connected to <hostname / ip address >.`

Note that on most modern Windows `telnet` is not enabled - you can enable it in the Control Panel under Programs and Features -> Turn Windows features on or off.

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Successful Connection

If you get a successful connection then your problem is not at a firewall or network level. Please check all the other items again.

Failed Connection

If you cannot connect then SOMETHING is blocking traffic on port 3050 between your server and client.

Basic Checklist

- Server - Firebird installed
- Server - Firebird running (highly likely to be fine)
- Server - `setup_server - rising7.fdb` file deployed
- Server - `setup_server - SYSDBA` password changed
- Server - `setup_server - RISINGSOFTWARE` user created and password changed

- Client - Auralia / Musition setup - check hostname / IP address / password
- Client - Network / Firewall Comms - check client server TCP/IP port 3050

Further Support

Please feel free to contact us via our website.

<http://www.risingsoftware.com/support/>

After you contact us on that form, you will receive an email from our ticket system. Please reply to that email and send through the following items:

General Information

- Client workstation operating system(s) and versions
- Server operating system and version
- Server hostname and/or ip address

Client Workstation Files

- `rising7.ini`
- `auralia7.ini` (may not exist, this is not a problem)
- `musition7.ini` (may not exist, this is not a problem)

Server Files

- `aliases.conf`
- `rising7.fdb` (please compress it before emailing)

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