

# **Knowledge Base Article**

Product Group: Software Product: CMSW7321 – Thin Client Transfer (Direct) Version: N/A

### Abstract

When a user attempts to connect to SKF @ptitude Analyst on a remote server, the error message, "Could Not Connect To Transaction Server" [Figure 1] is displayed. This article provides troubleshooting tips to resolve failed connections to cloud/Internet-based RDC servers via SKF Thin Client Transfer.



Figure 1. "The application could not connect to the

Transaction Server. Possible causes are the server application is not running, or the server could not be reached via the network."

## Overview

The following is a list of troubleshooting techniques to resolve connection issues to the cloud via SKF Thin Client Transfer.



### Troubleshooting

- 1. Ensure the PC can connect to the Internet.
  - I. Open a browser and go to www.google.com.
  - II. If the website fails to load, check the firewall and/or anti-virus software settings on the PC to ensure they allow http traffic to and from the internet. You may need to enlist the help of local IT resources to assist.
- 2. Ensure the PC can connect to the Transaction Service on the remote server.
  - I. Open a browser. Enter the address of the server and append the proper port number for the Transaction Service (default is 8088) to the end of the URL.

#### Example

http://demo.cmcrdc.com:8088

II. The Transaction Server page should be displayed. [Figure 2]



Figure 2. Transaction Server page

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- III. If it cannot connect, check the firewall and/or anti-virus software on the PC and ensure http traffic is allowed over port 8088 to and from the server IP address. You may need to enlist the help of local IT resources to assist.
- 3. Ensure TCT is configured to connect to a remote server.
  - I. Create a TCT shortcut and place it on the desktop.
  - II. Right-click the shortcut and select Properties. [Figure 3]

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III. In the Shortcut tab, configure the Target field with the following, as shown in Figure 4.

"C:\.... Analyst\skfTCT.exe" -TS:demo.cmcrdc.com,8088



SKF @ptitude Analyst Thin Client Transfer Properties				
General Shortcut Compatibility Security				
SKF @ptitude Analyst Thin Client Transfer				
Target type: Application				
Target location: SKF @ptitude Analyst				
Target: nalyst\skfTCT.exe" -TS:demo.cmcrdc.com,8088				
Start in: "C:\Program Files\SKF-RS\SKF @ptitude Analyst				
Shortcut key: None				
Run: Normal window				
Comment:				
Find Target Change Icon Advanced				
OK Cancel Apply				



**Figure 4.** After target location, add space dash TS colon demo.cmcrdc.com comma 8088

IV. Click **Apply**, and then launch TCT from the shortcut.

**NOTE:** TCT is an application that uses TCP/IP to communicate from a user's PC to a remote server. Thus, the network(s) that a user is working from must allow data to be sent **to** the RDC server and must allow traffic **from** the server back in to the user's PC. Ensure routers and firewalls are configured appropriately. Software-based firewalls on individual computers should be configured to allow TCT to function. Consult with IT personnel responsible for the network TCT will run on to ensure these requirements are met.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at <u>TSG-CMC@skf.com</u>.

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