

# Knowledge Base Article

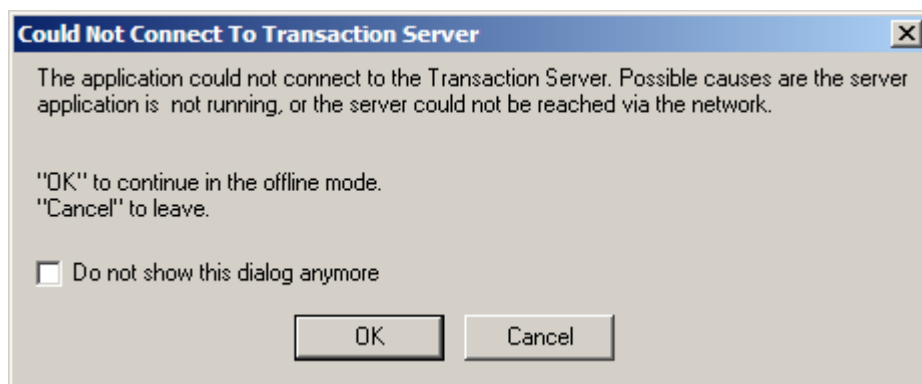
**Product Group:** Software

**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](http://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]

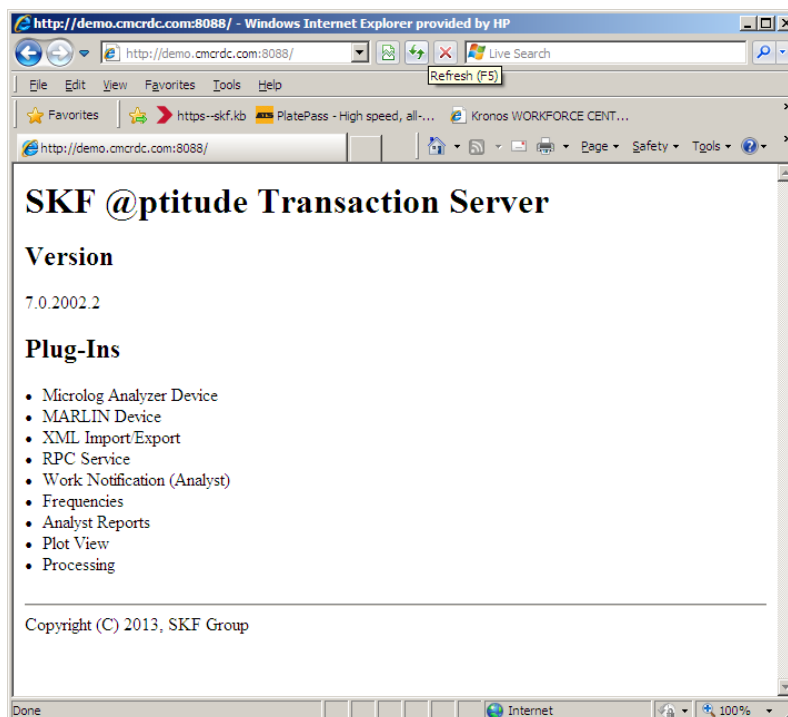
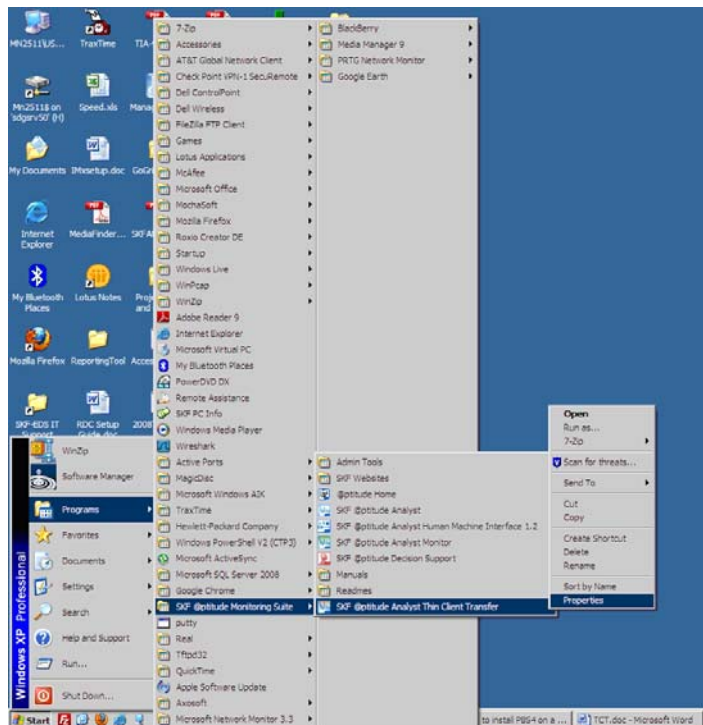


Figure 2. Transaction Server page

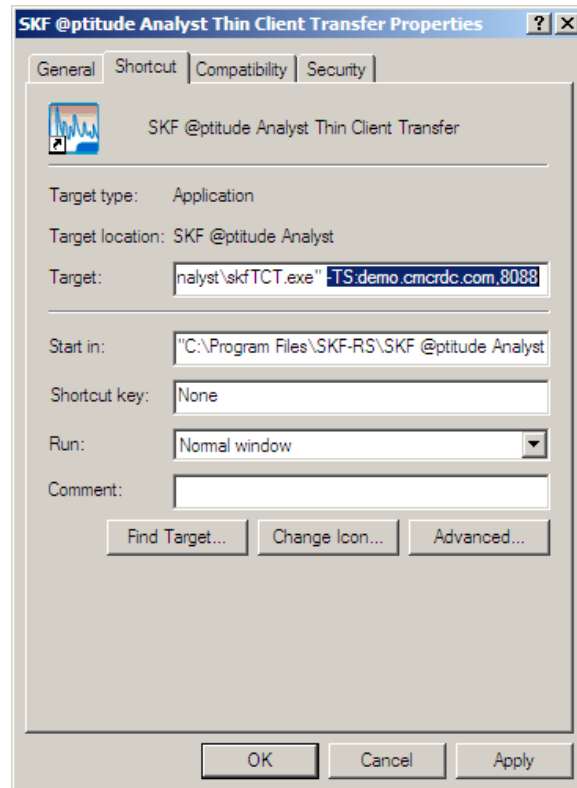
- III. If it cannot connect, check the firewall and/or anti-virus software on the PC and ensure http traffic is allowed over port 8088 to and from the server IP address. You may need to enlist the help of local IT resources to assist.
3. Ensure TCT is configured to connect to a remote server.
- I. Create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



**Figure 3.** TCT shortcut properties

- 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**



**Figure 4.** After target location, add space dash TS colon demo.cmcrcd.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.

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 For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at [TSG-CMC@skf.com](mailto:TSG-CMC@skf.com).