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Knowledge Base Article

Product Group: Software
Product: CMSW7700 - @ptitude Monitoring Suite
Version: N/A

Abstract

This article lists possible causes for the error, "Transaction Server is not responding."

Overview

When trying to diagnose this issue, there are items to look at on both the Transaction Server side as well as the client side.

The following list describes possible causes for the error:

Transaction Server Side
- Transaction Server service crashed

- Transaction Server PC has been rebooted

- New security policy was pushed out, blocking port 8088

- Firewall is enabled

- Anti-virus application blocking the Transaction Server service

Client Side
- New security policy was pushed out, blocking port 8088

- Firewall is enabled

- Anti-virus application blocking the Transaction Server service from reading client PC

- Loose network cable bumped PC offline momentarily

- Very slow network speed

SKF Reliability Systems
5271 Viewridge Court * San Diego, California, 92123 USA
Telephone 1-800-523-7514 Web: www.skf.com

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