Errors and Troubleshooting
for SaberNet DCS 2.0

Title:	SaberNet DCS Errors and Troubleshooting
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Description:	Documentation of common errors and what to do about it.

Contents

How To Troubleshoot

Perhaps the most important thing to remember when trouble shooting problems is to start the program (sndcsd, sndcs_gtk, etc...) from a console. There is a lot of output printed to standard out that is not necessarily logged to a file or otherwise seen if not started from a console. The first rule of thumb when trouble shooting is **always run the program from the console**. When asking for help or reporting a bug please provide the relevant output from the console.

Logging

For information on logging refer to the section in the Administrator's Guide

Where To Go For Help

If it is DCS related, please follow these steps:

- **Check the FAQ.**

- **Search the forums and the bug tracker** If that still doesn't yield any results, please enter a bug report or post to the forums.

Bug Reports

The following steps should be taken when reporting a bug:

1. Make sure there isn't already a solution posted on the bug tracker or the forums.

2. Also check to see if you are running the last version of DCS.

3. Please include the trackback from the console with your report.

4. Please write out a detailed description of the activities before and leading up to the problem.

Common Errors

1. *'Unable to connect to Name Server'*

- Check to make sure that 'ns_hostname' parameter in the configuration is pointing to the right host, or that the 'Name Server' is running.

2. *'Too many connections'*

- If you are using any other Pyro applications on the server, they could possibility not be calling _disconnect() to close inactive sockets. The only way to fix this is to restart the 'Name Server', and fix the offending program.

3. *'An error has occured. The application will now terminate'*

- This is most likey the result of the client losing the connection for an extended period of time. Restarting the application should work, if not check to see if the *Name or Event* Server is down.

Windows (Vista/Windows7/Windows8) Client Firewall Troubleshooting

When you first load DCS and no firewall rules exist Windows will prompt you to select which type of connections are allowed (assume yours is already done if you don't see Image 1). In the example below (Image 1) I selected everything and then hit "Allow Access".

This works 95% of the time but if you are still having intermit heartbeats flatlines the solution may be to manually add a record allowing the port range that DCS uses into the firewall. Please see Image 2 onward for how to add the record only if you're having heartbeat issues.
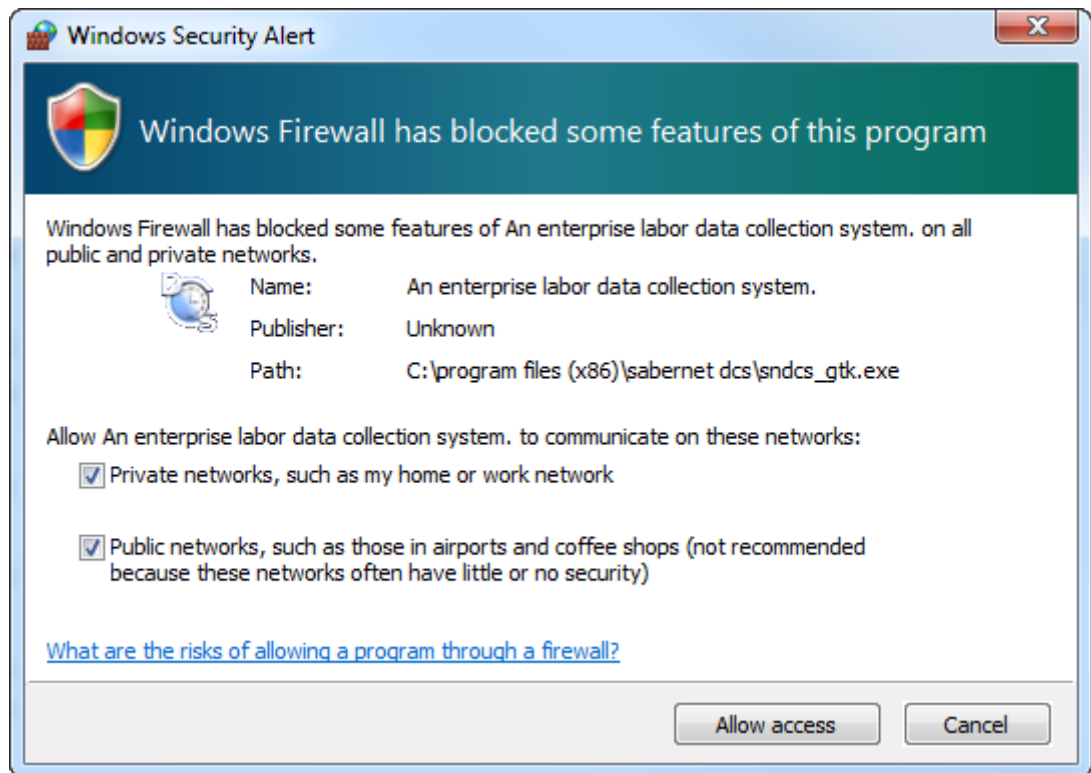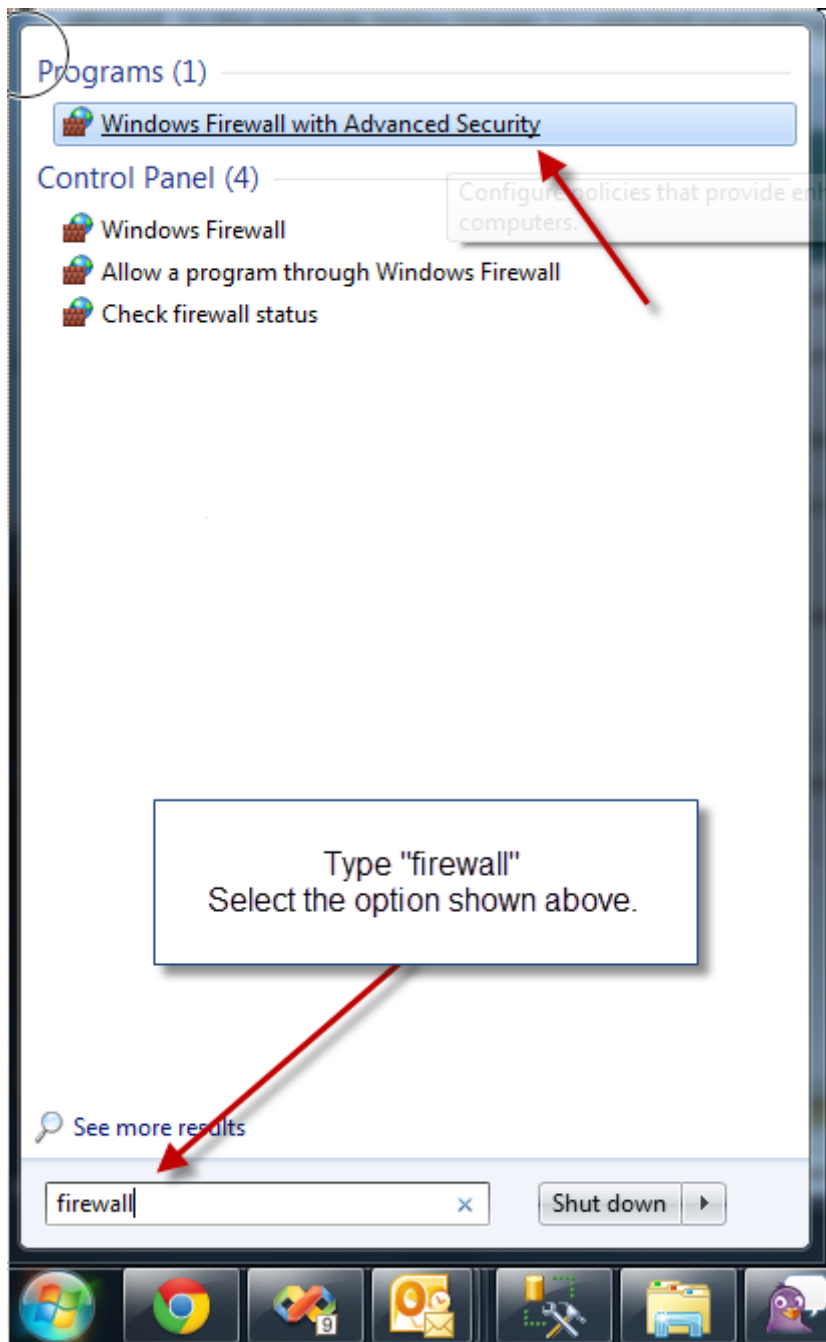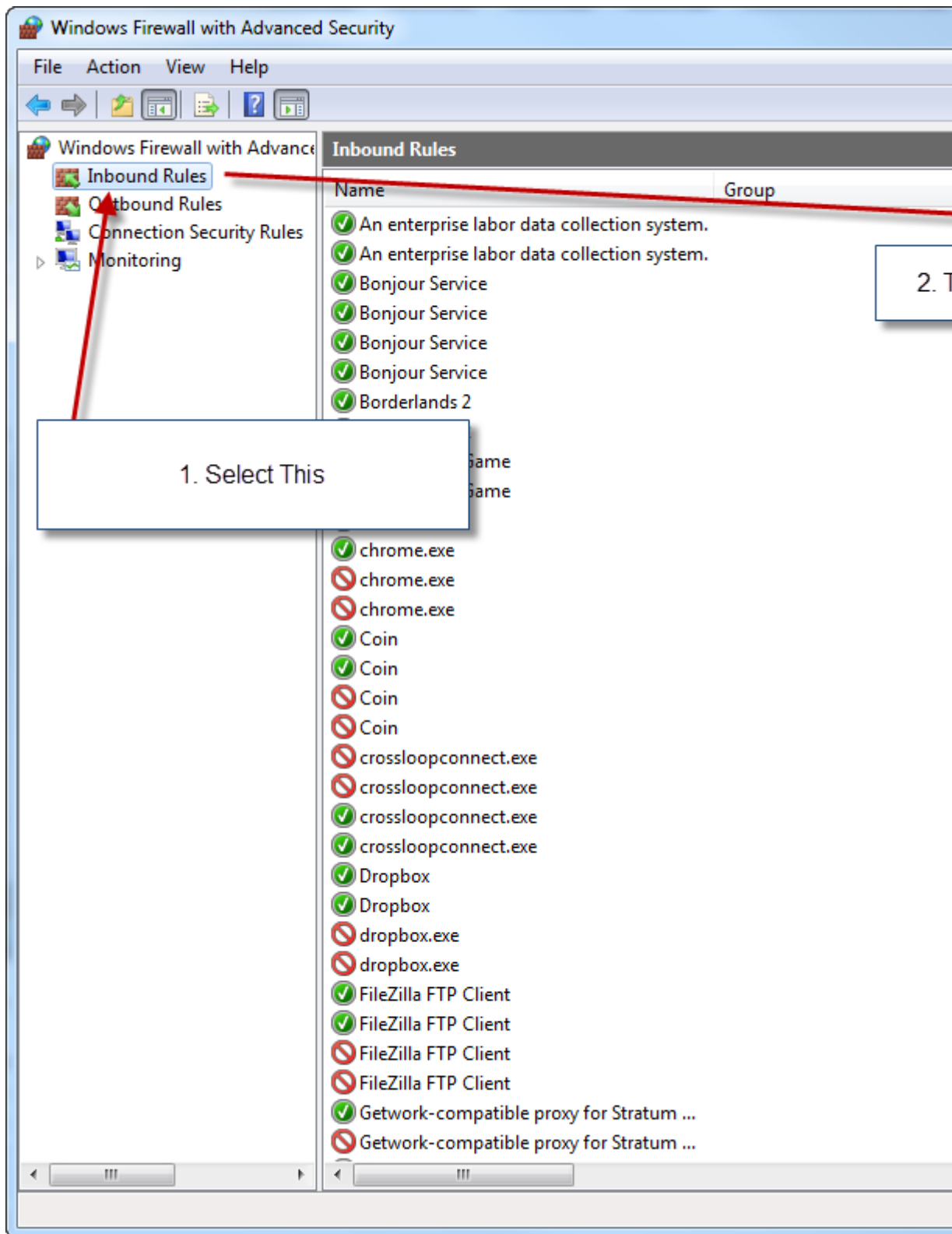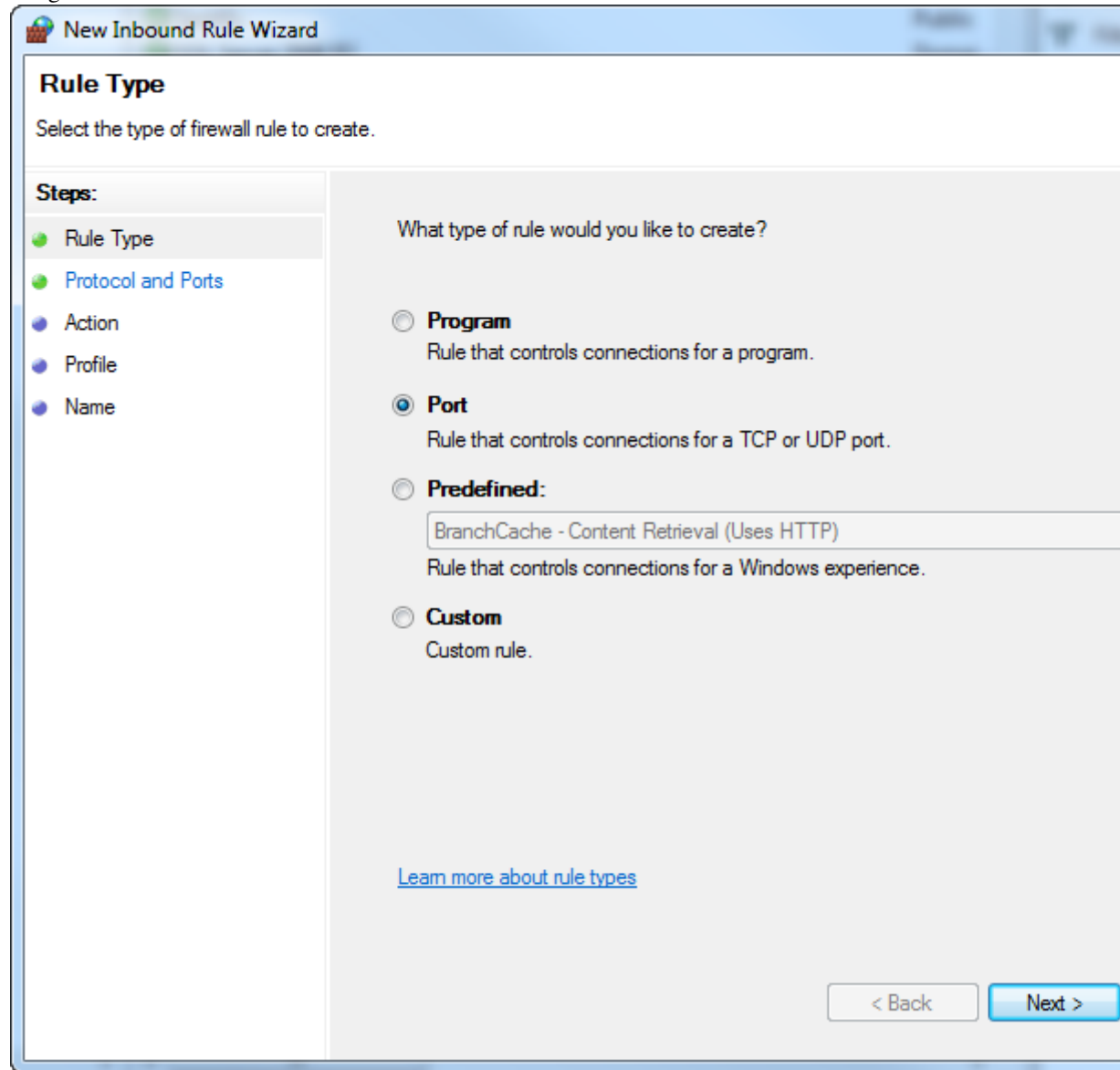
Image 1

Image 2

Image 3

Windows Firewall with Advanced Security

File   Action   View   Help

Windows Firewall with Advance
   Inbound Rules
   Outbound Rules
   Connection Security Rules
   Monitoring

Inbound Rules

Name	Group
An enterprise labor data collection system.	
An enterprise labor data collection system.	
Bonjour Service	
Bonjour Service	
Bonjour Service	
Bonjour Service	
Borderlands 2	

2. T

1. Select This

...Game
...Game

chrome.exe
chrome.exe
chrome.exe
Coin
Coin
Coin
Coin
crossloopconnect.exe
crossloopconnect.exe
crossloopconnect.exe
crossloopconnect.exe
Dropbox
Dropbox
dropbox.exe
dropbox.exe
FileZilla FTP Client
FileZilla FTP Client
FileZilla FTP Client
FileZilla FTP Client
Getwork-compatible proxy for Stratum ...
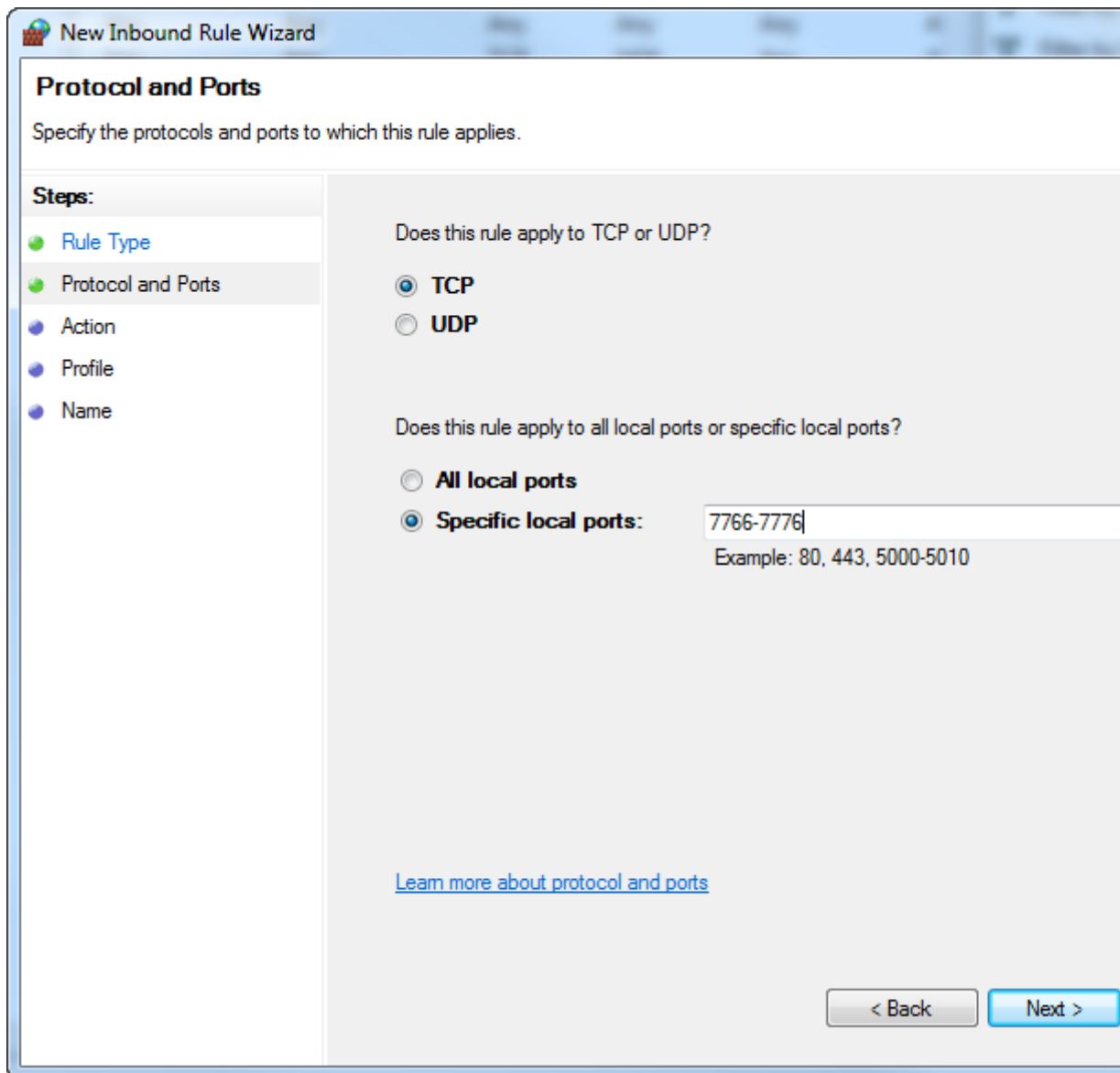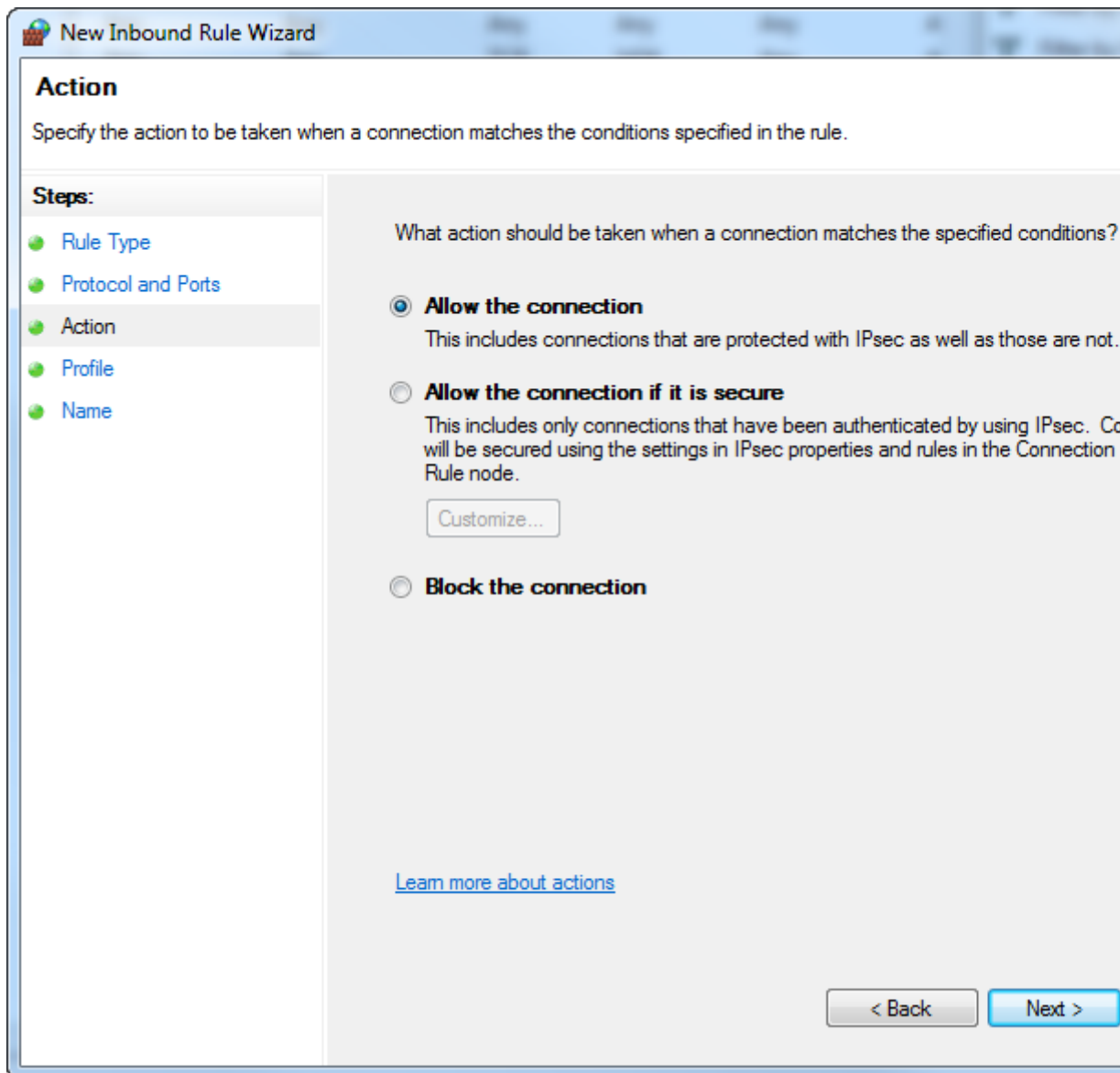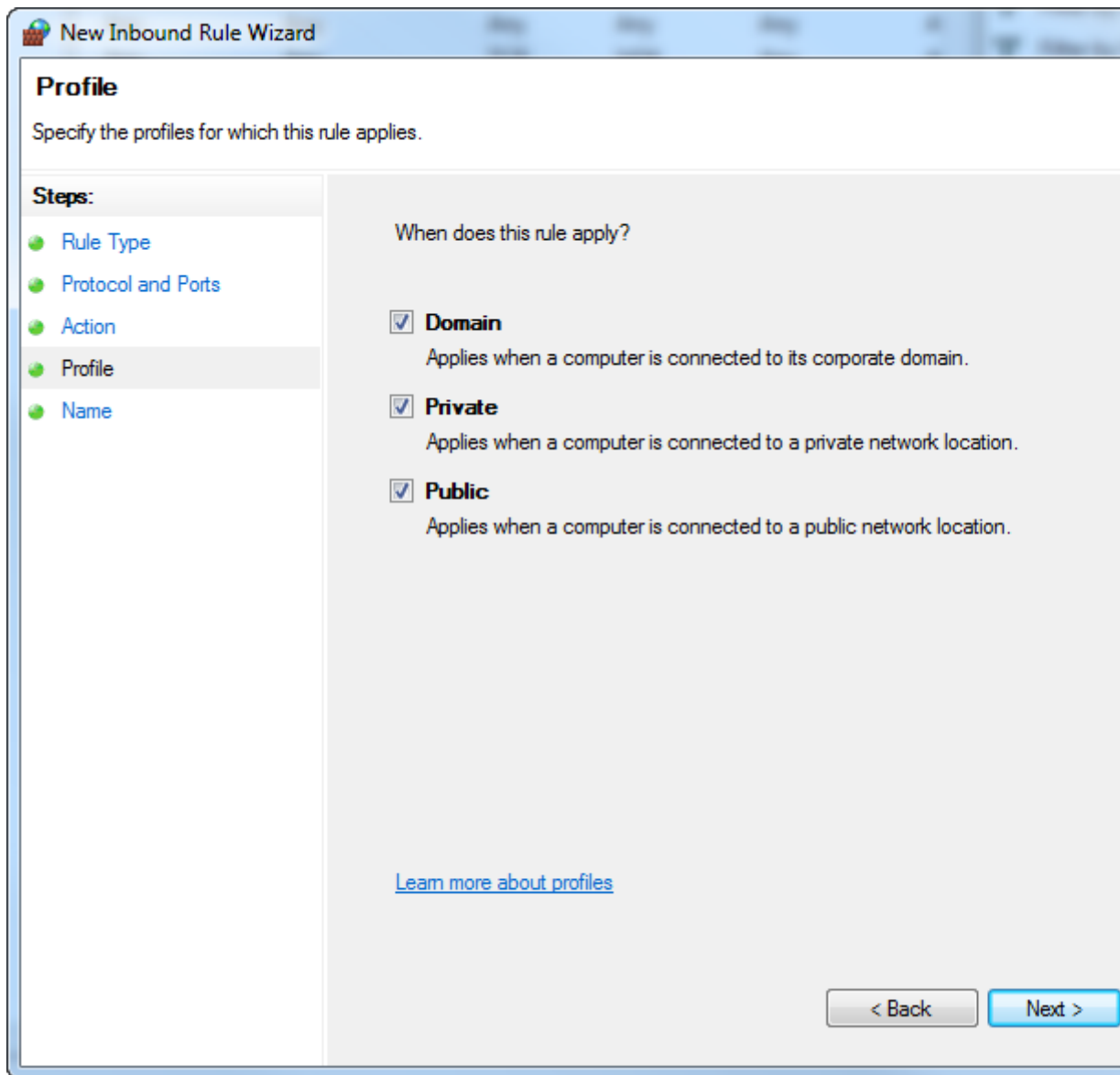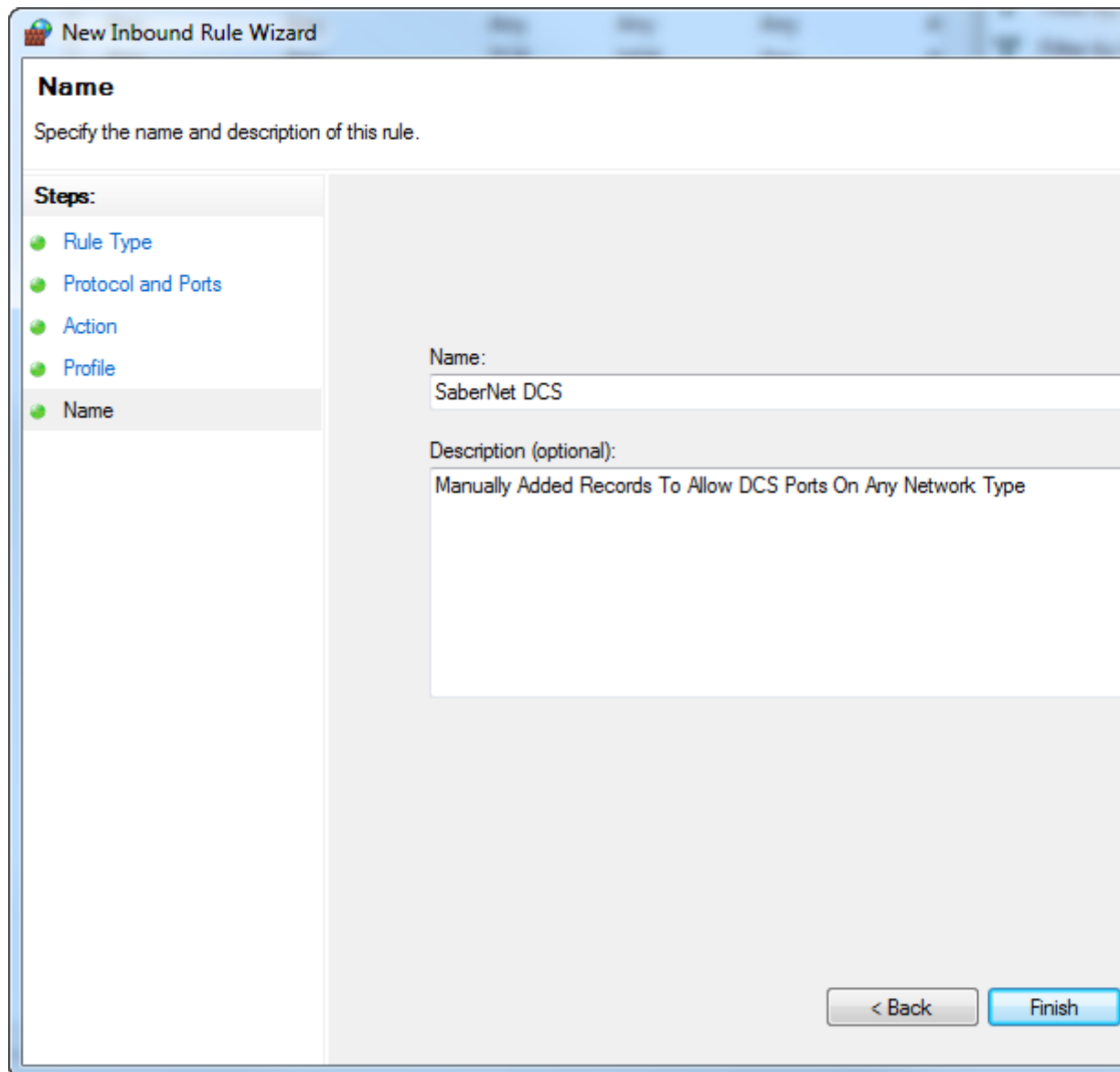Getwork-compatible proxy for Stratum ...

Image 4

Image 5

Image 6

Image 7

Image 8

Restart the DCS client.
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