

FAQ

for SaberNet DCS 2.0

Title: SaberNet DCS Frequently Asked Questions
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Description: Frequently asked questions regarding SaberNet DCS (and hopefully the answers)

Contents

I'm getting a "protocolError: connection failed" error message on the client.

1. Make sure that the DCS Server (sndcsd) has been started.
2. Make sure that nothing on the server is resolving to 127.0.0.1 (i.e. Name Server, Event Server, DCS Server). The quickest way to check this is with the Pyro nsc (Name Server Control) command. Depending on your distribution or if you installed Pyro from source the command may be named "nsc" or "pyro-nsc" or something similar. The output of the "pyro-nsc listall" command should look something like this:

```
----- START DATABASE
:Pyro.EventService --> PYRO://172.16.0.13:7768/ac10000d27a25d007aa5547c1ac7beee
:Pyro.NameServer --> PYRO://172.16.0.13:9090/ac10000d27955d0078f7547c16ceb6ec
:sndcs.DCSServer --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a68241496387569e
:sndcs.Employee --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a67bc90f64a47660
:sndcs.Indirect --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a680c90f66d34755
:sndcs.LaborDtl --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a67ec90f655493ef
:sndcs.LaborHed --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a67cc90f65451de0
:sndcs.Operation --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a67fc90f6609866d
:sndcs.ScrapCode --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a68441496317c0dd
:sndcs.Terminal --> PYRO://172.16.0.13:7766/ac10000d7c2d6af6a681c90f6722f9b8
----- END
```

If you see 127.0.0.1 in any of that output you've most likely found your problem. The Name Server would be telling your client that the specific service it is requesting can be found on 127.0.0.1 which to the client is

itself. The client will try to connect to itself to make a request of a service which of course is not running on itself so you will get a "connection failed" error.

See [How do I prevent the Name, Event, or DCS Server from binding to 127.0.0.1?](#) to resolve this issue.

How do I prevent the Name, Event, or DCS Server from binding to 127.0.0.1?

For the DCS Server, just make sure that the "hostname" parameter in the [pyro] section of the `sndcsd.conf` file is set to the proper address. If you are starting the Pyro Name Server and Event Server automatically then this is all you should have to do.

If you are starting the Pyro Name Server and Event Server separately then it may take a little more tweaking. It's really more of a DNS setup issue at this point. You may require a line in your `/etc/hosts` file that associates your hostname with your external IP address rather than 127.0.0.1. For instance, if your `/etc/hosts` file looked like this:

```
127.0.0.1 mydcshostname localhost.localdomain localhost
```

Change it to this:

```
127.0.0.1 localhost.localdomain localhost
172.16.0.13 mydcshostname
```

Assuming that 172.16.0.13 is your server's real IP address.

The DCS Web Server is running but I can't connect to it from another computer.

Make sure that you have the "host" parameter in the [web] section of the `sndcsd.conf` file set to the publicly resolvable IP address (or hostname) of the server. If it is set to 127.0.0.1 you will only be able to connect from the server itself.

What is the default user account for DCS Web?

By default there is a single user account created for DCS Web with a username of 'administrator' and a password of 'admin'. You should probably change the password on a production server. You cannot delete the 'administrator' account and will need to log in as 'administrator' to create other user accounts.

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