





## Section 2: Troubleshooting

Symptom	Possible Causes	Solutions
ISSymbol "Error connecting to server" on Web Thin Client and/or Secure Viewer: Error code 10061 (WSAECONNREFUSED)	<ul style="list-style-type: none"> <li>TCP/IP Server is not running</li> <li>Port 1234 is blocked</li> <li>IP address is incorrect</li> <li>Network Security is blocking port</li> </ul>	<ul style="list-style-type: none"> <li>Make sure IWS project is running</li> <li>Verify the TCP/IP Server task is started</li> <li>Verify the IP address in IIS matches the runtime device</li> <li>Allow port access in Firewall/Antivirus software</li> <li>Check Port availability using Telnet</li> </ul>
ISSymbol "Error connection timed out" on Web Thin Client and/or Secure Viewer: Error code 10060 (WSAETIMEDOUT)	<ul style="list-style-type: none"> <li>No network access</li> <li>Port 1234 is blocked</li> <li>IP address is not available</li> <li>Network Security is blocking access</li> </ul>	<ul style="list-style-type: none"> <li>Check connection using Ping</li> <li>Check Port availability using Telnet</li> <li>Verify network settings</li> </ul>
HTTP Error 404 (File not found)	<ul style="list-style-type: none"> <li>Web Server not running</li> <li>URL incorrect</li> <li>Project not published</li> <li>Web server hosting wrong folder</li> </ul>	<ul style="list-style-type: none"> <li>Verify Web Server is running and hosting the correct folder</li> <li>Make certain project is published</li> <li>Verify URL</li> </ul>
HTTP Error 401 (Unauthorized)	<ul style="list-style-type: none"> <li>Network Security is blocking access</li> <li>User credentials not valid</li> <li>Firewall/Antivirus software preventing connection</li> </ul>	<ul style="list-style-type: none"> <li>Check connection using Ping</li> <li>Check Port availability using Telnet</li> <li>Verify network settings</li> </ul>
HTTP Error 403 (Forbidden)	<ul style="list-style-type: none"> <li>Network Security is blocking access</li> <li>Credentials not valid</li> <li>Firewall/Antivirus software preventing connection</li> </ul>	<ul style="list-style-type: none"> <li>Check with your network administrator and verify that the connected users are allowed access, ports 80, 1234 and 443 are available to the thin client, and port forwarding is configured correctly.</li> </ul>
HTTP Error 500 (Internal Server Error) (NOTE: This is a generic error message and similar to the HTTP Error 401)	<ul style="list-style-type: none"> <li>IIS received invalid credentials</li> <li>Network issues</li> <li>IIS not allowing access</li> </ul>	<ul style="list-style-type: none"> <li>Check connection using Ping</li> <li>Check Port availability using Telnet</li> <li>Verify network settings</li> <li>If using IIS with Pass-through authentication, if allowed add the following users to the Project folder's security:                             <ul style="list-style-type: none"> <li>IUSR</li> <li>[PC-Name]\IIS_IUSRS</li> </ul> </li> </ul>
HTTP Error 503 (Service Unavailable)	<ul style="list-style-type: none"> <li>The runtime device cannot locate the</li> </ul>	<ul style="list-style-type: none"> <li>Contact your network administrator</li> <li>Verify the runtime system</li> </ul>
HTTP Error 511 (Authentication Required)	<ul style="list-style-type: none"> <li>Network security is not allowing the particular user from accessing the runtime device via TCP.</li> </ul>	<ul style="list-style-type: none"> <li>Contact your network administrator</li> </ul>
Blank Screen	<ul style="list-style-type: none"> <li>MIME types not set</li> <li>Missing project files</li> <li>No startup screen set (Secure Viewer)</li> <li>ISSymbol.ocx has been blocked from uploading or updating I.E. (Win 8 Security)</li> </ul>	<ul style="list-style-type: none"> <li>Configure the MIME types in IIS</li> <li>Republish the project</li> <li>Run <b>ThinClientSetup.exe</b> on the target machine to manually load the ISSymbol.ocx, or start I.E. under <u>Run As Administrator</u> to update the plug-in, then restart normally.</li> </ul>
Blank Screen w/Red [X]	<ul style="list-style-type: none"> <li>ISSymbol version mismatch</li> <li>ISSymbol not loading properly</li> <li>Using a non-supported browser</li> </ul>	<ul style="list-style-type: none"> <li>Configure the Internet Explorer settings to allow the control to run</li> <li>Use a supported browser</li> <li>Verify the ISSymbol version matches the IWS version</li> <li>Host the ISSymbolVM.cab file locally</li> </ul>







```
10 <body leftmargin="0" topmargin="0" marginwidth="0" marginheight="0">  
11  
12 <p><object id="ISSymbol1"  
13 classid="clsid:0AEE24BF-5425-4e69-9AA9-19BB5EAB2349"  
14 codebase="/ISSymbolVM.cab#version=1101,1303,0802,0000"  
15 align="baseline" border="0" width="1280" height="800"><param  
16 name="_StockProps" value="0">  
17
```

## Revision Table

Revision	Author	Date	Comments
A	Brian Golla Richard Clark	June 7, 2013 June 10, 2013	<ul style="list-style-type: none"><li>Initial Word Document</li><li>Put into Tech Note Format</li></ul>
B	Richard Clark	Feb 12, 2014	<ul style="list-style-type: none"><li>Added info re Win 8 security not allowing upload of ISSymbol.ocx, updated Note, Title formatting</li></ul>
C			<ul style="list-style-type: none"><li></li></ul>