

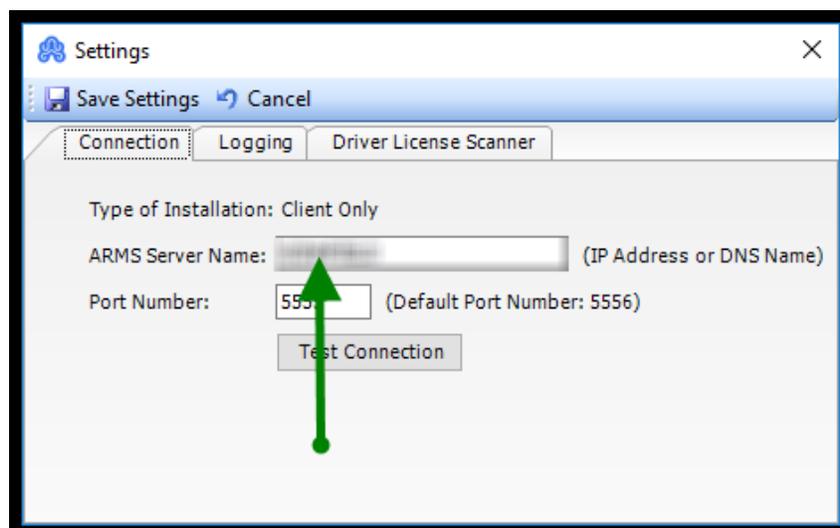
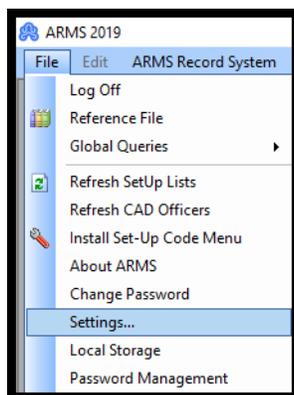
ARMS FAQ

Question:

How do I check the connection to my server?

Answer:

1. Locate your server name.
 - a. If you do not know your server name, you can find this by opening ARMS and going to File > Settings, as shown below.





2. Use the Command Prompt application to “ping” your server.
 - a. Type “ping [SERVER NAME]” but replace [SERVER NAME] with your server name into the Command Prompt and press Enter.
 - i. This is also a great way to quickly retrieve your server’s IP Address.

A screenshot of a Windows Command Prompt window. The title bar reads 'Command Prompt'. The window content shows the following text:

```
Microsoft Windows [Version 10.0.17134.885]
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C:\Users\Patrick.Spafford>ping winfield

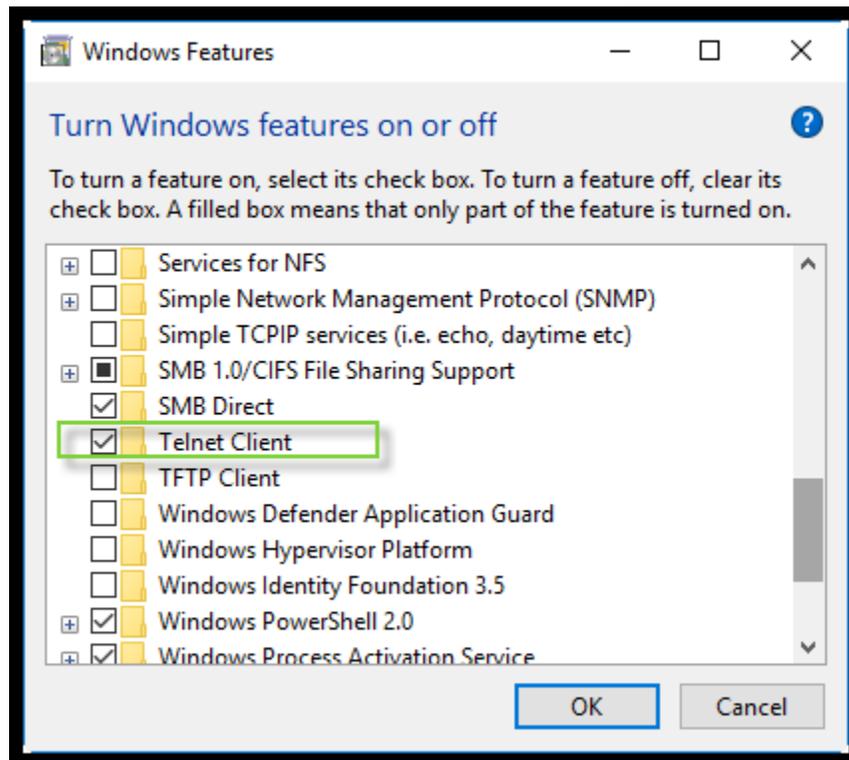
Pinging WINFIELD.e2e.local [fe80::1c81:e71f:27a7:9f1b511] with 32 bytes of data:
Reply from fe80::1c81:e71f:27a7:9f1b511: time<1ms
Reply from fe80::1c81:e71f:27a7:9f1b511: time<1ms
Reply from fe80::1c81:e71f:27a7:9f1b511: time<1ms
Reply from fe80::1c81:e71f:27a7:9f1b511: time<1ms

Ping statistics for fe80::1c81:e71f:27a7:9f1b511
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

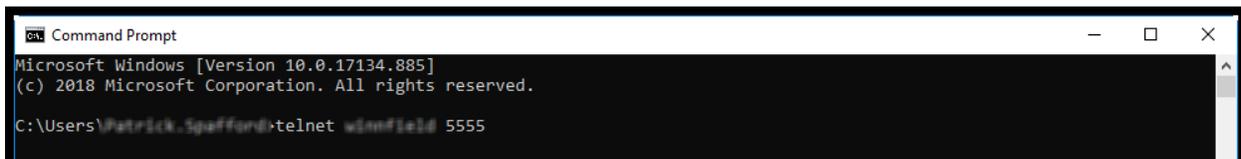
C:\Users\Patrick.Spafford>
```

The command 'ping winfield' is highlighted with a red rectangular box.

- b. If the ping is unsuccessful, then the server may be off, or a physical connection may be severed or impaired.
 - c. If the ping succeeds, proceed to Step 3.
3. Use the Command Prompt again to “telnet” your server across ports 5555 and then 9000.
 - a. If the Command Prompt does not recognize this command, then you can turn it on in Control Panel, as shown below.
 - i. Open Control Panel > Programs and Features > Turn Windows Features on or off.



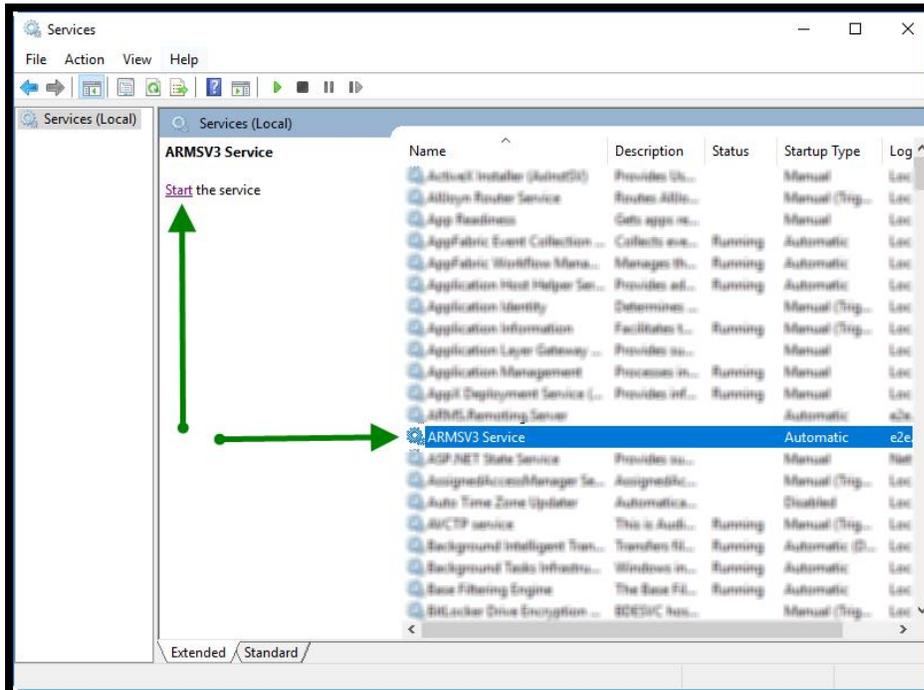
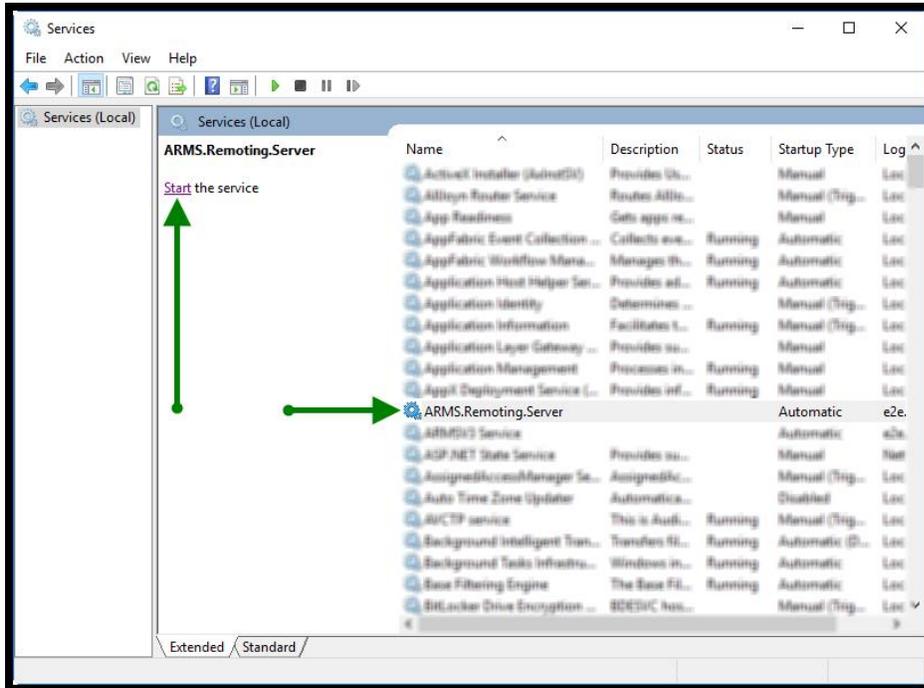
- ii. Scroll down to Telnet Client and enable it with the checkbox.
- iii. You can now telnet via the Command Prompt.
- b. Type “telnet [SERVER_NAME] 5555” but replace SERVER_NAME with your server name and hit Enter.



- c. Type “telnet [SERVER_NAME] 9000” but replace SERVER_NAME with the actual server name and hit Enter, just like before.
 - i. If both are unsuccessful, then your ARMS services may not be running.
 - 1. The services on the server can be started as shown below. You may have to contact your IT to get access, whether that is directly or through



the Remote Desktop Connection application that might already be on your machine.



- ii. If one or both are unsuccessful, then there may be a firewall preventing communication across these ports. Please contact your IT for opening outgoing ports 5555 and 9000 in Windows Defender Firewall.



4. If you are still unable to establish a connection with your server, please call ARMS Support so that we can assist.
5. Please let us know if this was helpful.