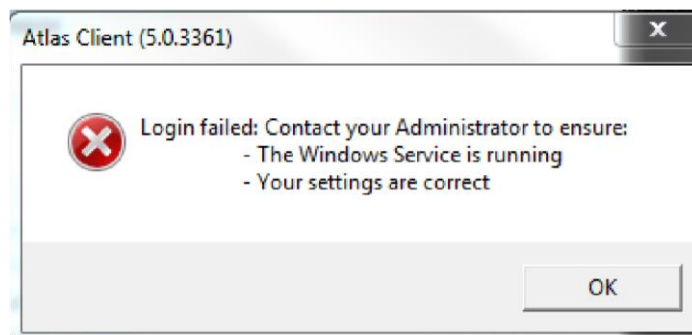




Contact your Administrator to ensure the Service is running, your settings are correct

Symptoms



Causes

The problem can be caused by:

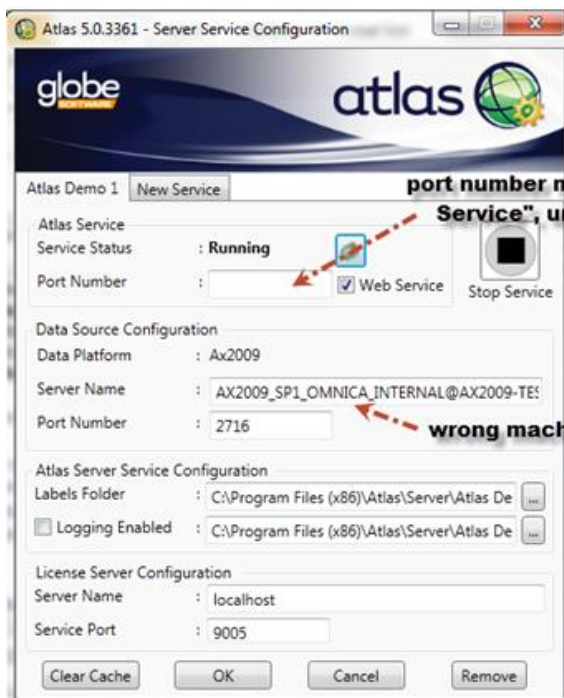
1. The misconfiguration of the Atlas Client/Server
2. The Atlas service(s) is (are) stopped and need to be started
3. The Atlas Client cannot communicate with the Atlas Server because of Client & server Firewalls
4. Multiple network adapters are configured and using the computer name and Login fails because it is unable to determine the correct IP address

Resolution

- Below are some examples of mistakes done when configuring the Atlas Server, if these are fixed, the problem is resolved:



-

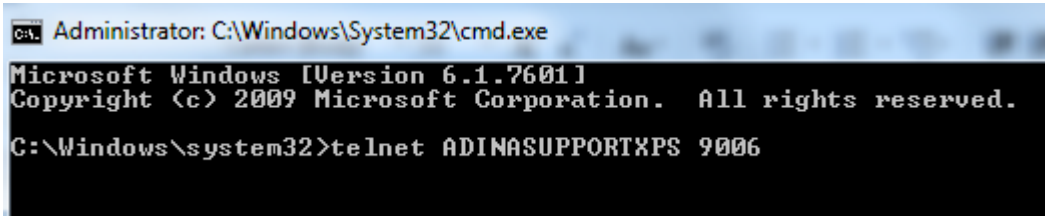


- Make sure the Atlas services are started:

	Atlas 5.1.3419 AX2009 AX2009TEST Service	Globe Softw...	Started
	Atlas 5.1.3419 AX2012 AX2012TEST Service	Globe Softw...	Started
	Atlas 5.1.3419 Licensing Server Service	Globe Softw...	Started

3. Check if the connection from the Atlas Client to the Atlas Server is not blocked by using the following CMD command: `telnet "machine name where the Atlas Server is installed" "port number"`

e.g.



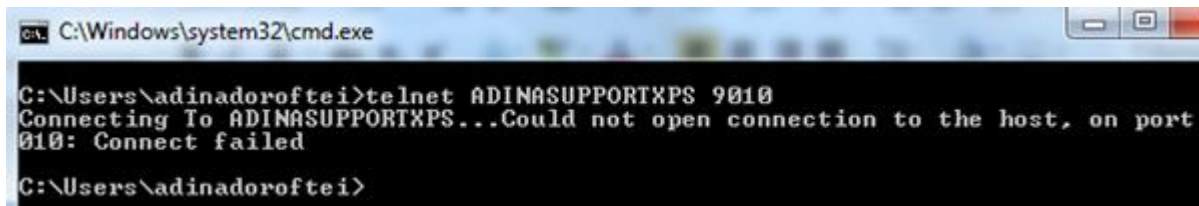
```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Windows\system32>telnet ADINASUPPORTXPS 9006
```

If, after pressing Enter, you get a **blank screen**, the connection is **successful**.

If NOT, you will receive the bellow, or something similar:



```
Telnet ADINASUPPORTXPS
C:\Users\adinadoroftei>telnet ADINASUPPORTXPS 9010
Connecting To ADINASUPPORTXPS...
```



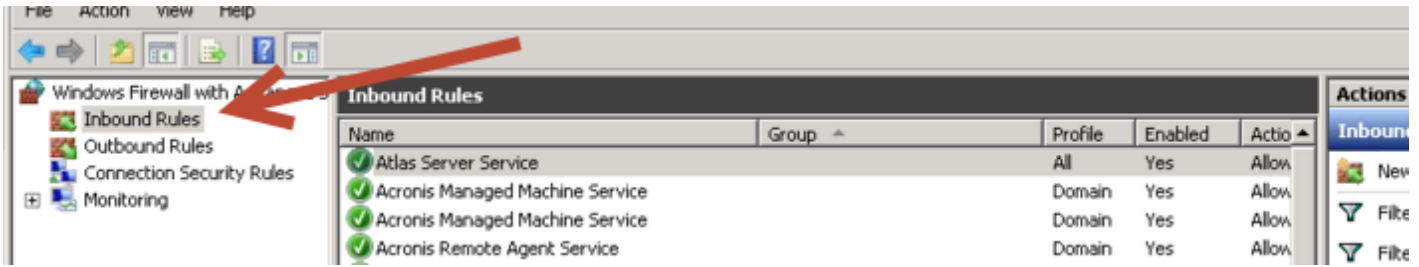
```
C:\Windows\system32\cmd.exe
C:\Users\adinadoroftei>telnet ADINASUPPORTXPS 9010
Connecting To ADINASUPPORTXPS...Could not open connection to the host, on port
010: Connect failed
C:\Users\adinadoroftei>
```

Please check what is blocking the connection and bear in mind that communication must be possible inwards and outwards.

Most likely on the server where the Atlas Server is installed is restricting access

`netstat -ano |find ":9006"` (Click login on client for test)

Add Port to firewall or virus program



4. Disable any other network adapters that are not necessary to complete the login.

In the Atlas Client change the computer name to "localhost" for demonstration mode installs to complete the login

Post your question to the Atlas Forums or follow our social pages for regular updates.

