Problem: Port Socket Errors

Product: Velocity

Explanation: Velocity connects to the Port IP Address provided within port properties and makes a socket connection via the port specified; default is 10001 for a SNIB2.

If Velocity fails to establish the socket connection on that port you will encounter the port socket errors.

Possible reasons for this could be that port 10001 is blocked via a firewall setting or something within the networks configuration.

Trouble shooting steps:

1. Ping the IP address to validate the IP is reachable from the server
2. Telnet to the device via command line by typing the following; telnet <ip address> <port number> (i.e.. telnet 192.168.10.71 10001) A successful connection will return the below A failed connection will return the below
You can also use HyperTerminal to test the socket connection by doing the following:

a. Start HyperTerminal. Give it a name and click OK.

b. Select TCP/IP (Winsock) in the “Connect Using” field. For “Host address” type in the IP address you are trying to connect too and for “Port number” enter 10001. Click OK.
c. You should now get a blank HyperTerminal window

A failed connect will return the following