

BeAware Corporate Edition

Remote Machine(s) Not Connecting – Tips #1

On the remote machine:

1. Click Start
2. Click Run
3. Type: CMD
4. Hit Enter
5. Type: Telnet <BeAware Server Name> 2424

- a. <BeAware Server Name> = the machine name or IP Address of the machine you are running the BeAware Server software on
- b. Make sure you have a space between Telnet & Machine Name and between Machine name & 2424

6. Hit Enter

If the screen goes black with a blinking cursor, your machine can connect in. If you receive a message that you can not connect. If you are using a firewall program on the machine, you should verify that your firewall is not blocking Port 2424 (the port that BeAware uses to connect). Below is the instructions for the Windows XP Firewall. For other firewalls you will need to contact your firewall manufacturer for instructions on how to open port 2424.

If your machine was able to connect, please contact us back for further troubleshooting instructions.

If the machine is a Windows XP machine, you may need to configure the firewall.

Configuring the Windows XP Firewall:

On the Remote machine (the machine to be monitored):

1. Click Start
2. Click Control Panel
3. Open Windows Firewall

In Windows Firewall:

1. Make sure under the General tab, "Don't Allow Exceptions" is unchecked.
2. Click on the Exceptions Tab
3. Click on the Add Port button

4. Under Name, you can name the port anything you want. Recommended names are BCE, BA, BC so that you will know what it is.
5. Under Port Number enter: 2424
6. Select "TCP"
7. Click OK