

Inability to Connect to a Host with Twin Client over a WAN



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Introduction

A problem may arise in that you cannot connect to a host with Twin Client over a WAN.

Problem Description

While attempting to connect to a host over a WAN with Twin Client, you receive a retry message and the connection times out. However, you can ping the access point and the terminal locally.

Resolution

Increase the number of hops specified in your stack setup. Usually, the name of the file is "net.cfg" or "net.ini". Many default to 15 or 16, which may work depending on how the network routes the traffic.

This requires a change from 16 to 32 or 64 in the instance of a terminal in the United States connecting to a host in England.

Note: Some radio and/or stack manufacturers (e.g. Symbol cfg11, cfg24) provide utilities to change the settings, while others require you to use Notepad to edit their configuration file.

About This Document

This document is based on the following Technical Document in our Lotus Notes database that has been made obsolete: T1193.

Please let us know about any errors in this document at:

<http://207.241.78.223/isoxpert/calltrak.nsf/WebTracking?OpenForm>.