

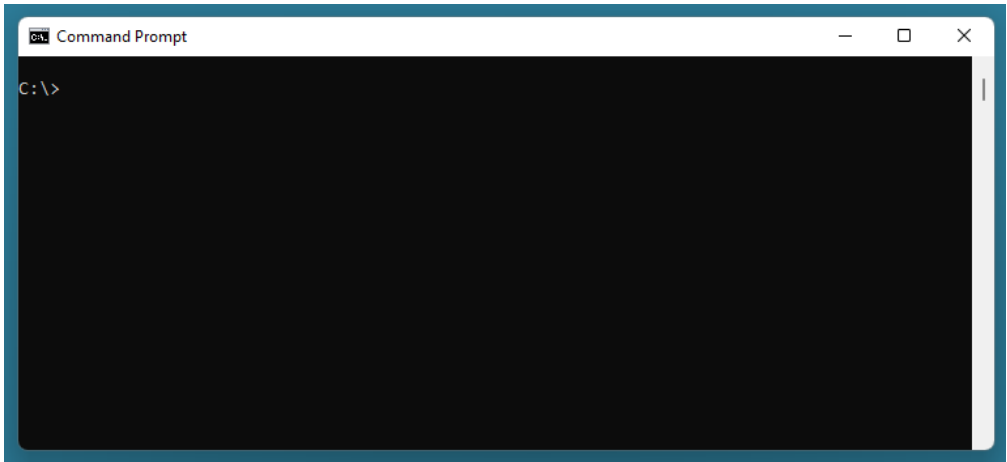
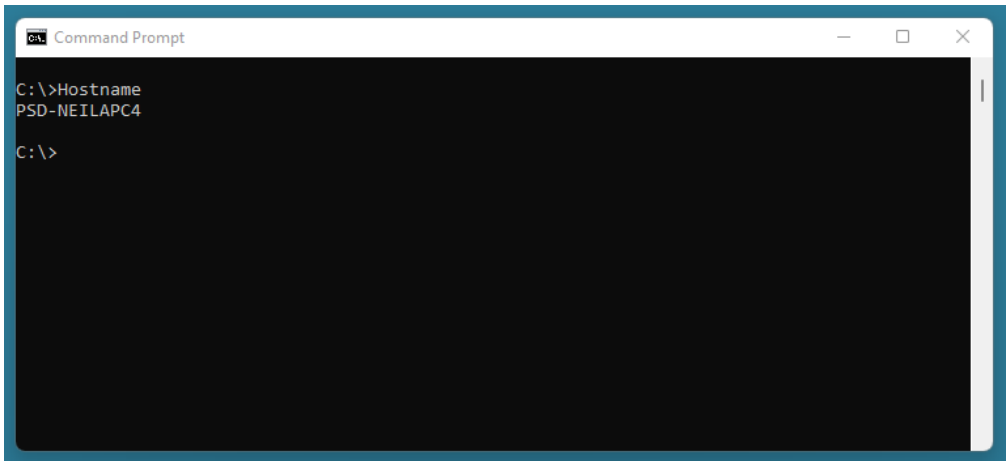
# PSD Logistics Client Connection Issues

Last Updated 23/12/2022

PSD Logistics Clients and The PSD Logistics Server communicate using TCP/IP Sockets. For the clients and servers to be able to communicate with each other, a number of settings must be configured correctly.

If you are experiencing an issue with a PSD Logistics Client being unable to connect to the PSD Logistics Server, check the following settings.

## Solution Step 1 - Check The Server Settings

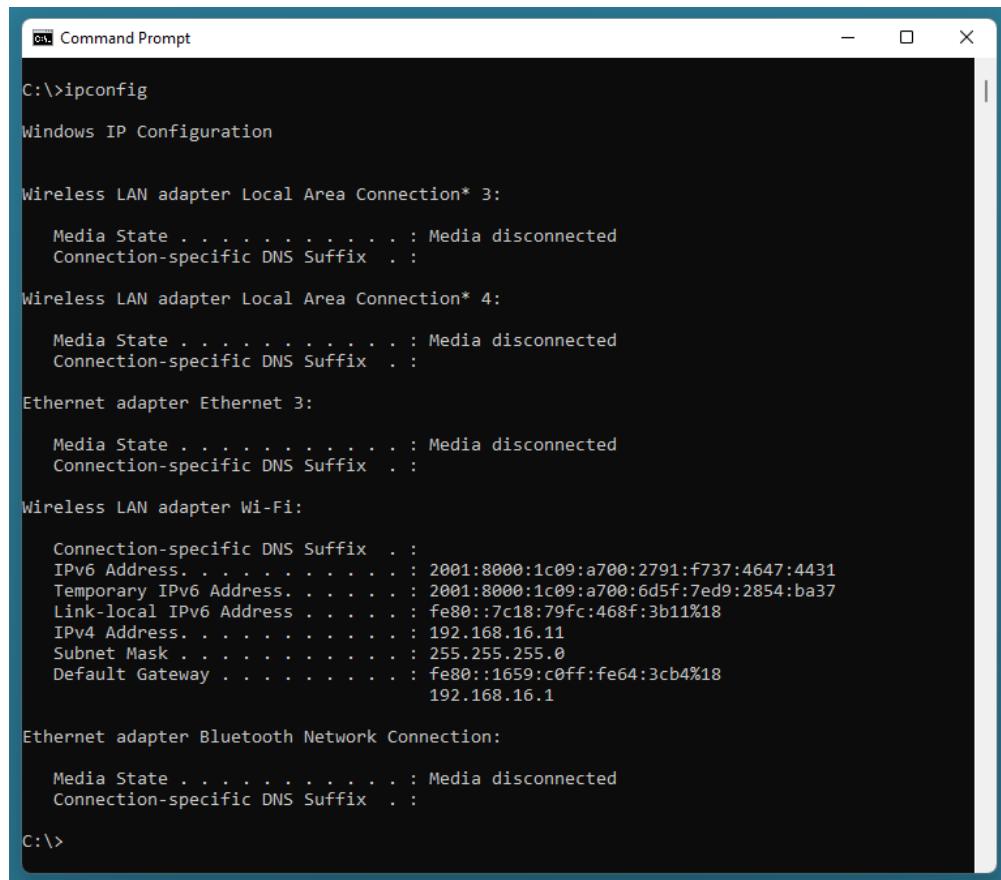
Step	Action
1	Log into the server hosting the PSD Logistics Server.
2	Run a command prompt. This can be opened by running CMD into the MS Windows Search Bar. 
3	Type HostName and press enter. Make a note of the Hostname of the server. 

4

Type IPConfig and press enter

Make a note of the IP Address of the server.

NOTE : A server might have multiple IP Addresses listed due to having multiple MAC cards.



```
Command Prompt
C:\>ipconfig

Windows IP Configuration

Wireless LAN adapter Local Area Connection* 3:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Local Area Connection* 4:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 3:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Wi-Fi:

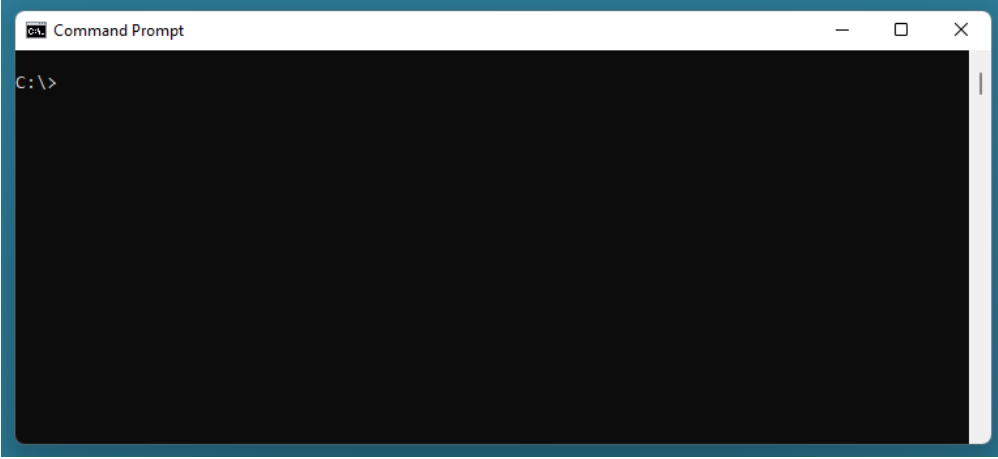
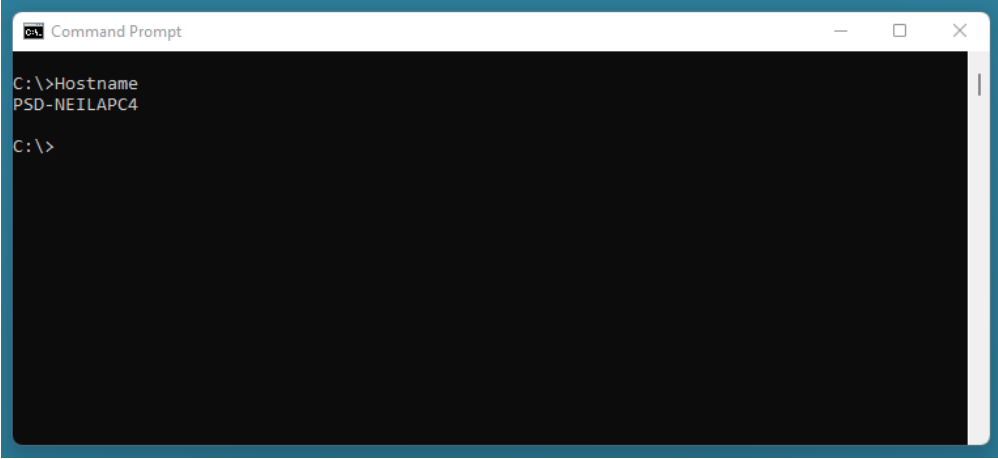
    Connection-specific DNS Suffix  . :
    IPv6 Address. . . . . : 2001:8000:1c09:a700:2791:f737:4647:4431
    Temporary IPv6 Address. . . . . : 2001:8000:1c09:a700:6d5f:7ed9:2854:ba37
    Link-local IPv6 Address . . . . . : fe80::7c18:79fc:468f:3b11%18
    IPv4 Address. . . . . : 192.168.16.11
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::1659:c0ff:fe64:3cb4%18
                                192.168.16.1

Ethernet adapter Bluetooth Network Connection:

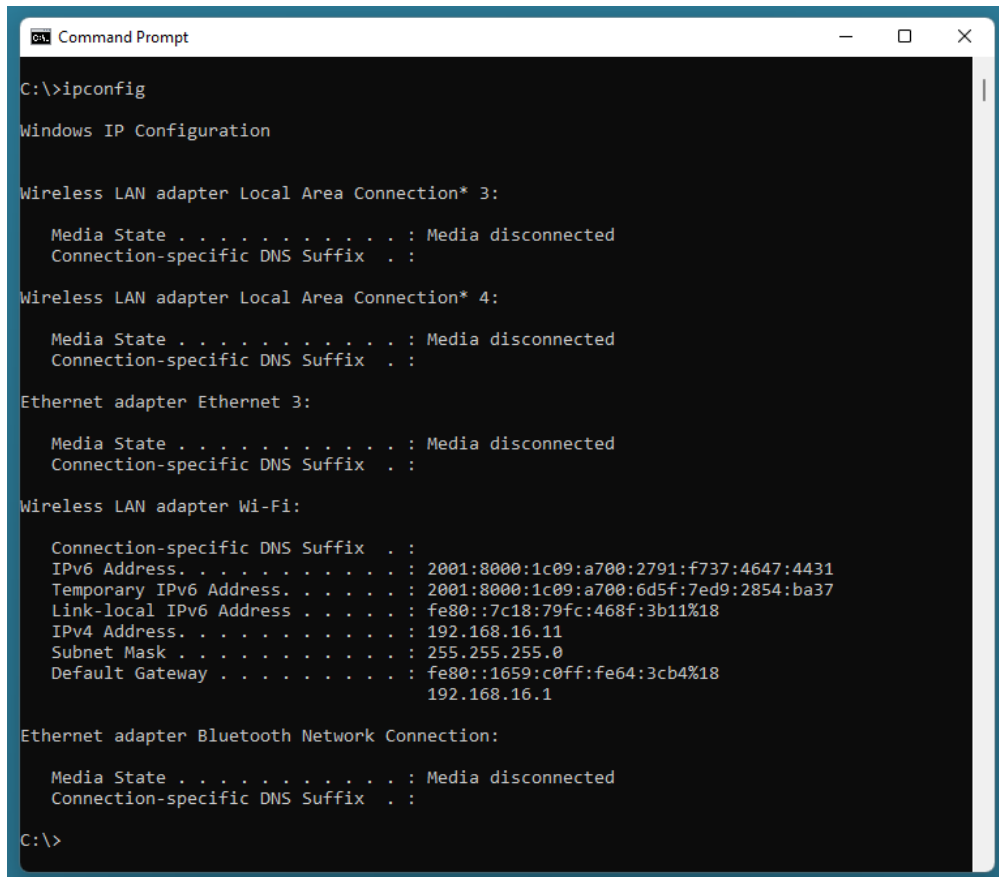
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

C:\>
```

## Solution Step 2 - Check The Client Settings

Step	Action
1	Log into the PC running the PSD Logistics Client.
2	<p>Run a command prompt. This can be opened by running CMD into the MS Windows Search Bar.</p>  <p>The screenshot shows a standard Windows Command Prompt window with a black background and white text. The title bar reads 'Command Prompt'. The prompt 'C:\&gt;' is visible at the top left of the window.</p>
3	<p>Type HostName and press enter. Make a note of the Hostname of the client.</p>  <p>The screenshot shows the Command Prompt window after the 'hostname' command has been entered. The text 'C:\&gt;hostname' is on the first line, and the output 'PSD-NEILAPC4' is on the second line. The prompt 'C:\&gt;' is on the third line.</p>

- 4 Type IPConfig and press enter  
Make a note of the IP Address of the client.



```
Command Prompt
C:\>ipconfig

Windows IP Configuration

Wireless LAN adapter Local Area Connection* 3:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Local Area Connection* 4:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Ethernet 3:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Wireless LAN adapter Wi-Fi:

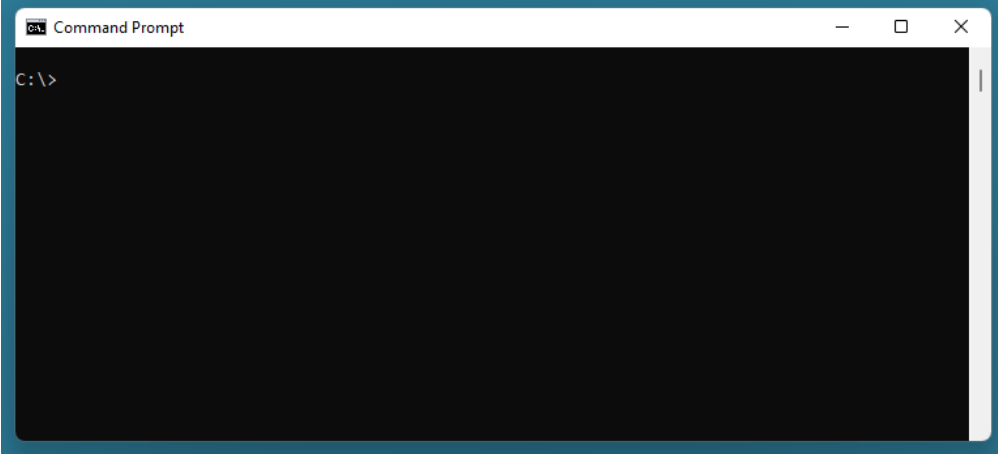
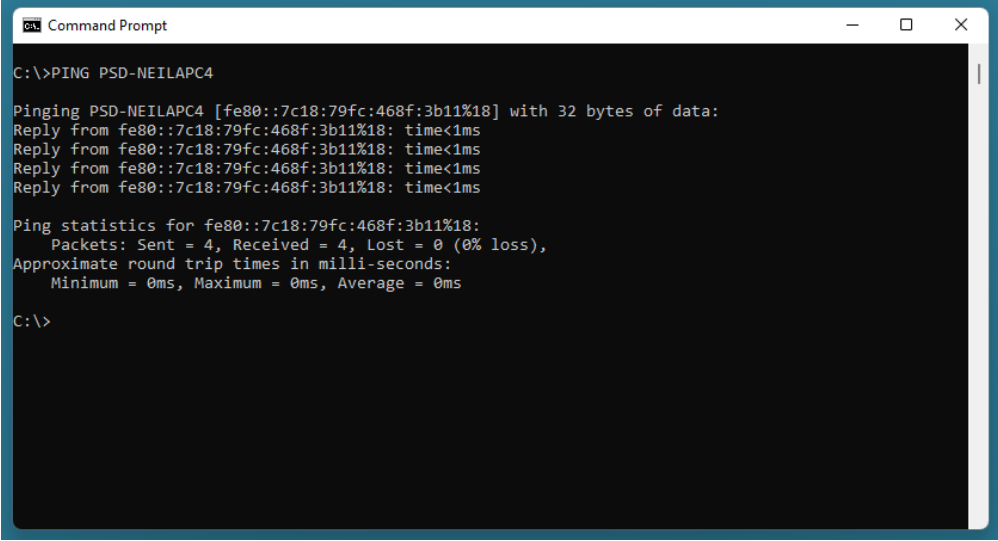
    Connection-specific DNS Suffix  . :
    IPv6 Address. . . . . : 2001:8000:1c09:a700:2791:f737:4647:4431
    Temporary IPv6 Address. . . . . : 2001:8000:1c09:a700:6d5f:7ed9:2854:ba37
    Link-local IPv6 Address . . . . . : fe80::7c18:79fc:468f:3b11%18
    IPv4 Address. . . . . : 192.168.16.11
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::1659:c0ff:fe64:3cb4%18
                                192.168.16.1

Ethernet adapter Bluetooth Network Connection:

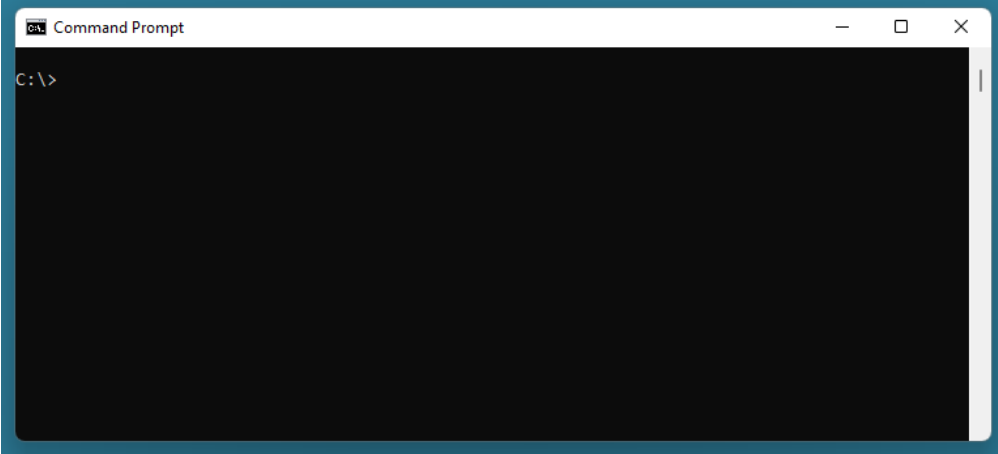
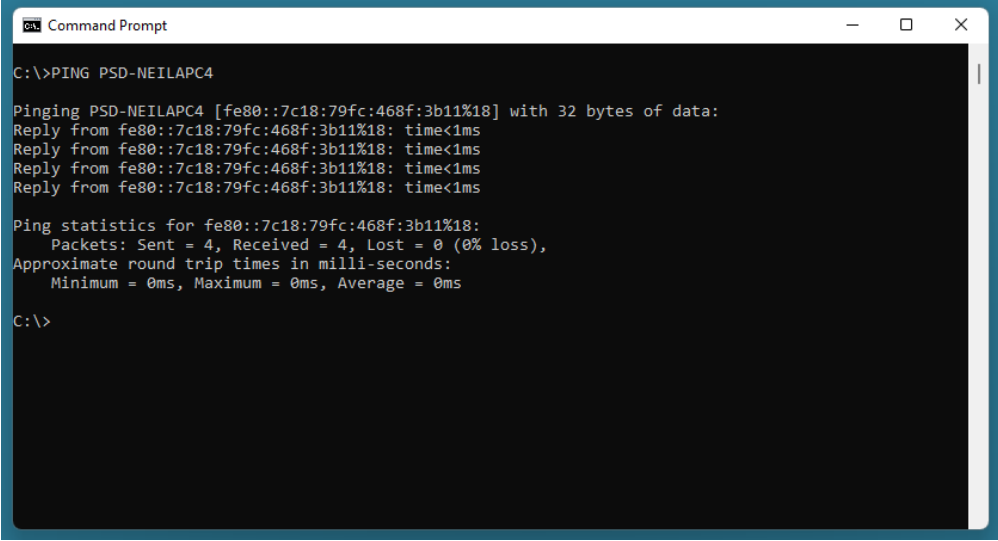
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

C:\>
```

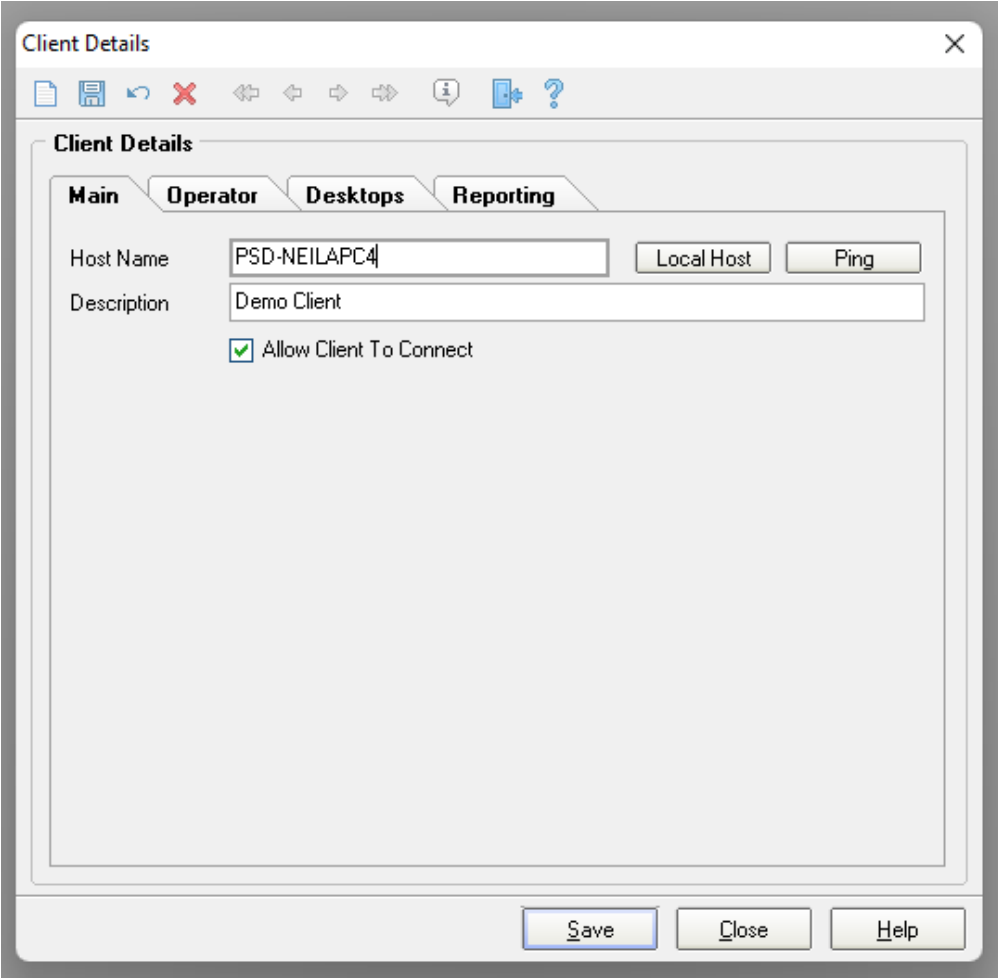
## Solution Step 3 - Ping The Client From The Server

Step	Action
1	Log into the server hosting the PSD Logistics Server.
2	<p>Run a command prompt. This can be opened by running CMD into the MS Windows Search Bar.</p> 
3	<p>Type PING then the hostname of the PSD Logistics Client identified in Solution Step 2. Ensure the IP address returned matches the IP Address of the client identified in Solution Step 2.</p> 
4	If the IP Address does not match, consult your IT department to resolve a possible DNS issue.

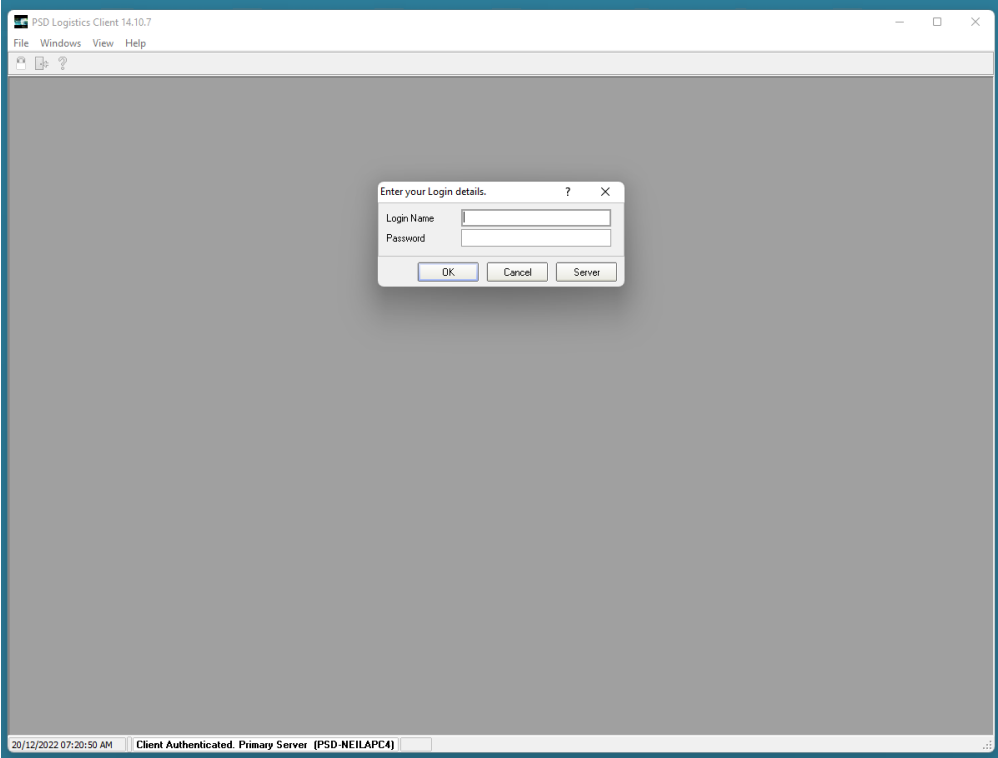
## Solution Step 4 - Ping The Server From The Client

Step	Action
1	Log into the PC hosting the PSD Logistics Client.
2	<p>Run a command prompt. This can be opened by running CMD into the MS Windows Search Bar.</p> 
3	<p>Type PING then the hostname of the PSD Logistics Server identified in Solution Step 1. Ensure the IP address returned matches the IP Address of the server identified in Solution Step 1.</p> 
4	If the IP Address does not match, consult your IT department to resolve a possible DNS issue.

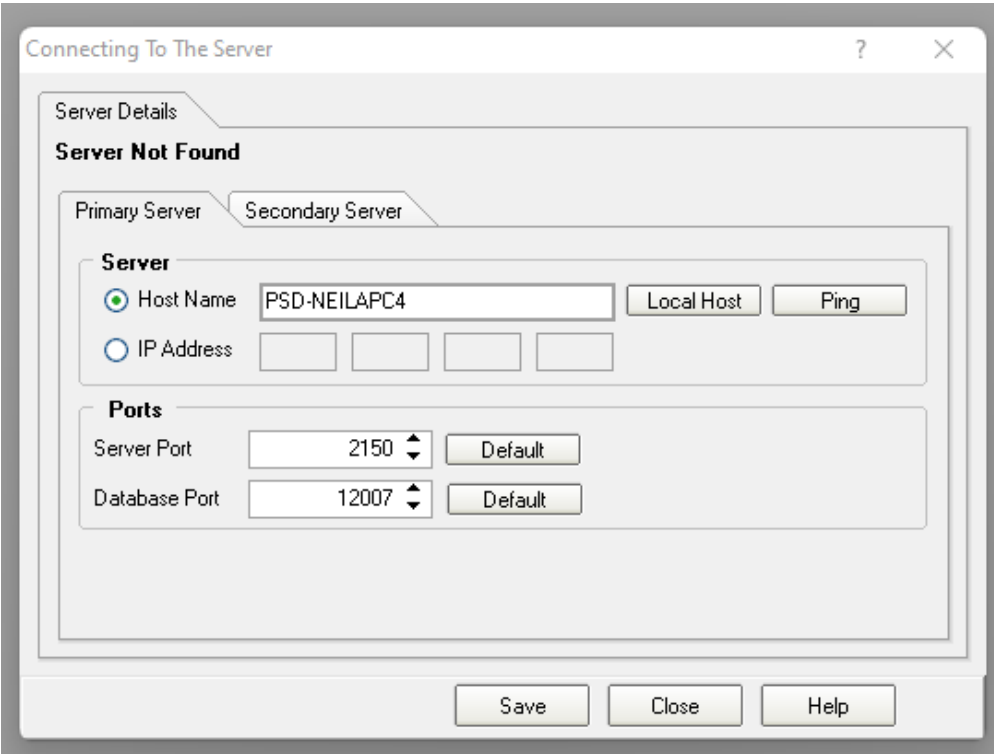
## Solution Step 5 - Create The Client Record

Step	Action
1	<p>Download the “12 How To Configure PSD Logistics Clients” document from the PSD Logistics website (www.psdlogistics.com), and ensure a client record has been created for this new client.</p> <p>Ensure the hostname for the new client has been entered correctly, as identified in Solution Step 2.</p> 
2	<p>Click the Ping button and ensure the IP Address matches the IP Address identified in Solution Step 2. If the IP Address does not match, consult your IT department to resolve a possible DNS issue.</p>

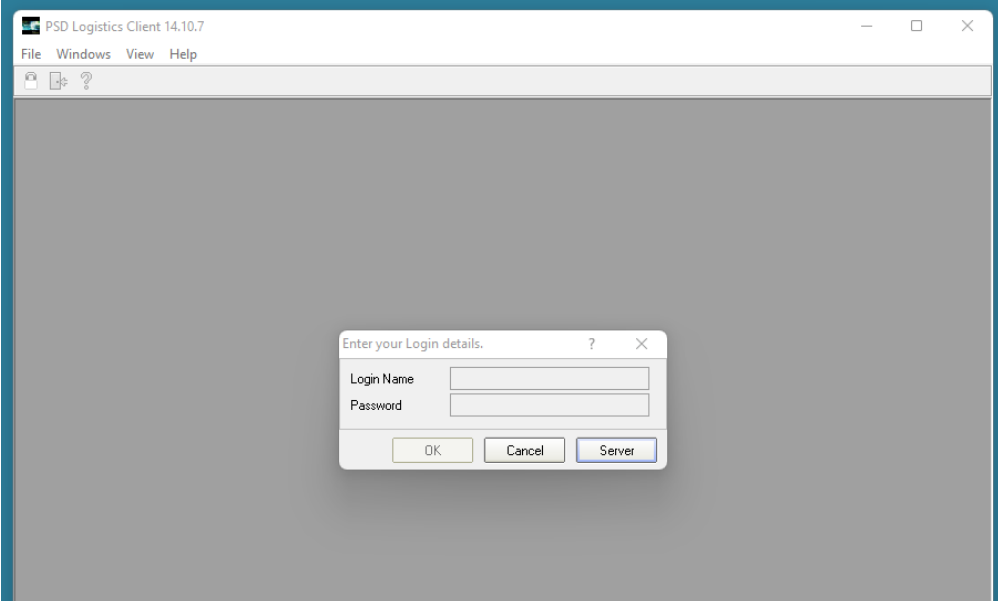
## Solution Step 6 - Execute PSDLogisticsClient.exe Using “Run As Administrator”

Step	Action
1	<p>Open a PSD Logistics Client by running PSDLogisticsClient.exe using “Run As Administrator”.</p> <p>The default folder for this application is C:\Program Files (x86)\PSDLogistics\Client\.</p> <p>If you are unable to execute the PSDLogisticsClient as an administrator, this step must be performed by an IT Administrator, as the PSD Logistics Client needs to write information to the Microsoft Registry.</p>
2	<p>Click the “Server” button.</p> 



<p>3</p>	<p>This will display the “Connecting To The Server” window.</p> 
<p>4</p>	<p>Enter the Hostname of the Server as identified in Solution Step 1 and click “Save”</p>
<p>5</p>	<p>Click the Ping button and ensure the IP Address matches the IP Address identified in Solution Step 1. If the IP Address does not match, consult your IT department to resolve a possible DNS issue.</p>

## Solution Step 7 - IT Issues

Step	Action
1	<p>Open a PSD Logistics Client by running PSDLogisticsClient.exe using “Run As Administrator”. The default folder for this application is C:\Program Files (x86)\PSDLogistics\Client\.</p>  <p>If the Login Name and Password are still displayed in grey, then there is most likely an IT issue.</p>
2	<p>PSD Logistics Clients and the Server communicate using the default ports 2150, 12007 and 12008. If the PSD Logistics Client is still failing to connect, it's possible one or more of these ports is either in use, or blocked by Microsoft Firewall, or your anti-virus software. Check with your IT department if these ports are in use by another application or being blocked by their IT infrastructure.</p>