

**Problem: Unable to Proxy through NetGuardian to Another Device**  
**Platform: NetGuardian**

Establishing a proxy connection to a device through the NetGuardian allows you to quickly access that device from a remote location. Setting up a proxy connection involves just a few quick steps. Use the following "techno knowledge" paper to troubleshoot common connection issues.

```

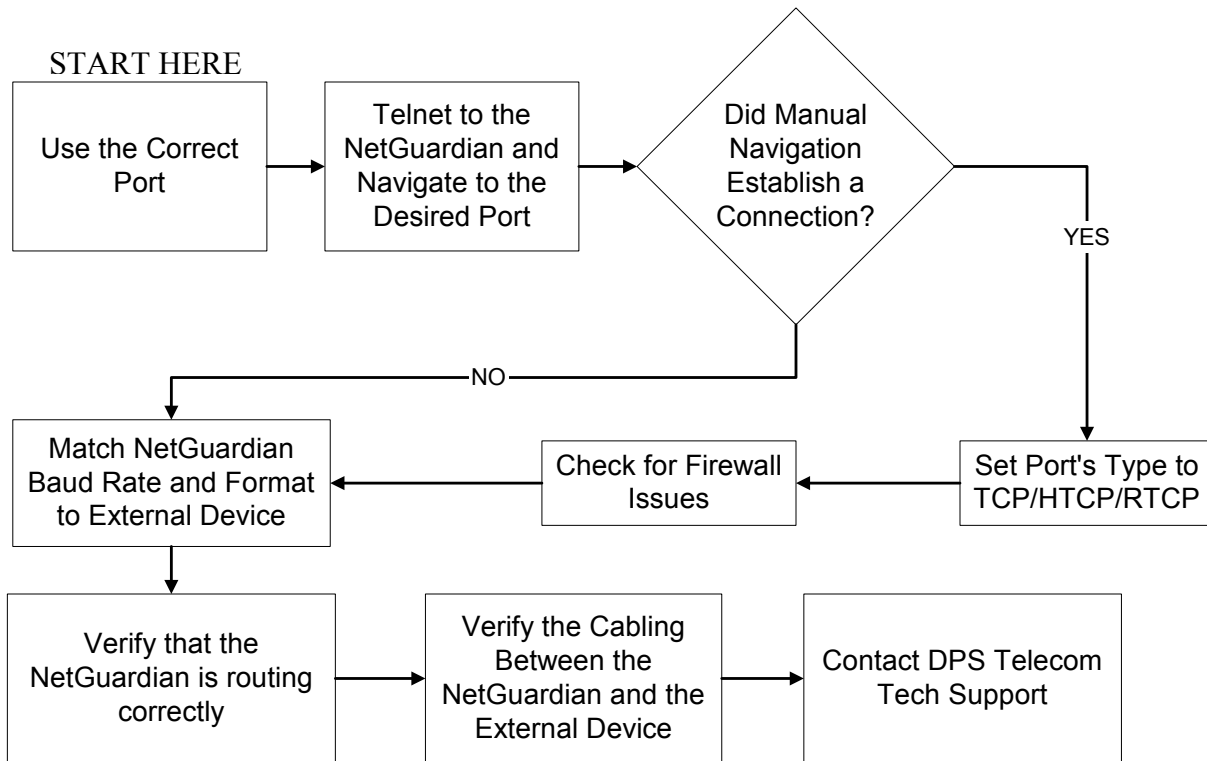
c:\ Telnet 192.168.1.1
Microsoft Windows XP [Versio
(C) Copyright 1985-2001 Micr
C:\>Telnet 192.168.1.1 2002.
Connecting To 192.168.1.1...
    
```

**This "techno knowledge" paper can help you if:**

- You are unable to proxy to another device through a NetGuardian

Quick Reference Chart

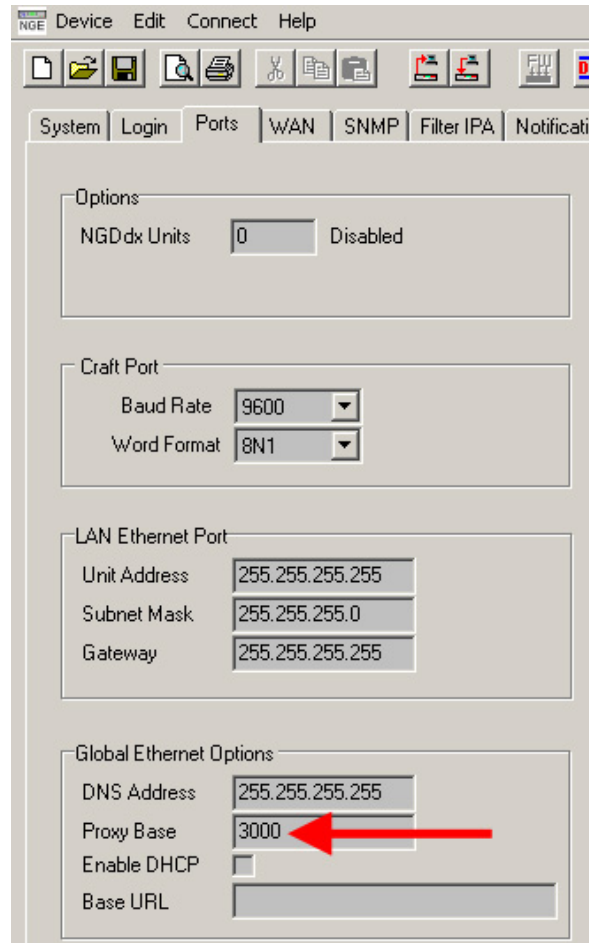
(for more details, review the troubleshooting checklist, starting on page 2 of this guide)



## Troubleshooting Checklist

### □ **Telnet to the correct port.**

- The factory default is data port 1 on TCP port 3000, but this setting is customizable. Data ports 2 through 8 will follow consecutively after the first port (ex. 3001, 3002, 3003).



The screenshot shows the NetGuardian configuration interface with the 'Ports' tab selected. The 'Global Ethernet Options' section contains the following fields:

Field	Value
Unit Address	255.255.255.255
Subnet Mask	255.255.255.0
Gateway	255.255.255.255
DNS Address	255.255.255.255
Proxy Base	3000
Enable DHCP	<input type="checkbox"/>
Base URL	

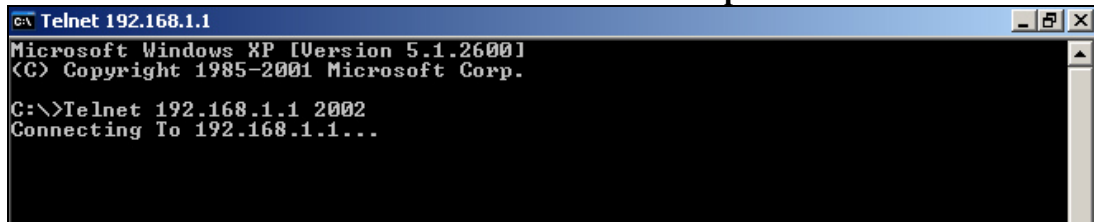
A red arrow points to the 'Proxy Base' field, which is currently set to 3000.

To view or change your current port configuration, locate “Proxy Base” field on the “Ports” tab of your NetGuardian configuration software. NOTE: You must write the configuration file from your PC to the NetGuardian before any changes will take effect.

If you are attempting to Telnet to the correct port and still have a problem, proceed to the next step:

- ❑ **Telnet to the NetGuardian configuration screen and navigate to the desired port.**
  - Two common Telnet clients that may be used are:
    - Windows Command Prompt, and
    - HyperTerminal

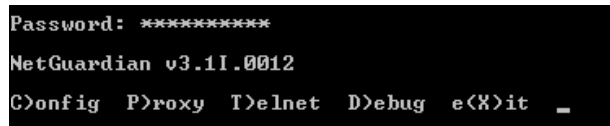
### Windows Command Prompt



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\>Telnet 192.168.1.1 2002
Connecting To 192.168.1.1...
```

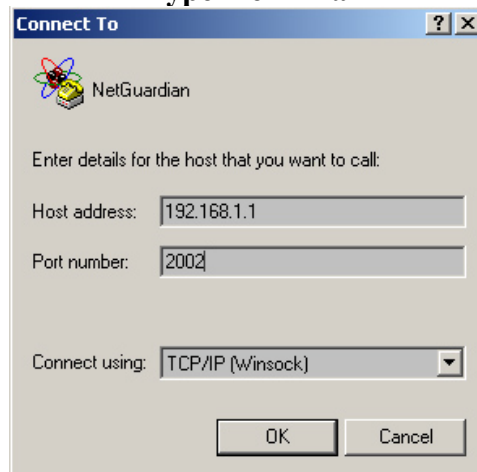
In the Command Prompt window, type “Telnet”, the NetGuardian’s IP address, and “2002”. Press Enter.



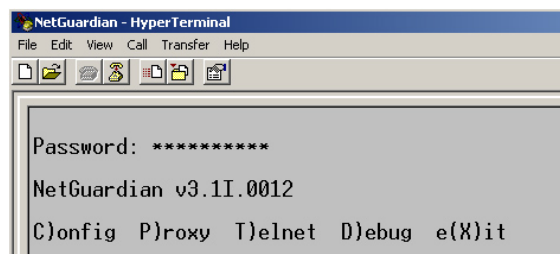
```
Password: *****
NetGuardian v3.1I.0012
C)onfig P)roxy T)elnet D)ebug e(X)it _
```

If the connection is successful, you will be prompted for a password (default password is “dpstelecom”).

### HyperTerminal



Create a new connection by entering the NetGuardian’s IP address and port number 2002.



```
NetGuardian - HyperTerminal
File Edit View Call Transfer Help

Password: *****
NetGuardian v3.1I.0012
C)onfig P)roxy T)elnet D)ebug e(X)it
```

If the connection succeeds, enter a password (default password is “dpstelecom”) to log on.

```
C:\>Telnet 192.168.1.1 2002
Connecting To 192.168.1.1...Could not open connection to the host, on port 2002:
Connect failed
```

If the connection attempt fails, please review “Unable to Telnet to NetGuardian - Techno Knowledge Paper” for further assistance

```
C:\ Telnet 126.10.230.205

Available Data Ports:
C) Craft <In use>
M) Modem
1)
2)
3)
4)
5)
6)
7)
8) GLD/BSU Net <In use>

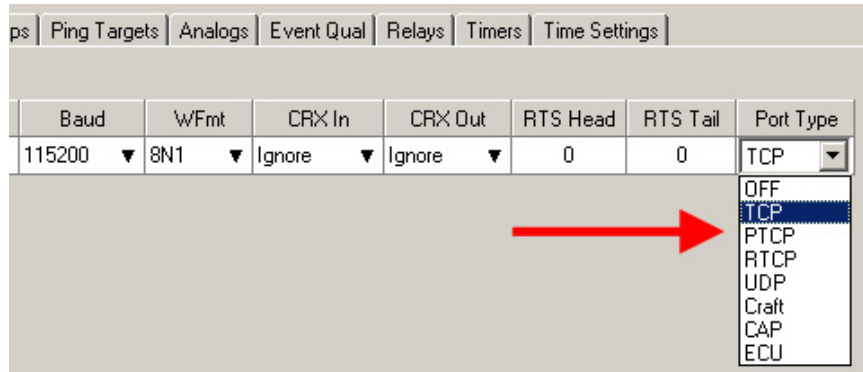
Proxy to : M)odem 1) 2) 3) 4) 5) 6) 7) <ESC> ?
```

After entering your password, press ‘P’ to see a list of available ports. Select the desired port from the list. If the port is not listed, another device is using the port.

If this proxy connection fails, skip ahead to “Check the baud rate and format”

If this proxy connection is successful, proceed to the next step:

□ **Set the port’s type to TCP, HTCP, or RTCP.**



On the “Ports” tab of your NetGuardian configuration software, set the port’s type to the appropriate setting.

If you are still unable to proxy to your other device through the NetGuardian, check for firewall issues.





Proxy to the desired port and press a key. The corresponding light should flash green.

If a different light turns green, check the NetGuardian database for a configuration issue.

If the correct light flashes green, short pin 2 to pin 3 on the data port connector and repeat the test.

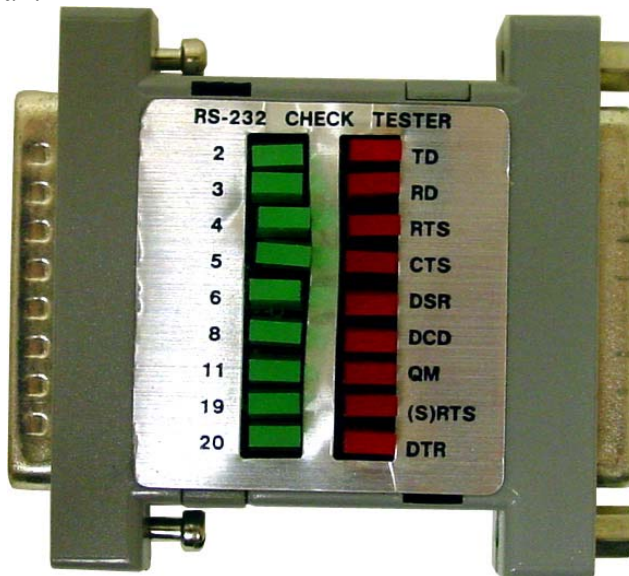


Repeat the test by pressing a key. The light should flash green, then red. On your PC, you should see an echo of the keys that you type.

If you still cannot proxy to an external device through the NetGuardian, proceed to the next step:

- **Verify the cabling between the NetGuardian and the external device**
  - Verify the port of the external device
    - Was the external device configured with a laptop before it was connected to the NetGuardian? If so, reconnect to the device with a laptop.
      - If the connection fails, the external device may have a bad serial port.
      - If the connection is successful, check the baud rate and data format of your laptop and configure the NetGuardian with the same settings.

- Verify the pin-out of the device
  - When connecting to the device with a cable, was the cable straight-through or modified?
    - If it was straight-through, you must null the cable between the NetGuardian and the device.
    - If it was modified, you will need to find or create a pin-out of the cable. A pin-out can be created with an ohmmeter.
  - If the device is a DTE device:
    - Connect the transmit pin of the NetGuardian to the receive pin of the device
    - Connect the receive pin of the NetGuardian to the transmit pin of the device
    - Connect the two ground pins together
- Use a blinker box to check the state of the pins on your PC and the NetGuardian
  - The PC's RS-232 port pins should have the same state as those on the NetGuardian.



Use a blinker box to test pin states.

- Determine whether the device requires handshaking
  - You may be able to work around many problems by, for example, looping RTS to CTS and DTR to DCD on the device.

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If you remain unable to proxy to an external device through the NetGuardian, please contact DPS Telecom Tech Support.

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