

**Problem: Unable to Setup T/Mon DNS
Platform: T/Mon – IAM**

Are you having trouble setting up DNS on your T/Mon – IAM system?

Common applications of T/Mon DNS include mail-in and -out jobs, Telnet connections for ASCII processing, and Craft interfaces. Use the following "techno knowledge" paper to setup DNS on your T/Mon – IAM system, or to troubleshoot common setup issues.

DNS

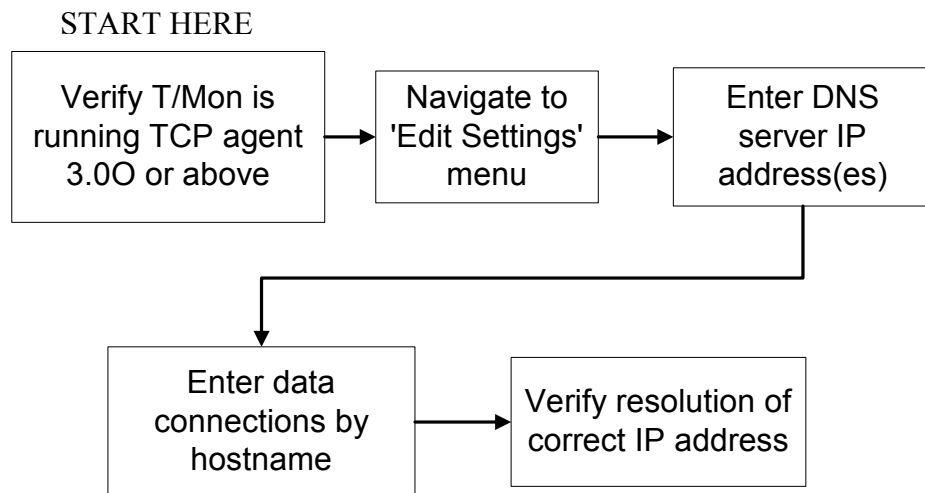


This "techno knowledge" paper can help you if:

- You are unable to setup DNS on your T/Mon – IAM

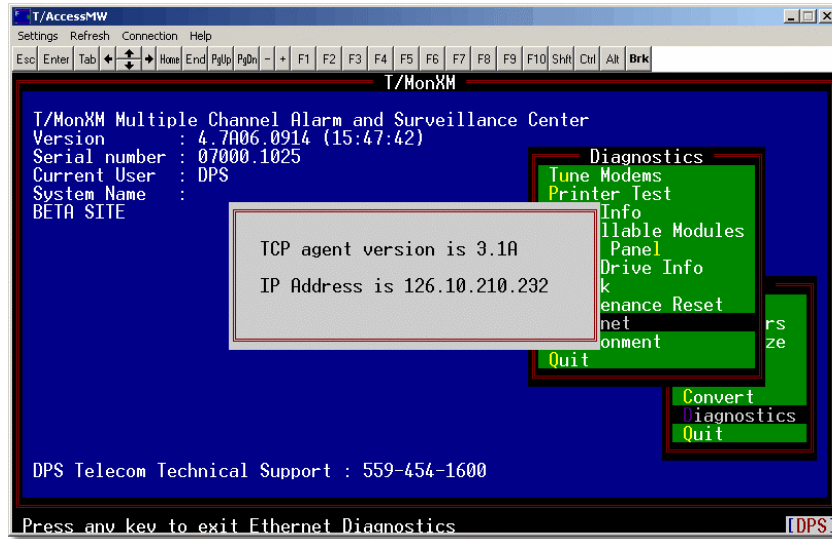
Quick Reference Chart

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



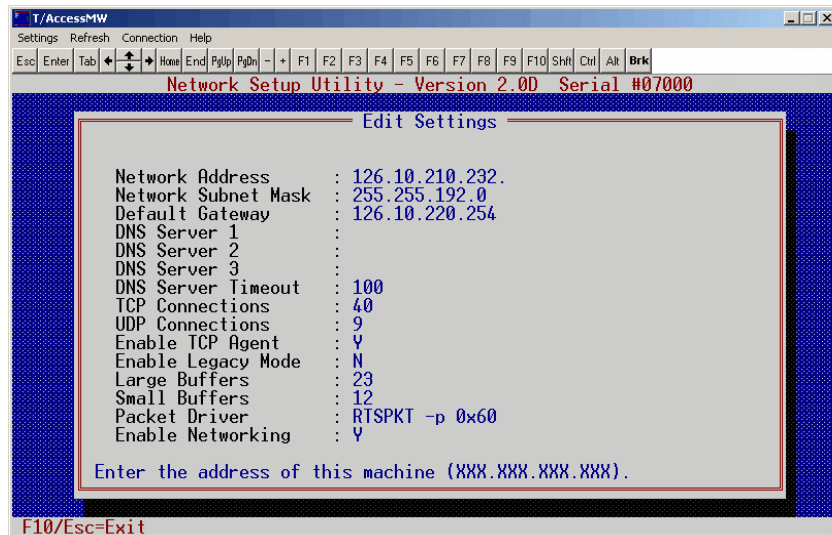
Troubleshooting Checklist

- **Verify T/Mon is running TCP agent 3.00 or above.**
 - To check the currently running version of TCP agent, navigate to ‘Diagnostics’ → ‘Ethernet’



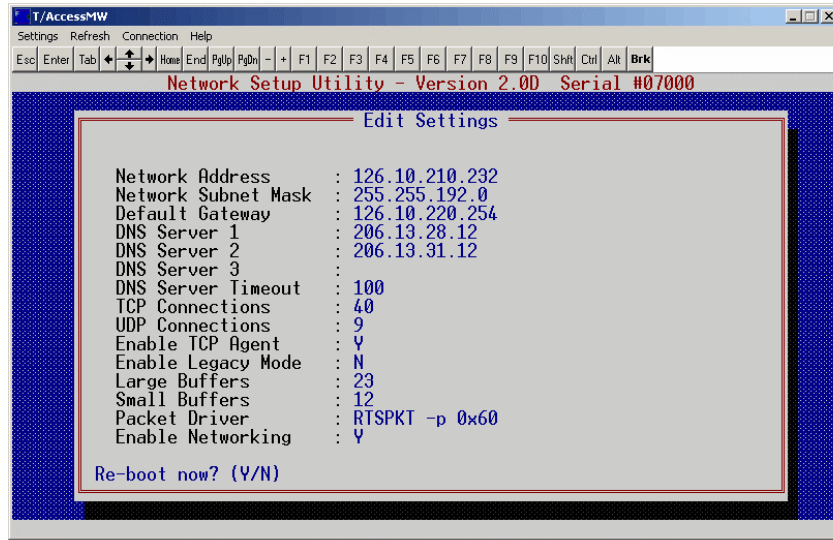
The ‘Ethernet’ section of ‘Diagnostics’ displays your TCP agent version

- **Navigate to the ‘Edit Settings’ menu**
 - Exit the T/Mon
 - Drop all the way down to the Wshell
 - Enter ‘Network Setup’
 - Choose ‘Run Network Setup’
 - Choose ‘Edit Settings’



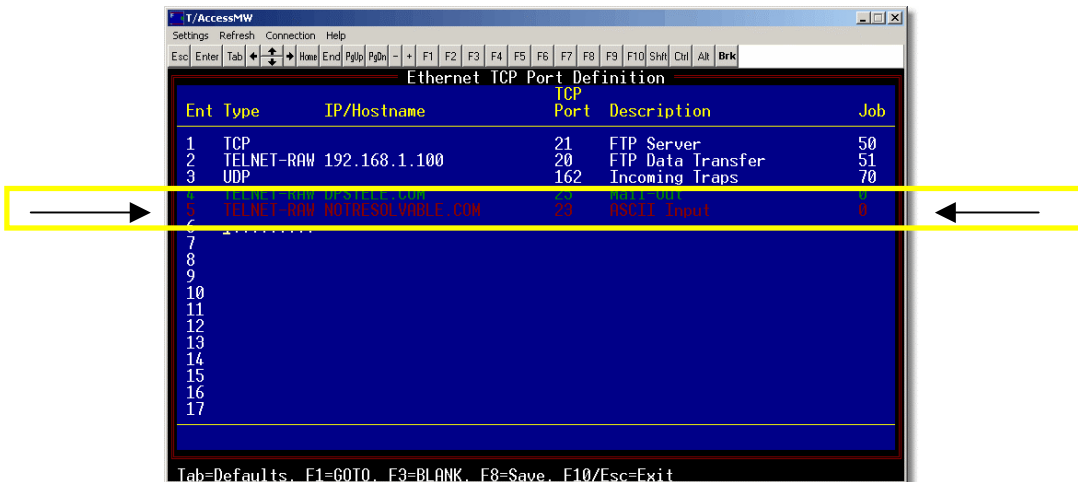
The ‘Edit Settings’ menu allows for a wide range of user changes

- ❑ **Enter your DNS server IP address(es)**
 - Servers will be queried in the order they are entered.
 - After entering all DNS IP addresses, press ‘Enter’ repeatedly to reach the bottom of the screen.
 - When prompted, press ‘Y’ to save your changes and reboot the T/Mon.



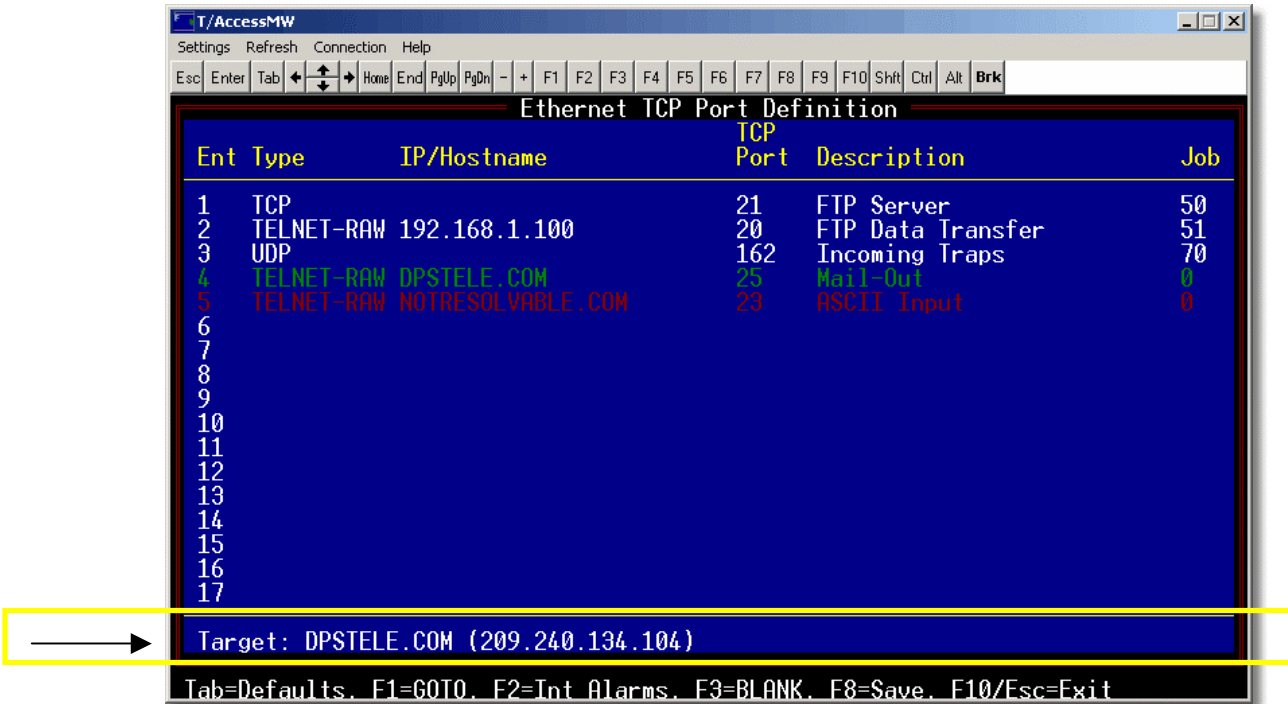
After reaching the bottom of the ‘Edit Settings’ screen, you will be prompted to save your changes and reboot the T/Mon.

- ❑ **Enter your data connections by hostname**
 - Navigate to ‘Parameters’ → ‘Remote Ports’
 - Locate Port 28 and press F1 for Data Connections
 - For Telnet and Telnet-RAW data connections, enter the hostname in the IP/Hostname field.
 - If the T/Mon successfully resolves the name, the text will turn green. If not, it will turn red.



- An unresolved hostname will appear in red.

- **Verify resolution of the correct IP address**
 - Place your cursor on the line in question.
 - The hostname and IP address will appear at the bottom of the screen.



When a resolved entry is selected, it's hostname and IP address information is displayed at the bottom of the screen.

If you continue to have issues setting up DNS on your T/Mon system, please contact DPS Telecom Tech Support.
