



June 21, 2012

TROUBLESHOOTING CLIENT CONNECTION ISSUES

1. Check firewall settings:

If you have a software-based firewall such as Black Ice, Norton Internet Security, or McAfee Personal Firewall installed on your computer, it is necessary to review and adjust your settings to allow the backup software to access the Internet.

2. NIC (network interface card) and router:

Make sure NIC driver and router firmware are up-to-date with latest version from the manufacturer.

3. Power-cycle the modem and router:

Unplug your modem and router and then wait 10 seconds. Plug them back into the outlet. A full restart may take 30-60 seconds.

4. Test Upload Connection Speed:

The Internet connection should be high-speed DSL or cable. Make sure the upload speed is at the subscribed Internet plan level. You can check the upload speed at <http://testmy.net/upload>. If the upload speed is less than the subscribed plan, contact the Internet service provider.

5. Antivirus and Worms:

An Internet worm is a malicious software program that spreads through computer networks. If any of the computers are infected by an Internet worm, they may begin spontaneously generating network traffic without your knowledge, causing your Internet connection to be slow. Run antivirus software regularly to diagnose and remove these worms your computers.

Common Backup Errors from Client Side Connection Issues

"Command timed -out"

This error is reported when the DS Client sends a message to the DS System but does not receive the response from the DS System in a limited time period before the connection is lost.

If this is a frequent error, there may be an issue with the Client Internet dropping. Client should contact Internet provider about the issue. Also, make sure network devices are functioning properly, update to the latest Windows Service Pack, and apply any other Windows networking updates.

"Software caused connection abort"

This error is reported when the DS Client cannot connect to the DS System from the client side.

Under this circumstance, network issues must be addressed on the Client end. Client side should check for related issues (memory, disk space, last machine reboot, network connection issues). Also, make sure network devices are functioning properly, update to the latest Windows Service Pack, and apply any other Windows networking updates.

"Connection reset by peer"

This error is reported on all event logs when there has been a disconnection between the DS Client and the DS System. If a connection is established between the two and the DS System does not receive any data from the DS Client within 2 minutes, the DS System will send a keep-alive package to DS Client in order to keep the connection alive. If the DS System does not get a response from the DS Client after 3 keep-alive packages, the DS System will reset the connection thus reporting the connection reset by peer.

Under this circumstance, the Client side should check network and firewall settings to see if there is something blocking the transmission of the backup data. Also, some DSL providers use PPPoE. The DSL will cut its connection due to idle time. If the Client's DSL provider uses PPPoE, it needs to be enabled on the Client router. On the configuration screen for PPPoE, the Client can specify the idle time or keep alive time.

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