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TOP  
SECRET





## NOTICES

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Updates to the SurfControl documentation and software, as well as Support information are available at [www.SurfControl.com/support](http://www.SurfControl.com/support).

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## Chapter 1

## Introduction

How SMC works

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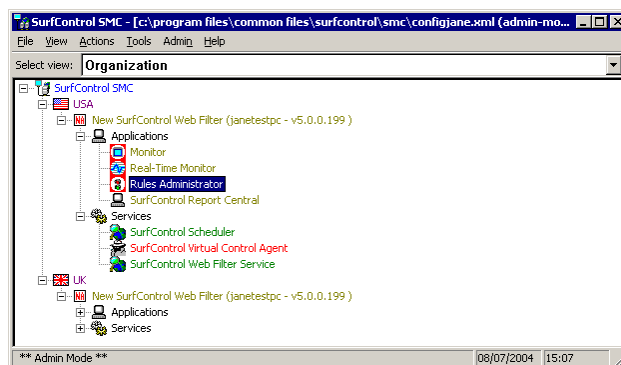
## How SMC WORKS

SurfControl's Single Management Console (SMC) enables you to manage all of the SurfControl servers within your organization from a single computer, regardless of where your SurfControl products are located, nationally or internationally. With SMC you can:

- Start and stop services on each server.
- Run reports.
- Administer the components that are included in a product.
- Instantly check the status of your SurfControl products across your network.

## WORKING WITH SMC

SMC provides you with an interface in which you can build a view of your whole enterprise. Items are added one by one to a tree-like structure which you design to represent your enterprise, either by offices with their relating servers or by SurfControl products with each server listed. The following shows an enterprise created to show each office, its location, then the sites with their corresponding servers and their applications. The view has been customized using color and icon options to make it more meaningful for the administrator:



There are two ways that you can use the SMC:

- **Create a new enterprise view** - construct a brand new enterprise view within the SMC by adding locations and servers. This can then be saved to a configuration file which can be just saved locally on the machine or shared with other administrators. This enterprise view can then be viewed as an organization or based on products.
- **Open a previously configured file** - open a previously created file or one shared by an Administrator. See "Sharing files" on page 31 for information on sharing files.





## Chapter 2 Configuration

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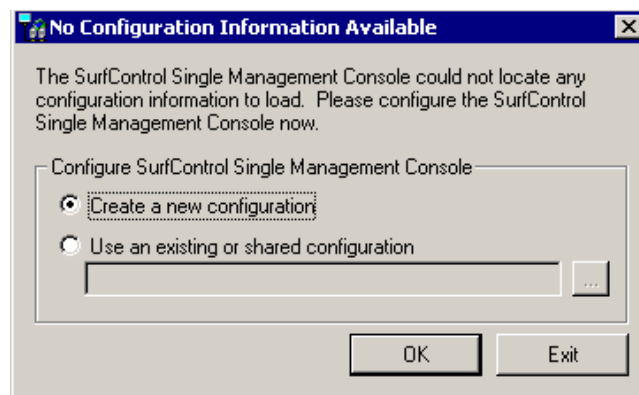
## GETTING STARTED

Install the Single Management Console by navigating to where you downloaded your SurfControl product to, then double-click the Single Management Console setup.exe. Alternatively run the installation from your product CD.


When you first open SMC you will need to create a view of your enterprise. This view will then be saved to a configuration file and used by SMC to build a view of your enterprise whenever it is opened. This file could also be shared so that another user can view it and administer SurfControl products via their SMC installation.

### OPENING A PREVIOUSLY CONFIGURED FILE

When you open the SMC it always opens the last file that you viewed. If you are opening the SMC for the first time there will be no previous configuration file loaded so it will ask you which configuration file you wish it to show. It will also give you the option to create a brand new configuration file:



There are two options to choose from:

- **Create a new configuration** - choosing this option will show a blank pane followed by a dialog where you can add a server (see “Product view” on page 13 for more information on adding servers) and start to create your enterprise.
- **Use an existing or shared configuration file** - if you have already created a configuration file or are opening a shared file then you can either enter the path to this file or click the **Browse** button  to navigate to it.

## MENUS WITHIN SMC

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The menus at the top of the SMC give you access to a number of actions:

### FILE MENU

The File menu is the main point of access to your configuration files. It contains a number of options:



**Note:** Some of these tasks can only be performed if the configuration file is open in Admin mode.

- **New** - closes the current configuration file and opens a blank view in Admin mode ready for the addition of new servers and/or organization details. This view can then be saved to a new configuration file.
- **Open...** - opens a Select Configuration File dialog where you can select a previously created configuration file.
- **Close** - unloads the configuration file and clears the tree view. You now need to select **New** or **Open...** in order to create or select a new configuration file.
- **Save** - saves the current configuration file.
- **Save As...** - prompts for file name before saving, enabling you to either overwrite an existing file or create a new one.
- **Recent...** - shows a history of the last five configuration files that have been loaded.
- **Exit** - closes the SMC allowing you to save your configuration if it has been altered.
- **Properties...** - launches a dialog which gives details about the configuration file that you are currently using and if the file is locked, who has opened the SMC in Admin mode. It also enables you to add your own message to the 'Configuration file locked' dialog and set a password for Admin mode. If the file is not locked it can be switched to Admin mode from this dialog.

### VIEW MENU

The View menu enables you make sure that the enterprise view that you are seeing is the most up-to-date one:

- **Refresh** - checks the server status then reloads the configuration file. If the file is shared then you will see any recent changes made by other administrators.

## ACTIONS MENU

The Actions menu is where you configure the view of your enterprise by adding/removing sites and servers and re-setting the icons that represent them. The items within this menu depend on what is selected in the SMC. If the root of the console tree is selected then this menu is grayed out.



**Note:** The Action menu changes as you select different items in the console tree. These menu items are also available if you right-click on the item in question.

### Product selected:

- **Add...** - enables you to add SurfControl products so that you can configure them from SMC.
- **Set Icon...** - enables you to modify the icon for the product. If you add regions or sites etc. to your organizational view you will be able to specify an icon for each of these. You will be unable to change anything with SurfControl branding.

### Server selected:

- **Rename** - enables you to change the names of servers.
- **Remove** - enables you to remove the selected item or branch of the tree. You cannot remove individual applications from the server. However if an application is not available you can hide them by selecting 'Hide unavailable applications' from the General tab of the Options dialog.
- **Properties...** - this enables you to see details of a server, its machine name, service status, product type and version.
- **Configure Applications...** - some applications require further configuration once you have added them to the SMC. This menu item enables you to configure any applications that need it without having to choose each one separately.

### Applications selected:

- **Open** - open the selected application.
- **Configure** - if the application needs configuration this menu item will be available when you select the application.

### Services selected:

- **Start** - start the selected application.
- **Stop** - stop the application.

## TOOLS MENU

The Tools menu enables you to modify the look and feel of the SMC tree view:

- **Set Icon Presets...** - enables you to modify your default icons.
- **Options...** - launches a dialog where you can set the server refresh rate, set colors to represent the status of items in the tree, change the tree view and set the colors of the tree.

## ADMIN MENU

The Admin menu enables you to edit the SMC view and thus the configuration file:

- **Admin Mode** - switches Admin mode 'on' or 'off'. Admin Mode enables you to modify the enterprise view.

## HELP MENU

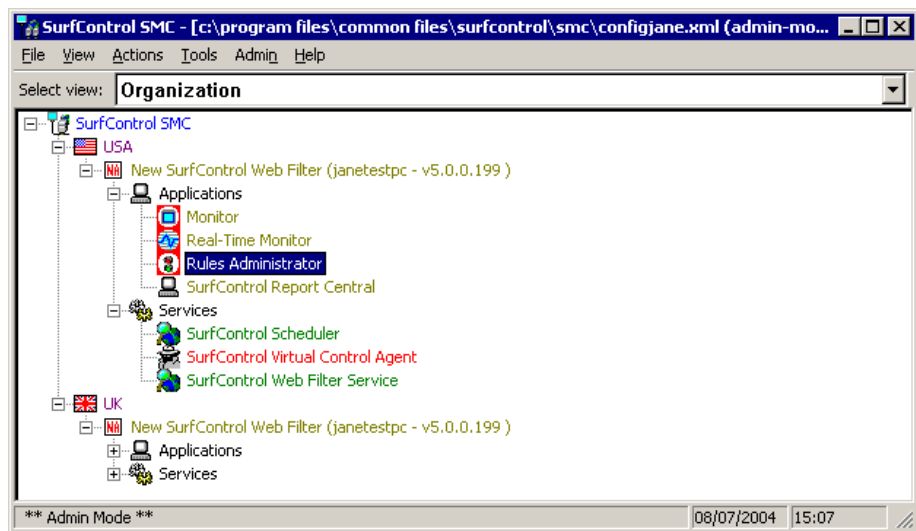
- **Help Topics** - launches the SMC online help system.
- **About SMC** - launches a dialog containing version information.

## VIEWS WITHIN SMC

There are two ways in which you can use SMC to view and configure your enterprise: Organization and Product view. Either can be seen in the SMC by choosing it from the Select view list.

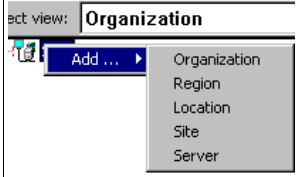
### ORGANIZATION VIEW

The Organization view enables you to set up the view so that you can see your enterprise in relation to where the servers are located:



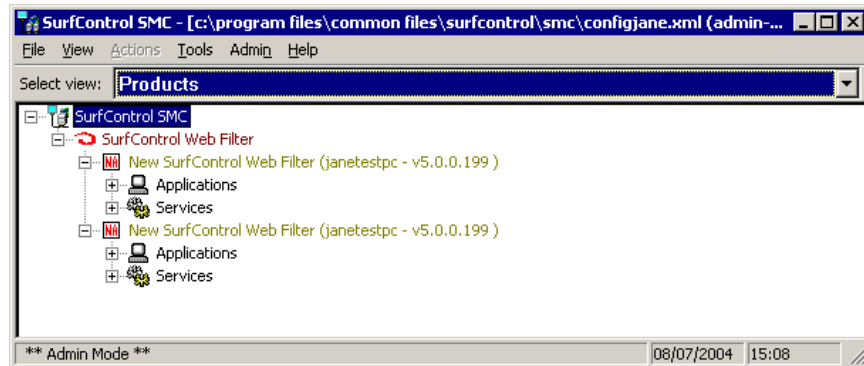
For example if your enterprise is split between a number of offices then you could arrange the view so that you have a list of offices under the SMC node. Each of these offices could then have each server room and its servers listed. These would then reflect all of the SurfControl products installed with a list of client applications under each one.

## Procedure 1: Creating an Organizational view

Step	Action
1	Select Organization from the Select view list.
2	Ensure that Admin mode is selected in the Admin menu.
3	<p>Right-click on the SMC root item in the tree and select <b>Add...</b> from the pop-up menu. A drop-down menu will appear:</p> 
4	<p>Choose the type of item that you want to add:</p> <ul style="list-style-type: none"> <li>• <b>Organization</b> - the name of the company or organization that this information belongs to (this could represent different companies if your enterprise consists of these).</li> <li>• <b>Region</b> - the state/city/town where the organization's office is located. This could also be listed as the region, such as NW for example.</li> <li>• <b>Location</b> - the office name of this part of the company or the city/town.</li> <li>• <b>Site</b> - this could be the office name or even the actual room where the server is located within this office.</li> <li>• <b>Server</b> - the actual name of the server that the product(s) is/are located on.</li> </ul>
5	Once you have chosen the type of item that you want to add it will appear in the console tree with the title in a format that is immediately ready to edit. You can also set an icon to represent it by right-clicking on the item and choosing 'Set Icon...'
6	If you want to add a server to the item then right-click on it and select <b>Add...</b> This will show the Add Server dialog to enable you to add this server to your enterprise view. Details of adding servers are contained in the next section, 'Product view', though you can add servers in the Organization view as well.

## PRODUCT VIEW

Products view enables you to see machines grouped according to the products that they are running. The first layer of this hierarchy is the product name, in this case SurfControl Web Filter. This is then followed by the names of servers with this product installed and their attendant applications. It is a much simpler view than the Organizational view, enabling you to concentrate on just the SurfControl products followed by a list of what servers they are installed on:

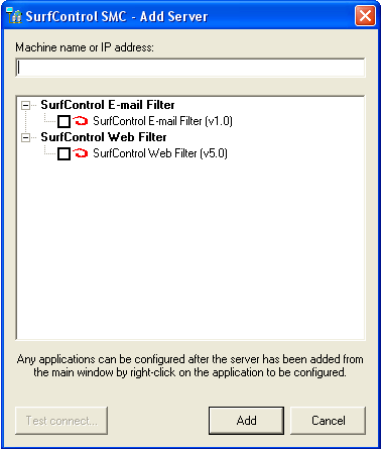
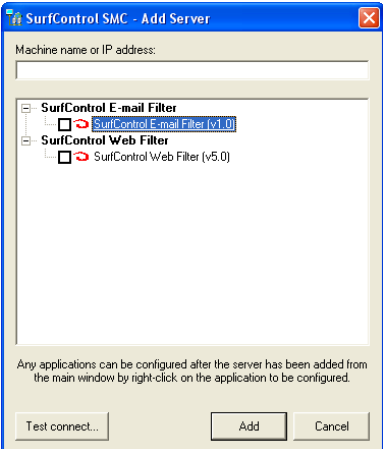


You can reflect a view of your enterprise view in either the organization or the Product views. With Organization view you can add a variety of items related to location, server name etc. to reflect the way that the SurfControl products are arranged within your company. With the Product view the tree represents each of the SurfControl product types: Web Filter, E-mail Filter etc. with servers listed beneath their relevant product.

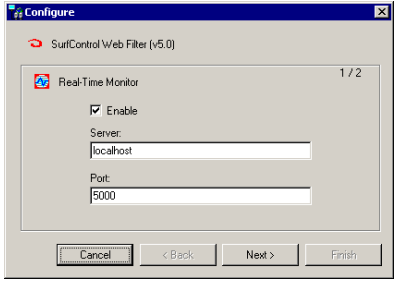
### Procedure 2: Creating a Products view

Step	Action
1	To start with, use the Organizational view to add the servers containing the products that you wish to see in your enterprise view.
2	Select Products from the Select view list and ensure that Admin Mode is selected in the Admin menu.
3	Right-click on the product at the top of the tree and select <b>Add...</b>

## Procedure 2: Creating a Products view

Step	Action	
4	A dialog will appear showing all of the versions of products that are supported by SMC. For this reason it is important that you know the version numbers of any product servers that you wish to add to SMC to ensure that they are supported.	
5	Enter the DNS name or IP address of the server that you wish to add (UNC names are not supported) and select the check-box next to the server that you want to add.	
6	Select the text of the server and click the <b>Test connect...</b> button which will now be enabled.	
7	You will now see a Test Connect dialog. The message that appears in the server/service status pane will establish whether there has been a successful connection between the server and SMC. Details of what status messages mean can be found in the Trouble-shooting section, 'Error Codes'.	
8	Click <b>OK</b> to close the Test Connect dialog then click <b>Add...</b>	

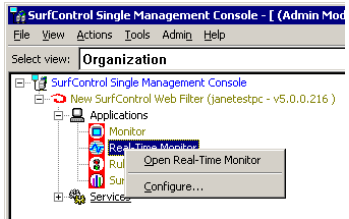
## Procedure 2: Creating a Products view

Step	Action
9	If the product consists of applications that need configuring, a Configure dialog will appear:
	
10	Select the 'Enable...' check-boxes in these dialogs till you reach the last one where you can click <b>Finish</b> .
11	You will now see the new server in the SMC window.

## Procedure 3: Configuring applications after adding a server

Step	Action
1	Real-Time Monitor and SurfControl Report Central can be configured from the SMC. If you wish to configure them right-click on the application that you wish to configure and choose <b>Configure...</b> from the pop-up menu.
2	A dialog will appear in which you can edit the server and port number details of this application.
3	Once you have entered the correct details click <b>OK</b> .

## Procedure 4: Opening applications with SMC

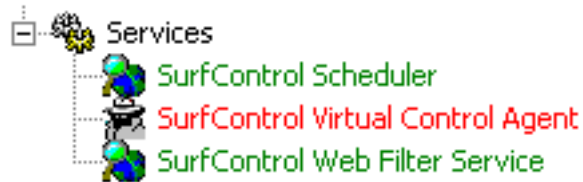
Step	Action
1	Right-click on the application.
2	A drop-down menu will appear with various actions listed on it depending on which application it is:
	
3	If the application needs any configuration there will be a configuration item in the menu. Select the action that you require from the menu and a Server dialog will open.

## Procedure 4: Opening applications with SMC

Step	Action
4	Select the 'Enable' check-box.
5	Enter the server name and port number.
6	Click OK.

## REMOTE SERVICE CONTROL

You can control the SurfControl product services from within the SMC. The following picture shows the services that are available within the SMC for SurfControl Web Filter



**Note:** You cannot change the icon representing any of the services.

The SMC shows you the status of each of these services and enables you to start or stop each one.

### Procedure 5: Starting and stopping services within SMC

Step	Action	
1	Right-click on the service.	
2	A drop-down menu will appear. Choose Start or Stop.	
3	Alternatively double-click the service that you want to start or stop. A Service Control dialog will appear:	<p>The screenshot shows a dialog box titled 'Service Control'. It contains the text 'Select an Action to perform:' followed by two radio button options: 'Start SurfControl Virtual Control Agent' and 'Stop SurfControl Virtual Control Agent'. There are 'OK' and 'Cancel' buttons on the right side of the dialog.</p>
4	The only action available will be the one that it is possible to perform. For example, if the service is running then you will only be able to select <b>Stop</b> . Select the action to perform and click OK.	

## SAVING AND VIEWING CHANGES

You can make changes to the tree view of SMC by adding or deleting servers and/or changing their arrangement in the hierarchy. You can also change the icon alongside every item with the exception of servers and applications. To make sure that any changes are reflected in the SMC:

- Click **Save** or exit the SMC, clicking **Save** as you do so. If you are viewing the SMC in 'read-only' mode then you can make sure that you can always see the most up-to-date view, including anyone else's changes if you are using a shared file, by choosing **Refresh** from the View menu.



## Chapter 3

## Modifying the SMC view

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## USER MODES

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Once you have created your first enterprise view and saved it as a configuration file, it can be opened at any time within the SMC and edited. By default the last configuration file that was opened in the SMC will be shown when the SMC opens. There may be times when you want to add, remove or modify servers or organization location details or even change the look and feel of the view that you already have. There are two modes in the SMC:

- **Admin Mode** - this mode enables you to make changes to the enterprise view in SMC by adding and deleting servers, changing the look and feel etc. You will then be able to save these changes to the configuration file.
- **Local Mode** - this mode enables you to open a configuration file and look at your enterprise and products in the SMC. You will not be able to make any changes to the view or alter the configuration file in any way.

Regardless of what mode you are in, you will always be able to launch any of the client applications for each server. The status of servers will also be shown.

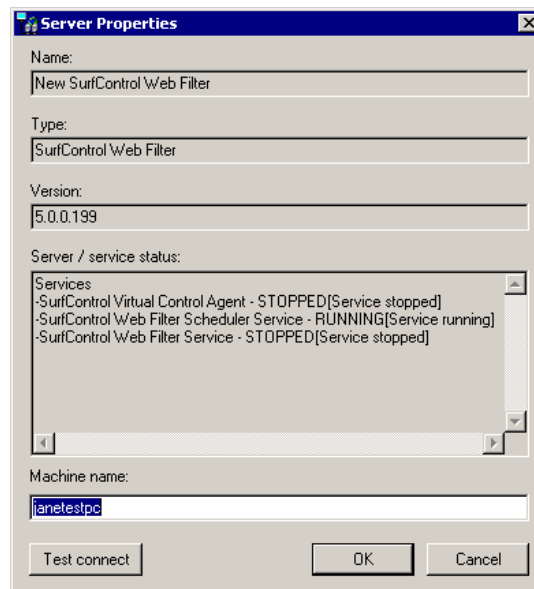
When you open the SMC it may have opened in read-only mode. If this is the case then in order to edit the view shown by the SMC you will then need to switch to Admin mode. To switch to Admin mode:

- Choose **Admin Mode** from the Admin menu or use the shortcut keys CTRL-D. Now you can edit the SMC view by adding, deleting and/or re-organizing your servers/products.

If someone else has this file open in Admin mode when you attempt to turn Admin mode on, you will see a 'Configuration file locked' message. This is because only one person can edit an SMC configuration file at one time. When switching to Admin mode a lock file is created. This file contains information about the machine that locked the file and it ensures that no other user will be able to enter Admin mode while this file is present.

## CHECKING SMC PROPERTIES

You can check the details of your servers by using the Properties dialog. To see the Properties dialog right-click on the server that you are interested in and choose Properties... from the drop-down menu. This will launch the Properties dialog:



The Properties dialog gives the following information about the server:

- **Name** - the display name that you gave this server when you added it to the enterprise view.
- **Type** - the product: Web Filter, Web Filter VS, E-mail Filter or Instant Messenger.
- **Version** - the version number of the server.
- **Server/service status** - the status of all services on the server.
- **Machine name** - the name of the server where the product is installed. If the server is moved to a different machine, the machine name and IP address can be updated by in Admin mode. Use Test Connect to validate the connection.

## CHANGING ICONS

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### CREATING AN ICON FILE

You can create a more personalized view by adding different icons to each item in the view. If you wish to personalize the SMC you can do this in one of three ways:

- Create a folder for your own icons and save new icons to this folder. When you come to set the icon for a particular tree item you can then choose an icon from this folder.
- Find or create new icons and copy them to your SMC installation directory which, by default, would be:

```
C:\Program Files\Common Files\SurfControl\SMC
```

Icons can then be loaded from here.

- Use the supplied icons within `default_icons(16X16).bmp`. You will find this within this SMC directory.

The first step in customizing the SMC involves creating your icons in an icon editor or creating a bitmap to use as an icon. Alternatively icons can be downloaded or supplied by a designer. You can also pick icons from any `.exe`, `.bmp`, `.ico` or `.dll` file. For example, the file `winamp.exe` will yield approximately 10 icons. If you are going to manually create an icon or have someone create one for you, the following specifications are necessary:

- **Icon created in an icon editing program** - this must be at least 16 X 16 pixels.
- **Icon created from a bitmap** - this must be a 16 X 16 pixel bitmap in 256 colors.

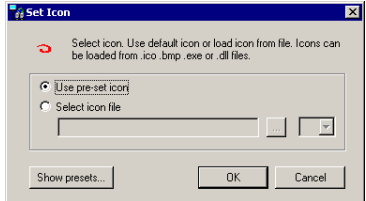

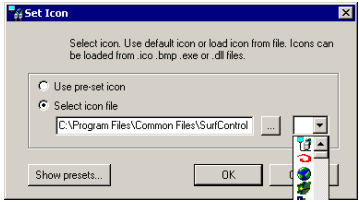
Once you have created your icon then it can be saved to a folder anywhere on your system that can be navigated to from the Set Icon dialog. For the SMC to be able to use it must in one of the following formats:

- `.exe`
- `.dll`
- `.bmp`
- `.ico`

## SETTING INDIVIDUAL ICONS

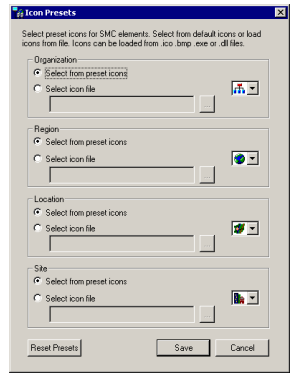
In the Organizational view, any node can have its icon changed once it has been added. The exception to this is anything to do with the actual server and its resident applications. Icons for these cannot be changed. Neither can any icon associated with any of the services be changed.

### Procedure 1: Changing individual icons

Step	Action	
1	Make sure that you are in Admin mode by selecting <b>Admin Mode</b> from the Admin menu.	
2	Right-click on the item that you wish to change the icon for and choose <b>Set Icon...</b> A Set Icon dialog will appear:	
3	Click the 'Select icon file' option and click the browse button  .	
4	This will show you a Icon File dialog where you can navigate to your icon file. You will also see a supplied icon file called <code>default_icons(16X16).bmp</code> . Select this file to choose a supplied icon. Once you have selected it click OK and the path to this file will appear in the 'Select icon file' edit field. Now click the arrow to the right of the list box and choose your icon:	
5	Click <b>OK</b> . The icon now reflects the icon that you have chosen.	

## SETTING SHARED ICONS

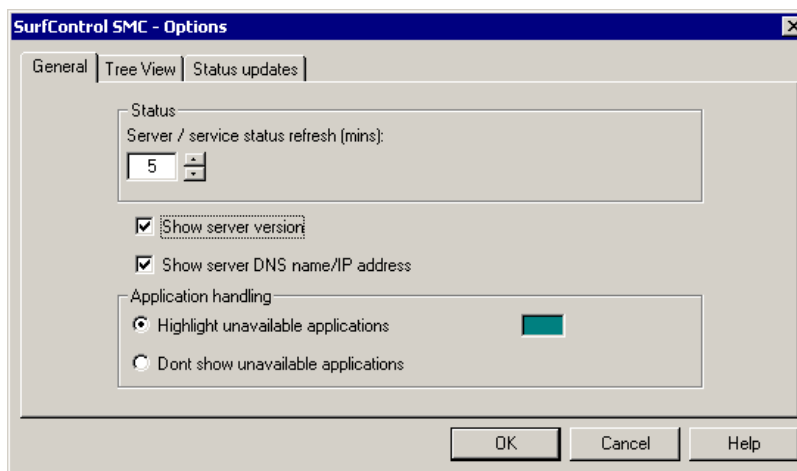
If you decide that you wish to use a different icon to the default one for each level in your tree but don't want to use one for each individual item then you can use the Icon Presets dialog to do this. Icons chosen in this way will be applied to each item in a certain level so for example you could have all of your regions reflecting one icon and all your sites reflecting another.

Procedure 2: Changing shared icons	
Step	Action
1	<p>Choose Set Icon Presets... from the Tools menu or click the Show presets... button in the Set Icon dialog. You will now see the Icon Presets dialog:</p> 
2	<p>Each section in the dialog corresponds to a particular type of item. Icons chosen for the Site item for example will be applied to every site that you add to the SMC. Choose the type of SMC item that you are assigning the icon to.</p>
3	<p>A certain number of icons are supplied with the product. To choose from one of these select the 'Select from pre-set icons' option then choose an icon from the drop-down list box to the right of this option.</p>
4	<p>To choose an icon from your own icon file select the 'Select icon file' option then use the browse button to navigate to this file. The contents of this file should appear in the list box, alternatively after you have navigated to the icon file, select the icon that you wish to add from this file. This icon will now appear in the list box edit field.</p>
5	<p>Once you have chosen icons for each type of item in the SMC click <b>Save</b>. The SMC will immediately update and reflect all of the icons that you have selected. These changes will be reflected every time this configuration file is opened. If you are sharing this file ensure that your icon file is also shared and therefore accessible to all users.</p>

## SMC OPTIONS

The Options dialog enables you to configure the look and feel of the SMC enterprise view:

- Select **Options...** from the **Tools** menu to see the Options dialog:



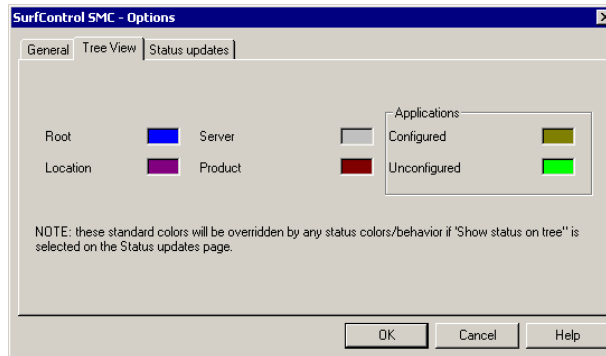
### GENERAL

The General tab enables you to configure what items are shown and how much information is included. You can also set the status refresh rate in this tab:

- **Server/service status refresh (mins)** - this sets how often the SMC checks the status of the service(s) on the server to see if there are any occurrences such as server errors. If a service stops then the refresh rate enables the service to be detected once it is up and running again.
- **Show server version** - deselect this option to remove the version number from alongside that server's displayed name.
- **Show server DNS name/IP address** - deselect this option if you don't wish to see the machine name/IP address alongside the item.
- **Highlight unavailable applications** - select this option to enable unavailable applications to be shown. Click on the colored box to choose a color to represent these applications so that they are easily spotted.
- **Don't show unavailable applications** - select this option to hide all applications that are unavailable. These would include applications where the executable cannot be located in the product. If you find that applications are listed as unavailable then you will need to re-install the product to which they are attached.

## TREE VIEW

The Tree View tab enables you to set different colors for different parts of your enterprise view:



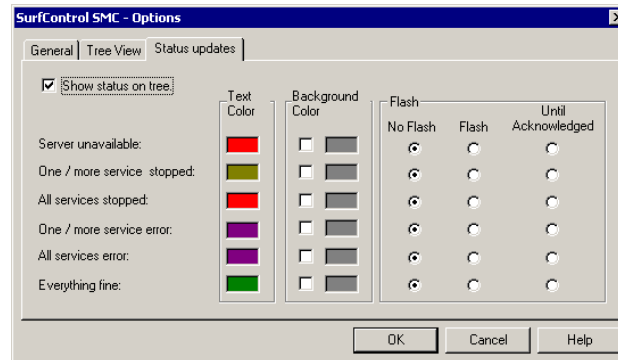
This can be a useful way of seeing at a glance, each item type.

### Procedure 3: Changing the colors of the enterprise view

Step	Action
1	<p>Click the colored box and alongside each item that you want to change the color for. Select a color from the color palette that appears. Items that can be configured in this way include:</p> <ul style="list-style-type: none"> <li>• <b>Root</b> - choose this to change the color of the SMC root at the very start of your enterprise.</li> <li>• <b>Location</b> - choose this to change the color of any location items that you have added.</li> <li>• <b>Server</b> - choose this to change the color of all servers that you have added to the SMC tree view.</li> <li>• <b>Product</b> - choose this to change the color of the product type in the Product view.</li> <li>• <b>Applications</b> - some applications need a small amount of configuration before they can be managed by the SMC. Use this section to set colors to reflect the status of the applications for each product: <ul style="list-style-type: none"> <li>- <b>Configured</b> - choose a color to represent applications that have had the necessary configuration carried out and are ready for use.</li> <li>- <b>Unconfigured</b> - choose a color to represent applications that still have to be configured before they can be used.</li> </ul> </li> </ul>
2	<p>Once you have selected all of your colors click <b>OK</b> to have them applied to your enterprise view.</p> <p><i>Note: If the 'Show status in tree' check-box has been selected in the Status Updates tab then any settings on this tab will override settings in the Tree View tab.</i></p>

## STATUS UPDATES

The Status Updates tab enables you to set different colors to represent different states within the enterprise tree:



- **Show status on tree** - check this option to set colors to indicate the status of the services in your enterprise: unavailable, stopped, errors while running or everything fine.
- **Text Color** - the color selected in the colored box will be reflected by the server names in the SMC view when the status of the server changes to one of the listed options.
- **Background Color** - choose a background color that will surround the text. Select the check-box alongside the option that you want to apply this to then click the colored box that will now be enabled, to choose a color.
- **Flash** - set the background of the text to flash when a server has a change in status that matches one of the options. You can also turn the flash off by choosing 'No Flash' or set the server name to flash until you acknowledge it by clicking on the text in the SMC.



## Chapter 4 Using Configuration Files

Sharing files	page 31
Locking the configuration file	page 31
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## SHARING FILES

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As you add items to your enterprise view in the SMC the information is stored in a file that you name and save in a location of your choice.



**Note:** This file is needed by SMC during run-time. It must NOT be edited manually. All changes must be made via the SMC interface or you may experience unexpected results.

As all of the information that is required for the SMC to see and represent your enterprise is stored in your configuration file, it is a good idea to store this file in a place such as a shared directory/folder. This will make it accessible to anyone who needs to use this enterprise view to administer the SurfControl products. Make sure that the file itself is shared if you choose to store it in this way.

In the case of a shared file being used, a local copy of the file is made on the client machine in the folder where the SMC is run from. By default this will be:

```
\Program Files\Common Files\SurfControl\SMC
```

This copy is then used by the SMC for information about your enterprise until the user switches to Admin mode. After this point the shared copy will be used directly.

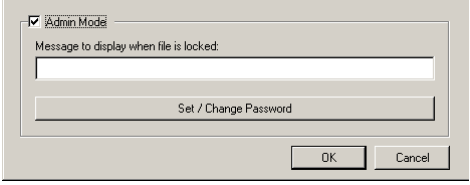
## LOCKING THE CONFIGURATION FILE

When you open the SMC it automatically opens in Local Mode. In order to edit the view shown by the SMC you need to switch to Admin mode.

To switch to Admin mode choose **Admin Mode** from the Admin menu or use the shortcut keys CTRL-D. If someone else has this file open in Admin mode when you try to turn Admin mode on you will see a message telling you that the configuration file is locked and you cannot edit the SMC. This is because only one person can edit an SMC configuration file at one time.

If the file is shared then when SMC opens the shared file it loads a copy of the file onto the client ready for editing and the original in the shared folder is locked. At the same time a lock file is created. This file contains information about the machine that locked the file and it ensures that no other user will be able to enter Admin mode while viewing this file.

### Procedure 1: Customizing the 'Configuration file locked' message

Step	Action
1	You can add your own text to this message box by editing the SMC Properties dialog. First ensure that you are in Admin mode.
2	Choose <b>Properties...</b> from the File menu.
3	Select the 'Admin Mode' check-box and enter a message into the 'Message to display when file is locked' edit field: 
4	Click <b>OK</b> .

## SECURING THE CONFIGURATION FILE

You may feel that you need to password protect the editing of configuration files. In this way you can be sure that the only people able to make changes to the SMC enterprise view are those with permission to do so.

### Procedure 2: Setting a password for Admin mode

Step	Action
1	Select the 'Admin Mode' check-box.
2	Click the <b>Set/Change Password</b> button.
3	In the dialog that follows enter your password and confirm it. This will either add a new password or change the one that you have already set.
4	Click <b>OK</b> . Now, whenever anyone tries to switch to Admin mode, they will be asked for a password. If you want to remove password protection simply click the <b>Set/Change password</b> button and then leave the edit fields in the dialog blank. Clicking <b>OK</b> will remove the password. <i>Note: You can only change the password when in Admin mode</i>



## Chapter 5

## Troubleshooting

Error Codes

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Checking your configuration file

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## ERROR CODES

If the SMC tries to connect to the server and fails you will see an error message. You may also see one of these if you click the **Test Connect** button and the SMC cannot establish a connection. The error messages that you may see are listed below with a description of what they mean and advice on how to solve the problem:

Table 1 Error Codes and Descriptions

Message	Description	What to do
No SMC Interface library available.	The SMC Interface library either did not load or was unavailable.	There is something wrong with the SMCInt.dll which is most likely due to an error during installation. This could have resulted in the file being renamed, corrupted or deleted. You need to re-install the server's Remote Administrator for that product in order to re-install the SMC.
No services found.	Could not find any services.	The SMC has tried to retrieve the list of services running on the server that it has contacted and has failed to do this. Check that the server that SMC is trying to contact has all services running.
Could not connect to server.	Failed to connect to product server.	Check that the DNS/IP address of the server is correct and the product is actually on the server and running. If this is the case and you are still getting error messages, check that your network is working properly and that you can connect to the machine by performing a 'ping' test on the server and the client.  To do this open a command prompt by either choosing <b>Programs</b> → <b>Accessories</b> → <b>Command Prompt</b> from the Windows Start menu or by typing <code>cmd</code> into the Run dialog. Next type 'Ping' followed by the IP address of the machine that you are trying to connect to. For example; <code>H:\ping 172.271.172.3</code>
All services error.	All available services are in an error state. These services are then listed.	Check the suspect services on the server.
One or more service error.	One or more (but not all) services are in an error state. This is followed by a list of the services with an indication of each one's status.	Check the suspect services on the server.
All services stopped.	All services have stopped. This is then followed by a list of these services.	If the services should be running, restart them from the server.
One or more services error.	One or more (but not all) services have stopped. This is then followed by a list of these services with an indication of each one's status.	If the services should be running, restart them from the server.

Table 1 Error Codes and Descriptions

Message	Description	What to do
Server not available.	Server is unavailable. Different from 'No response' and 'Could not connect to server' in that this returns the results from a simple 'ping' type request to see if the machine can be connected to.	Check that the machine details are correct and that the server can be seen on the network. If this is the case then check that the machine itself is not experiencing problems.
No response.	Test command was issued to the product server and the 'No response' was received (request timed out).	Check that the DNS/IP address of the server is correct and the product is actually on the server and running. If this is the case and you are still getting error messages, check that your network is working properly and that you can connect to the machine by performing a 'ping' test as explained above.
Critical error.	A critical error occurred.	Retry the operation. How you respond to this will depend on the operation that failed.

## CHECKING YOUR CONFIGURATION FILE

If you need to check any of the details relating to the properties of your configuration file then this can be done via the SMC - File Properties dialog. To see this dialog choose **Properties...** from the File menu. In the dialog you will see details of:

- **File path and name** - the location of the configuration file that you are using.
- **Created** - the date that it was created.
- **Last modified** - the last time it was changed in any way.
- **Current status** - whether the file is being used. If the file is locked then it will show as a message stating something similar to: 'File in use, locked: [Day], [Monthly\_Day Month], [Year], [Time - Locked\_By]' where:
  - [Day] = the day the file was locked
  - [Monthly\_Day Month] = Numerical day of the month
  - [Year] = the year the file was locked
  - [Time - Locked\_By] = The time the file was locked and who locked it
 An example could be:  
'Wednesday, 21 July, 2004, 10:10 - workgroup\cowork13.'

You can also use this dialog to add your own message to the 'Configuration file locked' message box and set/change a password for the configuration file. See "Locking the configuration file" on page 31 for more details.