

Ion Client error: Unable to resolve host

This error occurs when the Ion Desktop Client cannot establish a TCP socket connection to the server, which indicates that there is no network route to the server (i.e. messages from your machine are not reaching the machine running Ignision SE). This can happen when:

(Note: The following examples use “[ion://mycompany.com](#)” as a placeholder for your own URL, which can be either a name or IP address, e.g. “[ion://aquaconnect.net](#)” (name) or “[ion://192.168.0.100](#)” (IP).)

Port forwarding in the remote network router is not configured or is configured incorrectly.

Double check your Internet router/firewall settings and make sure that TCP connections using the port configured in Ignision SE (default is 310) are being forwarded to the IP address (on your internal LAN) of the machine running Ignision SE.

You can also forward a different external (Internet side) port to any internal (LAN side) port. For example, you can configure your router/firewall to forward Internet facing TCP port 12345 to LAN facing TCP port 310 and the IP of the machine on your LAN running Ignision SE. With this configuration, You would configure the Ion Desktop Client to connect to “[ion://mycompany.com:12345](#)”. When you click connect, the Ion Desktop Client will connect to [mycompany.com](#) on TCP port 12345, which is your router/firewall. Your router/firewall will then relay all Ignision traffic that it receives on TCP port 12345 to TCP port 310 and the IP address of the machine on your LAN running Ignision SE. You can also configure Ignision SE to use a different port (other than 310). Just remember to synchronize the configuration in your router/firewall to match.

The [remote] machine running Ignision SE is not running.

Seems obvious, I know, but it happens. Sometimes a power cord gets kicked out of the socket or a power strip is switched off by accident. Make sure the machine is powered up and hasn't entered sleep mode or hibernate mode. The machine is effectively turned off when it's sleeping or hibernating so you will not be able to connect to it.

The [remote] machine running Ignision SE is not connected to the network.

Double check your physical network connection (make sure all cables are connected and routers and hubs are powered on and operating properly). Verify that the machine running Ignision SE has network access, e.g. start Safari and try to connect to “[google.com](#)”.

The firewall on the [remote] machine running Ignision SE is filtering desktop client traffic.

Open "System Preferences", click "Security & Privacy", and select the "Firewall" tab. Now either turn the firewall off or configure it to allow Ignision SE traffic by pressing the "Firewall Options..." button. Uncheck the "Block all incoming connections" check-box (if it's checked). If "IonServer" is not in the list then click the "+" button to bring up the file selection sheet and then press Command+Shift+G to bring up the "Go to folder" sheet. Enter "/Applications/Ignision SE.app/Contents/Resources/IonServer.app" (without the quotes) in the "Go to folder" sheet and press the "Go" button. Then press the "Add" button on the file selection sheet. Now make sure "Allow incoming connections" is displayed to the right of "IonServer". Finally, press the "OK" button to close the "Firewall Options..." sheet.

The remote Ignision SE server port is incorrect.

The default port used by Ignision SE is TCP port 310. If you don't change the Ignision SE configuration then make sure that any port forwarding (aka NAT) configured in your network/firewall uses TCP port 310 for the machine running Ignision SE. If you have changed the TCP port in Ignision SE then make sure the same port number is configured in your network/firewall.

There is a typo in the Ignision SE machine name (URL) entered into the Ion Desktop Client.

Verify that the URL entered into the Ion Desktop Client is free of typo's and superfluous spacing and punctuation, etc. If the machine running Ignision SE is using a TCP port other than the default (310) or if you're connecting through a router/firewall that configured to forward (NAT) a TCP port other than 310 to the machine running Ignision SE, then it is necessary to specify the [non default] port in the Ion Desktop Client configuration. For example, a typical connection may specify the destination as “[ion://mycompany.com](#)”. This implicitly uses the default TCP port 310 (since no port was explicitly specified). If, for example, you have configured Ignision SE to use port 12345, then the Ion Desktop Client connection destination should specify “[ion://mycompany.com:12345](#)”. This tells the Ion Desktop Client to connect to Ignision SE using TCP port

12345 instead of 310 (the default).

On rare occasions it will also be caused by a DNS failure.

Verify that DNS is working properly by typing the following command into a terminal:

```
nslookup mycompany.com
```

This should produce output similar, but not exactly equal to, to the following, which was created by running: nslookup google.com

```
Server: 69.145.85.246
Address: 69.145.85.246#53
```

```
Non-authoritative answer:
Name: google.com
Address: 216.58.217.14
```

The IP addresses you see will be different from those shown above.

Verifying that you are able to connect to the machine running Ignision SE

You can use the telnet application to quickly and easily test whether or not your machine is able to communicate with the machine running Ignision SE. Open a terminal on the machine that you use to run the Ion Desktop Client and run the following command:

```
telnet mycompany.com 310
```

If Ignision SE is configured to use a TCP port other than 310 then use that port number instead. If you are able to connect to Ignision SE then you should see:

```
Trying mycompany.com...
Connected to mycompany.com.
Escape character is '^['.
```

Getting this far means that your machine is able to successfully connect to and communicate with Ignision SE. Now hold down control and shift and press the] key. This will produce a "telnet>" prompt. Type quit and press enter. This will get you back out of telnet:

```
^]
telnet> quit
Connection closed.
```

You can now close/quit the terminal application.