

Advantech AE Technical Share Document

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Category	■ FAQ □ SOP	Related OS	WebAccess v8.x
Abstract	WebAccess Client cannot connect to SCADA node		
Keyword	Client, Firewall, TCP Port, PortQry		
Related Product	WebAccess		

■ **Problem Description:**

WebAccess Client cannot connect to SCADA node

■ **Problem Analysis:**

WebAccess Client cannot connect to SCADA node

■ **Brief Solution - Step by Step:**

WebAccess Client get the message "Cannot connect to SCADA node" and the node is running, then the primary and secondary TCP ports are probably blocked by a firewall.

Many corporations use firewalls. If your connection is through a firewall, you will need to have your network administrator open two TCP ports for you to use the DRAW or VIEW features in Advantech WebAccess. The TCP ports are set on the SCADA node. See the TCP Ports listed in the Project Configuration Manager the default ports numbers are used (4592 and 14592).

If you are connecting through a firewall, you will have to have your network administrator open two TCP ports for you. The **default** TCP Ports used in Advantech WebAccess are:

- Primary TCP Port = **4592**
- Secondary TCP Port = **14592**

You can download a Port Query tool from microsoft.com that allows you to test if a Port is blocked (**Filtered** or **Not Listening**) or open and actively monitored (**Listening**).

■ PortQry Test : For example,

Download and install the PortQry from PortQry version 2.0 (from microsoft.com)

Start -> Run -> CMD

Enter the following commands in the Command prompt window

CD ..

CD PortQry*

To test if the port 4592 & 14592 open and Listening enter:

portqry -n xxx.xxx.xxx.xxx -e 4592 -p TCP (xxx.xxx.xxx.xxx means IP Address)

portqry -n xxx.xxx.xxx.xxx -e 14592 -p TCP

To get Help enter:

portqry /?

■ **Reference:** N/A