

## Visual Menu Connectivity

This document is meant for system administrators.

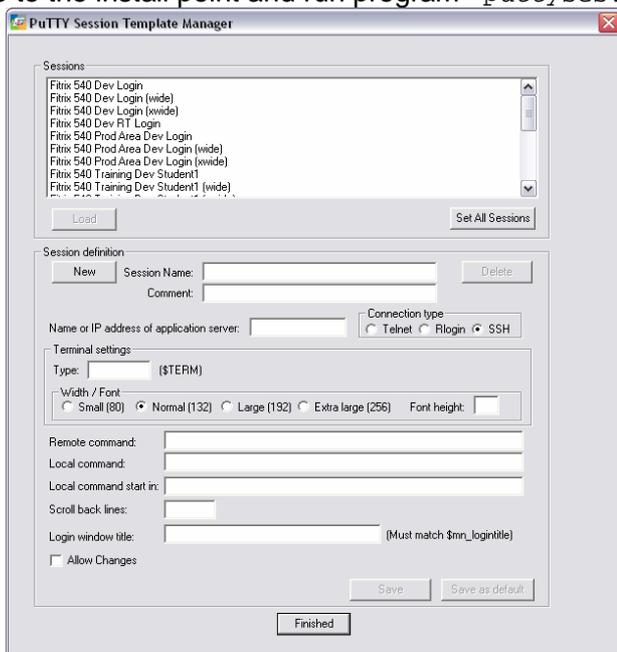
Connection between the Visual Menu (VM) front end (PC workstation) and the back end (Linux server) is the most common source of problems in Fitrix.

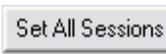
The VM front end (Windows program mntk.exe) and backend (Linux programs mn) make a socket connection to talk to one another. This connection requires an IP address (or name) and a port. They are almost always on the same LAN network.

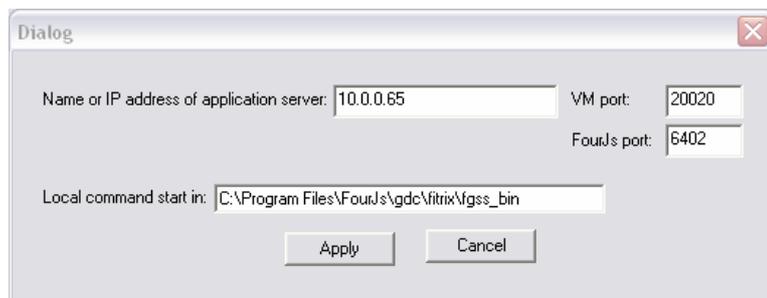
**Back end:** During installation the network/host IP address (or name) is asked for and a port is selected automatically. The static network/host (or just host for brevity) is kept in the environment variable `$APPSERVER` and the port is entered into the `/etc/services` file with a name beginning with `fgmn`.

**Front end:** During installation of the install point, the system administrator is asked to set globally for all sessions the IP address of the host and two ports. One port is for VM and the other is for the FourJs applications to communicate. The process is:

Browse to the install point and run program `'puttyses.exe'`:



Click: 



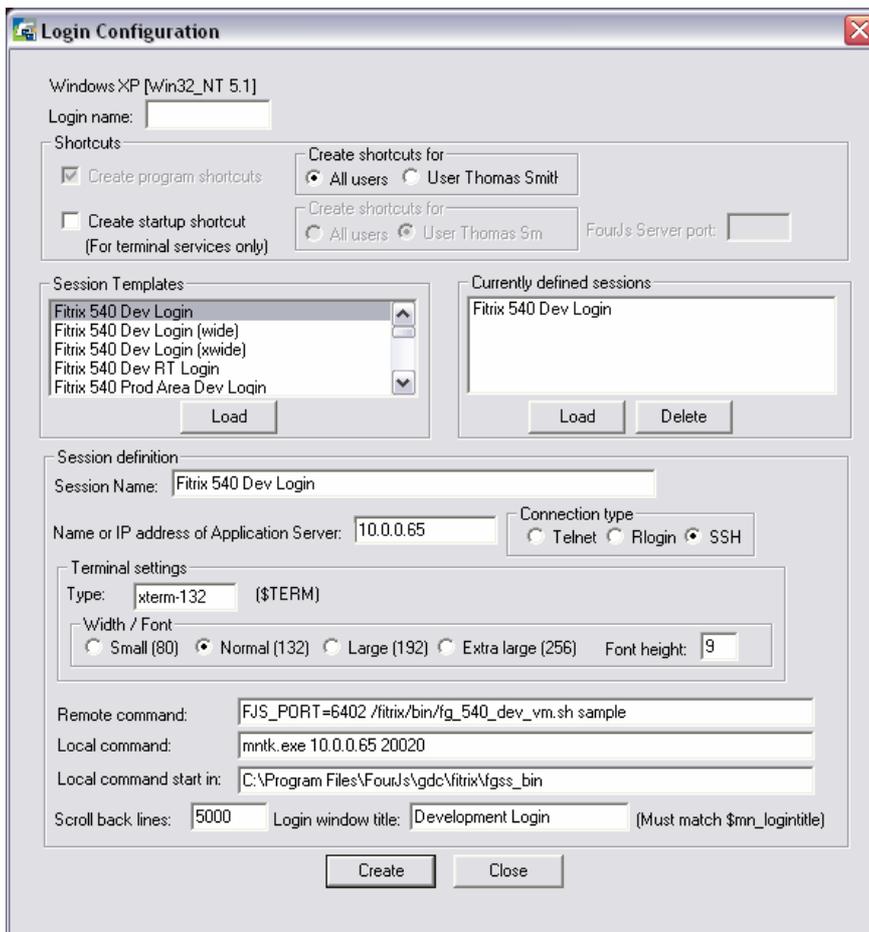
A typical example:

S:\FGSS Intranet\professional services\R&D technical\Fitrix - Genero BDL - GDC\Visual Menus Connectivity.doc

**These login session templates are kept in: <install\_point\_directory>/puttysses.ini.**

You are now ready to create PuTTY login sessions on each PC workstation.

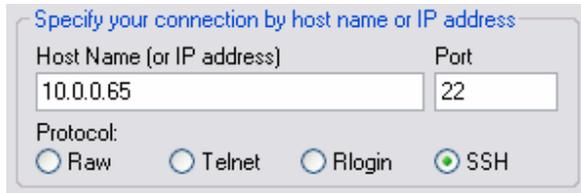
To set up a user (you can have as many users as you like). You execute:  
[Start] → [Programs] → Fitrix Accounting 5.x → Fitrix administration → Login configuration.



Leave 'All users' selected

**Under the hood:**

Here are the relevant PuTTY entries that are related to connectivity:



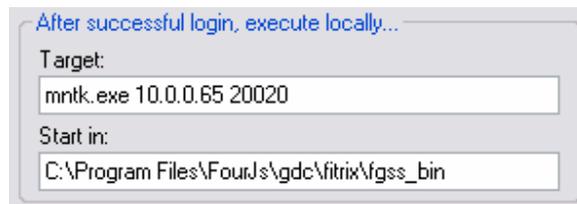
Specify your connection by host name or IP address

Host Name (or IP address)	Port
10.0.0.65	22

Protocol:

Raw     Telnet     Rlogin     SSH

Session:



After successful login, execute locally...

Target:

mntk.exe 10.0.0.65 20020

Start in:

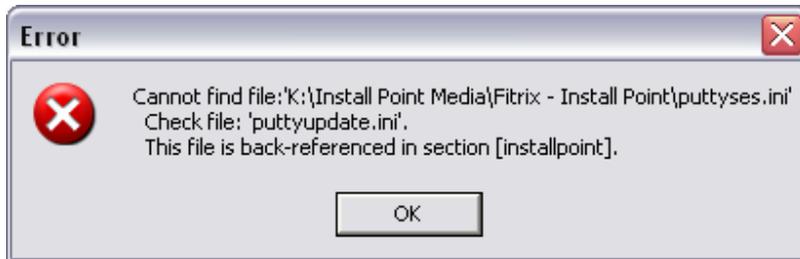
C:\Program Files\FourJs\gdc\Fitrix\Fgss\_bin

Connection → SSH → PostLogin: . Note the IP address of the back end (10.0.0.65) and VM port (20020).

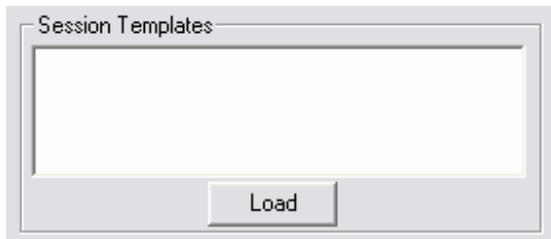
If any of these elements don't match then VM start-up will fail.

## When things go wrong:

### 1. You get the error message:



and don't see any session templates in the left pane.



If you go into the PC workstation's VM install directory subdirectory "fgss\_bin", you will see the file "puttyupdate.ini". Find the lines:

```
[installpoint]
K:\Install Point Media\Fitrix - Install Point
```

**This should match the installpoint location !**

Most likely the 'K:' drive is not mapped.

A better way to express the install point is in **Universal Naming Convention (UNC)** :

```
\\servername\share\Install Point Media\Fitrix - Install Point
```

That way drive mapping doesn't come into play.

## 2. Programs will not launch – part 1:

The GDC front end port is not started or the front end GDC port does not match the back end port in PuTTY:

PuTTY back end:

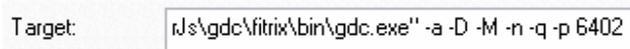


Connection → SSH: . Note the FourJs port (FJS\_PORT) that is communicated to the back end.

GDC front end port set incorrectly in either of three places:

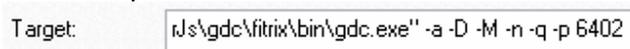
### a) Fitrix Accounting:

[Start] → [Programs] → [Fitrix Accounting] → [Fitrix Administration] → [Genero Desktop Client]  
Right-click → Properties



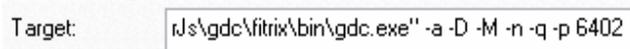
### b) Startup:

[Start] → [Programs] → [Startup] → [Genero Desktop Client – 540]  
Right-click → Properties



### c) GDC installation:

[Start] → [Programs] → [Four J's Genero Desktop Client {version}] → [Genero Desktop Client]  
Right-click → Properties



## 3. Programs will not launch – part 2:

The Windows PC firewall is on. You can either turn the firewall off or punch a hole for the program 'gdc.exe'. This error often appears as: "Error: 8086 - The socket connection timed out."

## 4. The GDC will not start: - part 1:

The reason may be that it's already started but the GDC icon does not appear in the task bar.

To check on this: Right-click the task bar → [Task manager]

Click on the <Processes Tab> and click the column heading 'Image Name' (sort). Make sure  Show processes from all users at the bottom is checked.

Scroll to see 'gdc.exe' with you name beside it. Click on the row and click: [End process]. Now start the GDC up again:

### Fitrix Accounting:

[Start] → [Programs] → [Fitrix Accounting] → [Fitrix Administration] → [Genero Desktop Client]

## Be Careful !

If you are in a Terminal Services environment (Microsoft, Citrix, etc.) it is possible that someone else has logged in with the same login and is running the GDC on a different FourJs port. This is perfectly valid.

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#### **5. The GDC will not start: - part 2:**

The GDC startup should look like this:

```
"C:\Program Files\FourJs\gdc\fitrix\bin\gdc.exe" -n -a -D -M -q -p 6402
```

The default behavior of the GDC on startup is: user 'fred' logs in (GDC starts with port 6402) and then does not logoff but another user logs in to the same IP address (switch user or terminal services can cause this), then a new GDC will attempt to startup. If the '-n' and '-q' switches are missing the GDC will come up with 6403 (it adds 1 to the port 6402!).

If the '-n' and '-q' switches are missing that can prevent a new GDC from coming up.

Switch: -n: Starts a new instance of GDC.

-q: If the expected port is not available, GDC will stop (exit with -1).

The rule is to remember to logoff the PC workstation.

#### **6. The GDC crashes (rare):**

Coding issue:

Example: Invalid DOM changes made to the backend and synced up with `ui.Interface.refresh()`.