

Why can't Autoform DM Client connect to Autoform DM?

Nicole Ojeda - 2022-08-04 - Comments (0) - Autoform DM FAQs

Autoform DM

If Autoform DM and Autoform DM Client are installed on separate servers, there can be occasional connection issues. These can be caused by problems with the network in general or the individual environments. Below are a few basic steps to help you try to debug any issues. If you require further assistance after taking these steps, please contact [Formpipe Support](#) or your local Network Team.

Autoform DM Deployment

Before starting the tests it is important to check that Autoform DM is deployed and working correctly, this can be done by checking the Deployments as described in "[How do I check the current Deployment state of Autoform DM?](#)".

Perform a test

To begin a test, follow these steps:

1. Log into the DM Client machine (either via RDP or other means).
2. Access the DM web interface via a web browser and log in.

If this is successful then you know DM has been correctly deployed and the ports are open.



If this is not successful then you know there is either an issue in the deployment or the port.

Possible Issues

At this stage, there are three possible outcomes:

- Cannot access the Autoform DM web interface.
- Can access the Autoform DM web interface but cannot log on.
- Can access the Autoform DM web interface and log on but DM Client won't connect using the same details.

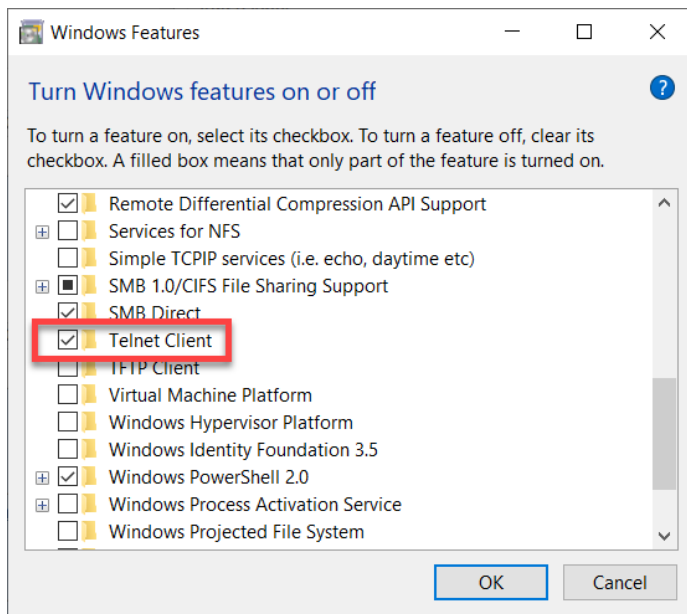
Cannot access the AUTOFORM DM web interface

This is normally caused by a connection/network issue. Since you have already checked Autoform DM is deployed correctly, check the connection between the server and machine. This will tell you if there is an open connection between the server and the machine. To do this, follow these steps:

1. Open a *Command Prompt* or *PowerShell* via the DM Client machine.
2. Ping the DM server.

If there is no connection, contact your Network team. If there is a connection, the next step is to check the port using Telnet. To do this, follow these steps:

1. Open Windows Features and ensure **Telnet Client** is enabled on your DM Client machine.



2. Issue a Telnet command to the DM server using the same port on which DM runs.

If you return a blinking cursor, the connection was successful. If the connection failed, it is likely a port issue.

Another possibility of connection failure is a Firewall issue. Please make sure that DM Client has access to DM through the Firewall. If this is not the case then either contact your Network team or [Formpipe Support](#).

Can access the Autoform DM web interface but cannot log on

This can either be a credential or LDAP issue. It is recommended you try different admin credentials to reset the DM Client credentials. If you are unable to log on with any credentials, you can contact [Formpipe Support](#).

Can access the Autoform DM web interface and log on but DM Client won't connect using the same details

You should contact [Formpipe Support](#) for further assistance providing the *DM Client logs* in debug mode. Please refer to our knowledgebase articles for more details.

Related Content

- [How do I check the current deployment state of Autoform DM?](#)