



## Information Release

Release date 3<sup>rd</sup> May 2007

### **TruePort amendments required when using Viaduct on Windows Vista**

Throughout this Information release a carriage return is shown either by the symbol ↵ or <CR>. A space in a string is shown by the symbol ∇; all other spaces are purely cosmetic

#### **Problem**

There has been an issue reported that when Viaduct is installed on a Windows Vista machine and a connection is established to a TruePort port on a Linux machine, the network connection to the Linux machine is terminated for no apparent reason after a short period of time.

It has been found that the keepalive process for the TruePort post is effecting the Viaduct session and causing it to close down the connection.

#### **Resolution**

To resolve the problem you need to turn the keepalive off on all the TruePort ports in the /etc/trueport/config.tp file and restart the TruePort processes or system.

**ANY AMENDMENTS TO THE TRUEPORT PORTS MUST BE DONE ON A QUIESCENT SYSTEM WITH ALL USER LOGGED OUT TO UNIX LOGIN AND A DATA BACKUP HAVING BEEN PERFORMED**

Backup and then edit the **config.tp** script: -

```
# cd ▾ /etc/trueport ↵
```

```
# cp ▾ config.tp ▾ config.tp.orig ↵
```

```
# vi ▾ config.tp ↵
```

On the line for the port amend **ka 30** to be **ka 0**

E.g. */usr/bin/trueportd -tty /dev/term/X0007 -port 10007 -ka 0*

You can now use option 2 in the TruePort menu (tp.menu) to reset a specific TruePort daemon to bring into effect the changes or if there are a number of TruePort processes that have been amended, then a system reboot would be a preferable option