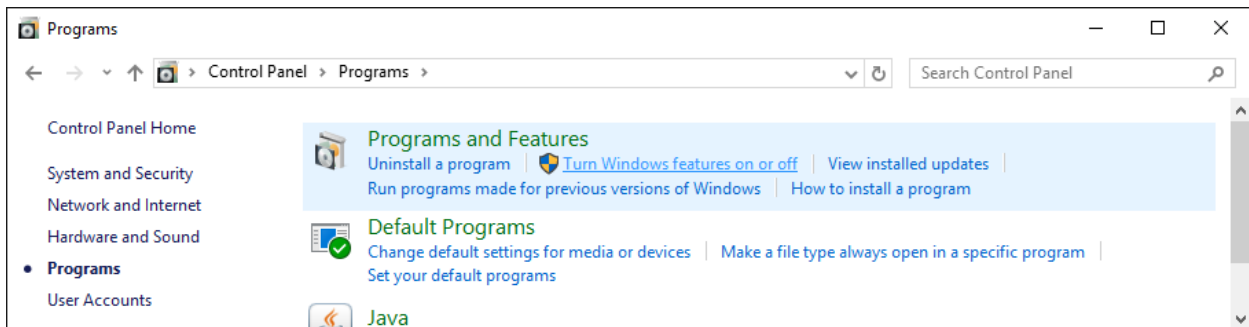


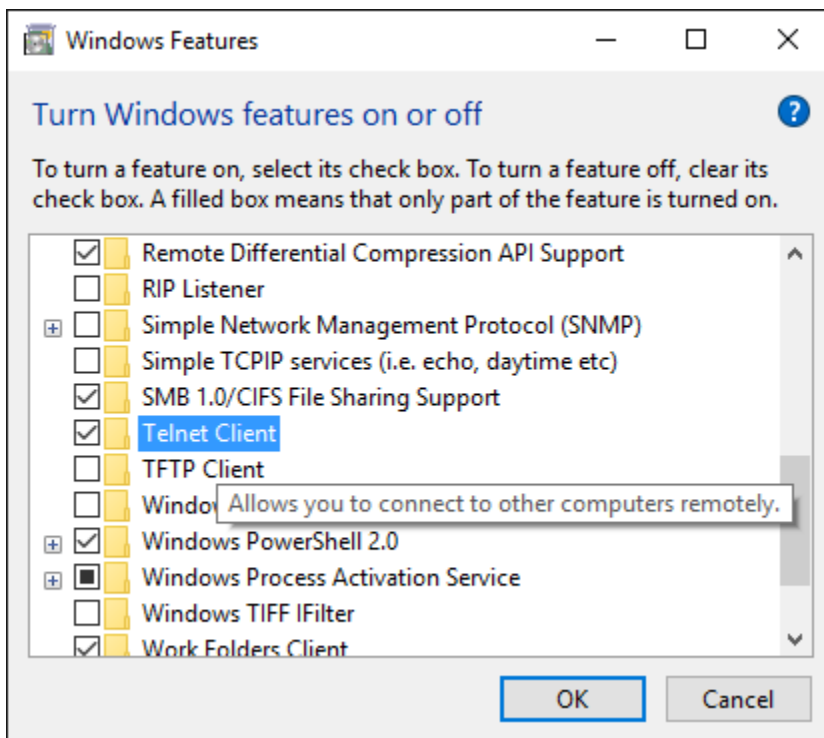
Troubleshooting your Internet connection – Telnet Test

Windows Vista, 7, 8, and 10: please refer to the following setup instructions to enable Telnet client. Windows XP users may be able to skip this step.

1. Click **Start**, and then click **Control Panel**. (*Windows 10 users, right click on the Start button*)
2. On the **Control Panel Home** page, click **Programs**.
3. In the **Programs and Features** section, click **Turn Windows features on or off**. (*Windows 10 – the section is called Programs*)



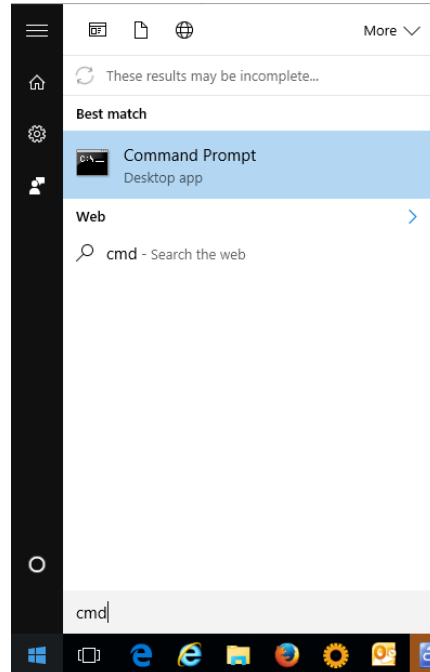
4. If the **User Account Control** dialog box appears, confirm that the action it displays is what you want, and then click **Continue**.
5. In the **Windows Features** list, select **Telnet Client**, and then click **OK**.



Troubleshooting your Internet connection – Telnet Test

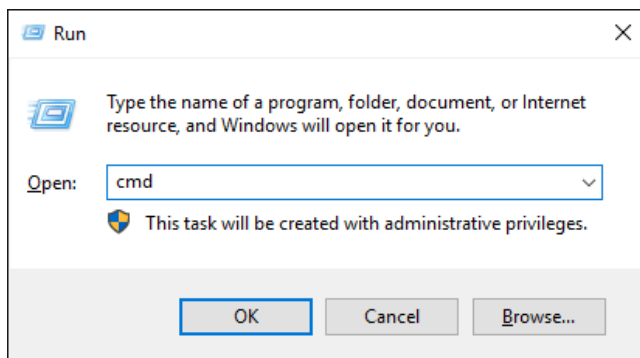
To ensure your firewall or a router is not blocking TCP ports **9200** and **9201**, a telnet test can be performed. First, open the Command Prompt. To do this, follow these instructions:

1. Open the Start Menu.
2. In the Start Menu search box area type **cmd** and press **Enter**. (See screenshot)



Alternatively, press the Windows (⊞) key and R, then type in CMD and press OK or enter.

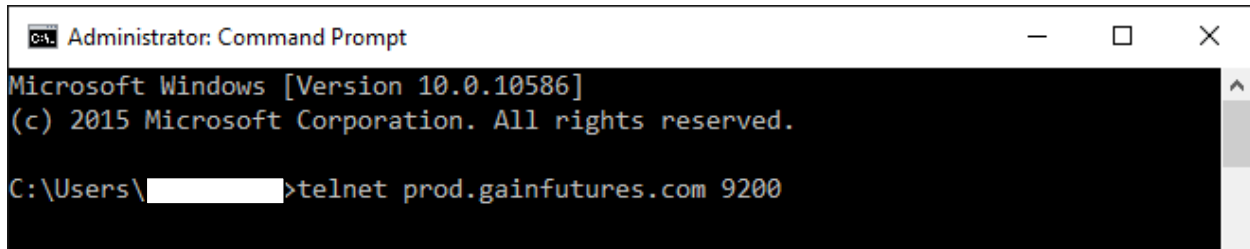
(In Windows XP, click on the Start menu and go to Run... Type in CMD and hit enter.)



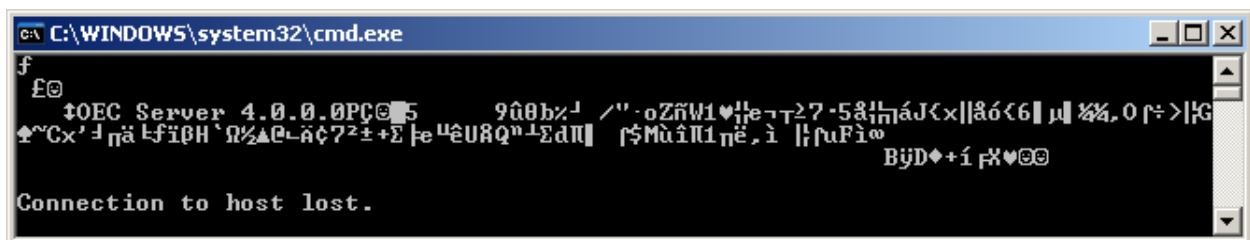
Troubleshooting your Internet connection – Telnet Test

To telnet to our ports, in the command prompt, type in the following as shown below:

```
telnet prod.gainfutures.com 9200
```



If you get foreign characters and the message "OEC Server 4.0.0.0 PC," this verifies communication to port 9200. You may also run test for port 9201. Simply close the Command Prompt window and repeat above. If you get an error message, then a firewall or router may be blocking the port. "Connection to host lost" is perfectly fine and expected; this just means the connection was closed.



Otherwise, a similar message will appear which indicates the port cannot be reached, typically a firewall blocking the port:

