## **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.

Windows Features	_		×		
Turn Windows features on or off			?		
To turn a feature on, select its check box. To turn a feature off, clear its check box. A filled box means that only part of the feature is turned on.					
Remote Differential Compression API	Support		^		
RIP Listener					
🗉 🗉 🗌 Simple Network Management Protoco	ol (SNMP)				
Simple TCPIP services (i.e. echo, dayti	me etc)				
SMB 1.0/CIFS File Sharing Support					
Telnet Client					
TFTP Client					
Windo Allows you to connect to othe	er compute	ers remote	ely.		
🕀 🔳 🚽 Windows Process Activation Service					
Windows TIFF IFilter					
Work Folders Client			¥		
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## **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 (**III**) 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.)

🖅 Run		×		
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.			
Open:	cmd ~			
	This task will be created with administrative privileges.			
	OK Cancel <u>B</u> rowse	]		

#### **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:

