

PrivateWire Knowledgebase

Symptom	Possible Cause	Solution
PrivateWire Gateway failed to restart - event log message shows a license error.	License problem	Check if your PrivateWire Gateway version fits your license Check if the SECCONST.DAT exists in the \DATA folder.
Authorized user cannot connect to the organization's FTP (HTTP or POP3) server.	Incorrect entry in the Auth Protocol field.	Make sure you had specified the correct protocol for the Auth Protocol in the Group Rule Table. For example, ensure that FTP has not been erroneously entered as HTTP.
A particular user cannot connect to the organization.	1. Wrong user data in the user's record.	Check whether the spelling/case of the UserID/UserName in the user's record matches the user's Key Media. If this doesn't solve the problem, check if the Certifier ID in the user record matches the Certifier ID in the user's Key Media. If they don't match, you should re-certify the user.
	2. The user is waiting too long before entering password.	Instruct the user to enter his password shortly after the pop-up request displays.
Password window doesn't appear when connecting to a secure service.	1.The end-user's computer connects to the Internet through a different firewall.	Verify that the service can be activated in TCP mode, and instruct the end-user to set the destination site as a secure site and specify a TCP key-exchange mode (as explained in the PrivateWire Client's documentation). OR Instruct the end-user to contact his Internet service provider and request bi-directional UDP support for port # 4449.
	2.Proxy Server is specified at	Set the end-user's browser to bypass Proxy settings for the organization's addresses.

	the end-user's Browser.	
No ICMP connection between the secure and non-secure side.	1. ICMP protocol not allowed in the GW	Configure a rule for ICMP protocol in the GW rules table.
	2. TCP/IP Forwarding isn't specified in the registry.	To enable TCP/IP forwarding: Set the following registry key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters Value Name: IPEnableRouter Value type: REG_DWORD Value Data: 1
Client installation hangs.	AntiVirus software running on the client computer	AntiVirus software must be disabled before running client installation.
PrivateWire client runs only with administrative rights users under Windows NT/2000/XP.	PrivateWire wasn't installed for all users.	On the client installation folder open the file Client.ini and set the "AskForCommonGroup" parameter to "Yes". Reinstall the client and choose install for all users when prompted. (An authorized user with administrative rights must perform the Installation).
Verification of the signature has failed with RC=-3 when using the java applet for signing data.	Input types (buttons, text, checkbox, etc...) don't have names.	All input types (buttons, text, checkbox etc.) must have names.
Browser error:	The problem	Please check if an updated DLM is loaded to the PrivateSafe (fix2525.DLM and above).

"The page cannot be displayed"	occurs when there is a TCP timeout, during the time PrivateCard is accessed.	If it still doesn't work, please create the following registry entry under: HKEY_LOCAL_MACHINE\System\CurrentControlSet Services\Tcpip\Parameters\ Create the key - "TcpMaxConnectRetransmissions" as DWORD And set the value to 6.
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PrivateWire F.A.Q

Q. How do I activate PrivateWire Gateway Log?

A. When any of PrivateWire's processes are stopped, started, inactive or do not respond to a probe, the PrivateWire service writes this event into a Win NT/2000 application log. SNMP traps and system messages can be sent to the network management system. In addition, each process can provide debug information indicating its runtime status. This information is written to the file arcrip.log in your

PrivateWire \DATA folder, and may be viewed using any standard text editor such as notepad.

To activate logging, Open Gwmonitor, go to Edit menu, click Settings and choose the desired debug level.

Note: Activating debug options influences overall system performance. Use these options only when directed to do so by a Customer Service representative.

Q. How do I activate the PrivateWire Client Log?

A. To activate the log for the PrivateWire Client: close the Client software, open a command prompt window, go to the Client folder and type

```
Host32.exe -D
```

This will create the file prox.log.

Q. When running the versig utility what does the rc=-2 or rc=-3 error codes mean?

A. The possible result codes for versig utility are:

rc= 0 - OK

rc=1 - overflow - the key/signature was Not implemented yet.

rc=2 - redundancy error - it basically means that the key/signature could not be implemented by the media (decryption failure).

rc=3 - verification error - size of buffer passed to the function is smaller than the actual size of the file.