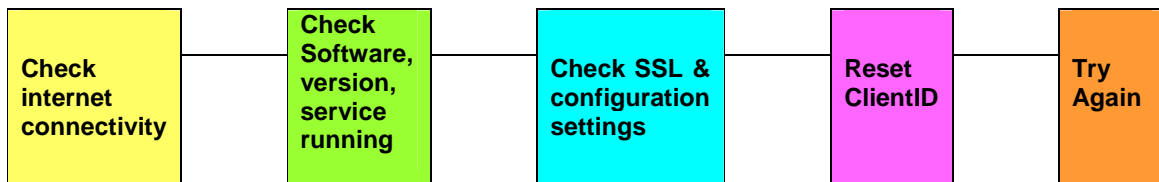




Last Revised: 04/12/2009

GALILEO SOUTHERN AFRICA – 5 MANDATORY CHECKS FOR ALL SSL PROBLEMS

This document briefly describes the mandatory checks for all SSL issues



- **Is the Internet working? Check internet connectivity**



Get the user to check Internet or email are functioning ok

- **Telnet into port 443 to check access**

Being able to telnet from your OS is a prerequisite as a download from the SSL server. To test whether you can telnet from your OS, you must be able to launch a telnet application. In Windows XP, you can perform this from a DOS prompt. In Windows Vista, a 3rd-party application is required. To test via telnet whether you can connect to the SSL VIP:



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1. Launch your telnet application.
2. Enter the following commands (below). If you can connect, you will receive a blank screen. Press the Enter key to drop the connection.

- telnet gdssl.galileo.com 443
- telnet gdssl-atl.galileo.com 443

Note: You may receive the note:

Could not open connection to the host, on port 443: Connect failed.

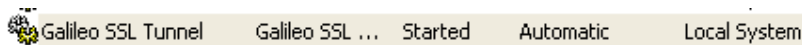
This note indicates there is a connectivity issue between the workstation and the Galileo SSL farm. This should be investigated by the agency network personnel, and is likely a firewall rule issue.

- **Check SSL version and SSL service running**

Click Start – Run

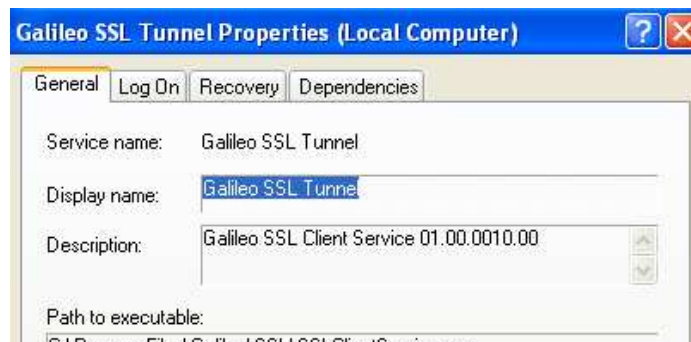
In the Run box type **services.msc**

Browse the list of services, search for **Galileo SSL Tunnel Service**



Check the version is correct:

Right click on the **Galileo SSL Tunnel Service**, left click on **Properties**



Alternatively the version can be seen from the **Add/Remove Programs** in the **Control-Panel** or **appwiz.cpl** from the run box

Note: If you don't have the SSL software, get it here:

http://mamba.galileosa.co.za/software/ssl/GalileoSSLClient_v01.00.0010.exe

or

ftp://www.galileosa.co.za/ssl/GalileoSSLClient_v01.00.0010.exe



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- **Is the setup correct in the GalileoTCP/IP configuration? Check Configuration Settings**

From the **Control-panel**

Open the **GalileoTCP/IP** icon

Click on **Edit**

A screenshot of the "Connection" dialog box for Galileo TCP/IP configuration. The dialog has a title bar with "Connection" and a close button. It contains several sections: "Connection Name" with a text box containing "Galileo"; "Client Identifier" with a text box containing "G1234567"; "Keyboard Mode" with radio buttons for "Standard Windows" (unselected) and "Apollo / Galileo Mapped" (selected); "Use Fixed Configuration Server Addresses" with a radio button that is selected; "Primary IPCS Address" and "Secondary IPCS Address" both with text boxes containing "127 . 0 . 0 . 1"; "Use Domain Name Services (DNS)" with an unselected radio button; "Config Server Name" with a text box containing "localhost"; "IP Concentrator Name" with an empty text box; and "Force Download" with a checked checkbox. At the bottom are "OK" and "Cancel" buttons.

Ensure the **ClientID** is correct for your installation

Ensure the **Keyboard mode** is **Apollo / Galileo Mapped**

Ensure **Fixed Configuration** is used

Primary IPCS Address = **127.0.0.1**

Secondary IPCS Address = **127.0.0.1**

Force Download is Checked

Try Galileo Desktop again, if you are not successful after this, please call Galileo CSC 0800 110 747 or 011 620 5000