

## Technical Bulletin: Using a revised Wait For Active Connection setting in RWME 2009 software

This technical bulletin is for administrators of Sensorsoft Remote Watchman Enterprise (RWME) 2009 software and or including its 2015 maintenance update. We urgently recommend changing the Wait For Active Connection setting from the (default) of 1.6 seconds to a new setting of 30 seconds.

The reason for this change is that the setting of 1.6 seconds does not give adequate time for setup of a TCP socket connection to occur with various types of device servers. The result can be **excessive OFFLINE errors** displayed in the status column of the RWME monitor list. We have noticed that customers using operating systems like Microsoft Windows Server 2012 and 2016 are more likely to experience these excessive OFFLINE errors. Even if you are not using the above operating systems or not observing excessive OFFLINE errors we still recommend this change be done.

Use the following procedure to make this change:

1. Login to RWME software as admin.
2. Click the [RWME Settings](#) link.
3. Under the General Management panel, click [Manage administrative options](#).
4. Scroll down to the panel named Device Polling Settings.
5. Click the drop-down menu named Wait For Active Connection and select 30.0 seconds.
6. Then scroll down to bottom of page and click the Submit button.



### What is an OFFLINE error?

This type of error relates to the inability of RWME to make or keep open a TCP network connection to a target device. Here are the possible causes:

- an RWME connection attempt timed out before it was successful
- target device is not accessible either because it is not connected to the network or is not powered
- target device actively rejected the RWME connection attempt because its TCP port is not open or is currently in use
- an existing connection to the target device was broken and dropped by the network or device
- there is no network route to the target device from the RWME node