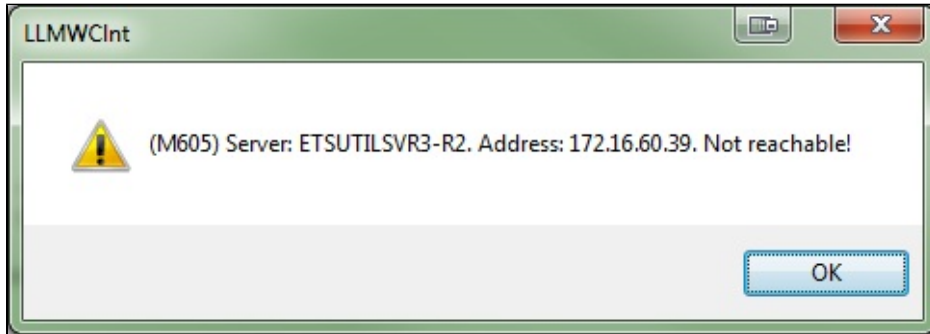


# Error M605 LPS System Address Not Reachable

## Message

A connection error is displayed when running the On Demand Print Client:

(M605) Server: *LPS\_SYSTEM*. Address: *LPS IP Address*. Not reachable!



## Article Number

2017025

## Versions

Any supported LPS family product versions

## Environment

Any supported LPS family product environment

## Explanation

The M605 error message could be caused by all client seats being used or it could be caused by a firewall issue - security has increased considerably with the onset of Hosted or Cloud environments and later releases of Microsoft Operating systems.

## Solution

There are two possible solutions depending on the cause of the error. First, check how many client seats are in use, then change the firewall settings if needed.

1. To check how many client seats are in use, run the following on the Loftware Labeling root directory:  
**WDPING <LOCALHOST> -i**
2. If all client seats are taken, contact Loftware. If there are remaining unused seats, continue with the following steps.  
**Note:** The following steps are for users on a local Windows Server 2008 for LPS and Clients connecting remotely, however the port rules apply to all environments.
3. Go to **Control Panel > Firewall > Advanced > Inbound Rules**.
4. Create a **New Rule** with the following:  
Rule Type: **Port**  
Protocol and Ports: **UDP | Specific local ports: 2723**  
Action: **Allow the connection**  
Profile: **Domain**, or **Domain** and **Private** if you want to use non domain systems as clients  
Name: Enter a name, for example *LPS Client UDP/IP Inbound*.
5. Click **Finish**.

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