

## **TCS SERVER console reads....fatal server error: No valid Font Path**

**Problem:** Customer receives call from remote sites that are down. These sites are utilizing TCSX Graphically. The Error that is on the Linux Server console reads "fatal server error: no valid font path"

**Solution:**

- A. Dial into the customers Unix Server
- B. From the prompt type # cd /etc then hit the enter key
- C. From the prompt type # nte resolv.conf then hit the enter key

If you see the following example proceed.....if you do not, skip this part of the instructions

```
# search local host
200.200.45.10 (Example)
200.211.45.11 (Example)
```

Since we have an IP Address.....

- D. From the prompt type # ping 200.200.45.10 then hit the enter key

If you are unable to ping the Internet Providers IP DNS Server Address.....Reset your DSL/Router (Host)

(Note: Reset means to turn it off and on.....)

Now wait 30 seconds before you try you testing again ....If you get a response...try to reboot your TCSX

If you do not get a response.....then continue with these procedures

- E. From the prompt type # cat hosts then hit the enter key  
(Write down or screen print the list of your devices)

- F. From the prompt type # ping (Your Host Server) then hit the enter key  
(if you receive a response...good. If you do not...you could have a bad Network card)

- G. From the prompt type # ping (Your Router...Host or Remote) then hit the enter key  
(This is just a test.....maybe your internet had come back up...if not then proceed)

- H. From the prompt type # ping (One of your host site devices) then hit the enter key  
(If you can ping locally, great.....)

- H. Start resetting your Host site TCSX to Character Based Configuration...then reboot them  
You should now be able to utilize the Host site Devices. If you are connected at the Remote site via your DSL/Router (Internet) Connection...then your remote sites will Still be down.