ILLiad gives a pre-login handshake, semaphore timeout error

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Pre-login handshake means IP range needs added to Firewall.

Symptom

- A hosted site tries to open the ILLiad Client, but it will not open, instead showing the following error: "A connection was successfully established with the server, but then an error occurred during the pre-login handshake. (provider: TCP Provider, error: 0 - The semaphore timeout period has expired.)"

Applies to

- ILLiad

Resolution

When you get a pre-login handshake error, usually the institution's IP range needs to be added to the firewall.

1. Ask the site's network administrators for the ranges of the IP addresses that will need access to ILLiad.
2. Submit a request for IT to Add a Firewall Rule for the IP range.

If the error continues to occur after the request is finished, ask them to double-check their current IP address against the provided range. If it's outside of the range, submit another Firewall.

Additional information

If the customer works from home, but their current IP address is outside of the firewall range, the site may need to set up or turn on a VPN.

Be sure to try these troubleshooting steps as well.