Checking a Unity connection

If your Unity does not show up in your server's web interface, please check these points before contacting Esia support.

You can connect to the Unity using SSH with the following parameters:

- **Port :** 2222
- **Login :** esia
- **Password :** gesa

In the command lines provided in this tutorial, the following variables must be replaced by :

- **$URL** ⇒ URL of your Esia server
- **$PORT** ⇒ Port to test

Check the Unity IP configuration

See tutorial : How do I configure the IP of a Unity?

Check the DNS resolution

Unity must be able to perform DNS resolution on the Esia server URL

In SSH :

copy

```
nslookup $URL
```

Example of a valid response :

```
esia@gesa:~$ nslookup demo.esia-sa.com
Server: 192.168.201.254
Address: 192.168.201.254#53

Non-authoritative answer:
Name: demo.esia-sa.com
Address: 78.129.101.54
```

Example of an invalid response :

```
esia@gesa:~$ nslookup demozz.esia-sa.com
Server: 192.168.201.254
```

```
Address: 192.168.201.254#53

** server can't find demozz.esia-sa.com: NXDOMAIN
```

Check firewall rules

Unity should be able to exit on ports 80, 2080 and 443. Check your firewall rules if this is not the case.

To check that the ports are open, you can use the CHECK_TCP plugin from Unity :

copy

```
/usr/local/gesa/plugins/check_tcp -H $URL -p $PORT -w 1 -c 2
```

The path has changed for the new Unity 2024 (debian 11) :

copy

```
/usr/local/esia/plugins/check_tcp -H $URL -p $PORT -w 1 -c 2
```

Example of a valid response :

```
esia@gesa:~$ /usr/local/gesa/plugins/check_tcp -H demo.esia-sa.com -p 80 -w
1 -c 2
TCP OK - 0.002 second response time on port
80|time=0.001789s;1.000000;2.000000;0.000000;10.000000
```

Example of an invalid response:

```
esia@gesa:~$ /usr/local/gesa/plugins/check_tcp -H demo.esia-sa.com -p 9000 -
w 1 -c 2
Connection refused
```

If Unity still does not connect

Check that Unity is trying to reach the correct URL

Unity receives from the main Esia server the URL of the server to which it should connect and saves it in a file. You can check that this URL corresponds to that of your server by typing :

copy

```
cat /tmp/gesa/server_url
```

Example of a valid response:

```
esia@gesa:~$ cat /tmp/gesa/server_url
demo.esia-sa.com:2080
```

If the Unity was unable to reach the main Esia server, the file is empty.

Contact Esia support

- **Mail :** support@esia-sa.com
- **Telephone Belgium :** 003242877580
- **Telephone France :** 0033186958041

From:
https://wiki.esia-sa.com/ - **Esia Wiki**

Permanent link:
https://wiki.esia-sa.com/en/diagnostic/conn_unity

Last update: **2025/11/21 10:12**