Troubleshooting Problems

If you encounter problems running Rumpus, be sure to start with a quick review of the Help pages built in to Rumpus and the "Helpful Info" articles in the Rumpus package. Note that most problems encountered when installing a new FTP server are actually network related, and can be answered by scanning the "FTP Overview" and "Port Forwarding" Helpful Info articles.   In particular, if users are unable to connect to Rumpus, you should generally start by looking closely at your network to make sure it is configured to support FTP.

For problems that occur after a user has connected, the "Error" and "Debug" logs are often very helpful.   When problems can be easily reproduced, flip to the "Logs" tab on the main Rumpus control window and select the "Debug" log.   Click the trash can icon to clear the log, then set the "Debug Level" to "Debug".   Using FTP (or Web) client, perform the action that results in the problem you are having and then click the "reload log" button in Rumpus.   Be sure to reset the "Debug Level" to "Basic" or higher to avoid excessive log activity during normal server operation.

A great deal of information about server activity at the time of the problem should be recorded and displayed in the debug log.   If you are unable to determine a solution on your own, send the debug information, along with a complete description of the problem you are having, to Maxum technical support at "support@maxum.com".   We will be happy to review the information and do our best to help you resolve the problem.