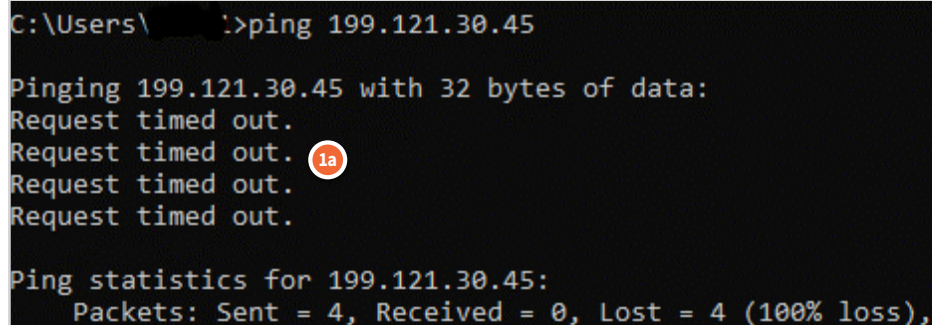**Portal Communication:** Portals send out a signal every minute to Sensorware which is forwarded to Surgere. This is to confirm that the portal is powered and connected to the network. If no signal is received a notice is sent to Surgere Technical Support. The team confirms that heartbeats have not been received and the portal is not communicating to Surgere. If the issue is determined to be on the client side of the process then the onsite point of contact is emailed. The alert is included, see example:

Client Name: Name   **IP Address:** 1.2.3.4   **Location:** Albany -Albany Production   **Door#:** Port 4   **Time Stamp:** 10/26/2018 11:11:22 AM

See next page for definitions.

CHECKING THE PORTAL STATUS FROM THE SENSORWARE SERVER:

1   From the Sensorware server open a Command Prompt and ping the reader.
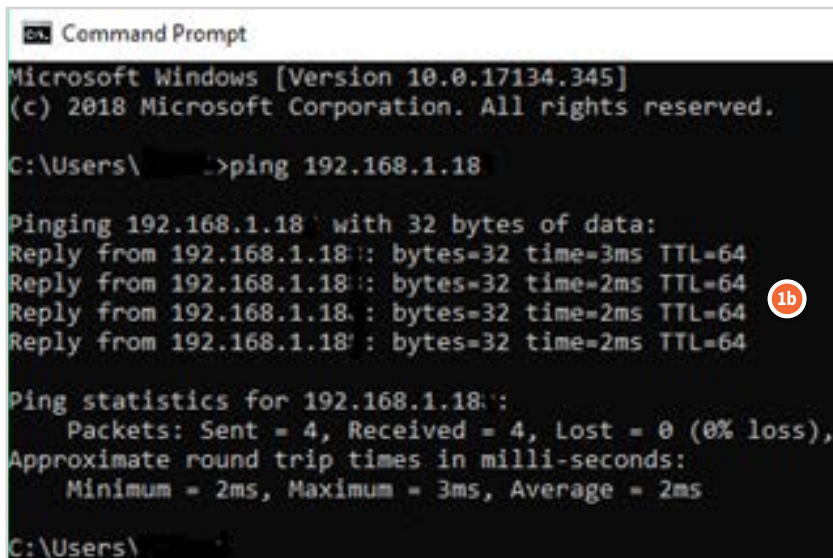
```
C:\Users\      >ping 199.121.30.45

Pinging 199.121.30.45 with 32 bytes of data:
Request timed out.
Request timed out.   1a
Request timed out.
Request timed out.

Ping statistics for 199.121.30.45:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

1a   If reader is unreachable you will receive a Request timed out response. Proceed to Step 5.

```
■ Command Prompt
Microsoft Windows [Version 10.0.17134.345]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\    >ping 192.168.1.18

Pinging 192.168.1.18 with 32 bytes of data:
Reply from 192.168.1.18 : bytes=32 time=3ms TTL=64
Reply from 192.168.1.18 : bytes=32 time=2ms TTL=64
Reply from 192.168.1.18 : bytes=32 time=2ms TTL=64   1b
Reply from 192.168.1.18 : bytes=32 time=2ms TTL=64

Ping statistics for 192.168.1.18 :
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 2ms, Maximum = 3ms, Average = 2ms

C:\Users\
```

1b   If reader is reachable you will receive a reply. Proceed to Step 2.

2   Open a web browser on the Sensorware server and navigate to the reader IP: i.e. 1.2.3.4

READER

Reader Name	SpeedwayR-11-FB-9F
Uptime	0 Days, 2 hours, 50 minutes, 38 seconds
System Time	Tue Nov 19 18:47:40 UTC 2019
LLRP Status	Connected: 127.0.0.1 **3**
RFID Status	Active

3 The web access page of the reader shows the LLRP Status under the Reader Information section. The LLRP Status should show Connected: Sensorware Server IP. If it shows Connected proceed to Step 4. If it is disconnected proceed to Step 5.

READER REBOOT

Reboot Status	Ready To Reboot
Press to Reboot	Reboot ↻ **4**

4 If reader LLRP Status shows Connected but Sensorware isn't receiving information a reader reboot may fix this issue. Under the Reader Reboot section select Reboot. After reader comes back up review LLRP Status and confirm Connected.

5 Please provide results to Surgere Technical Support.

DEFINITIONS
- **Portal –** tower(s) used to read RFID tags; typically set up at dock doors, conveyors, or choke points as a one or two tower configuration
- **Reader –** the unit within the tower which collects and forwards the RFID reads to Sensorware
- **Sensorware –** software used to communicate RFID reads to Surgere; resides on the server