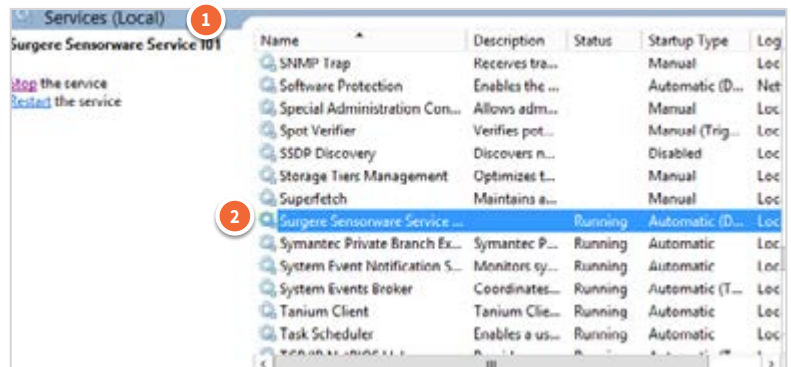


Sensorware Service: Sensorware is built to automatically reconnect to a reader if it loses connection but some network settings may cause this to not function properly. To reconnect the reader the Sensorware Service must be restarted.

1 On the Sensorware Server open “Services”

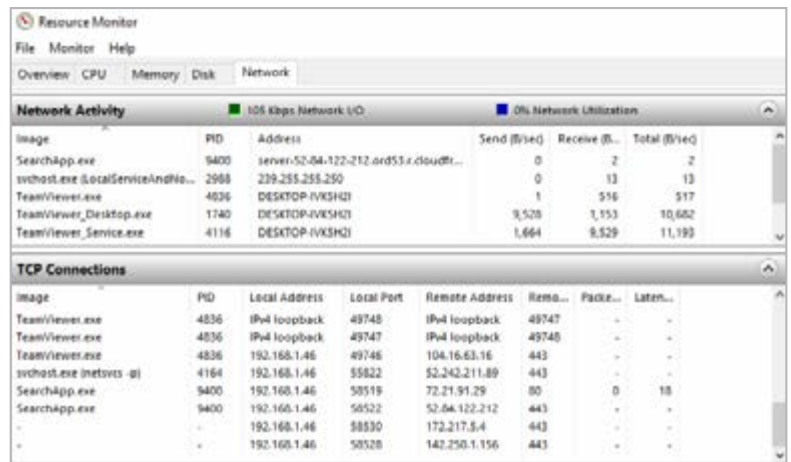
2 Search for Surgere Sensorware Service

3 Stop the Sensorware Service.



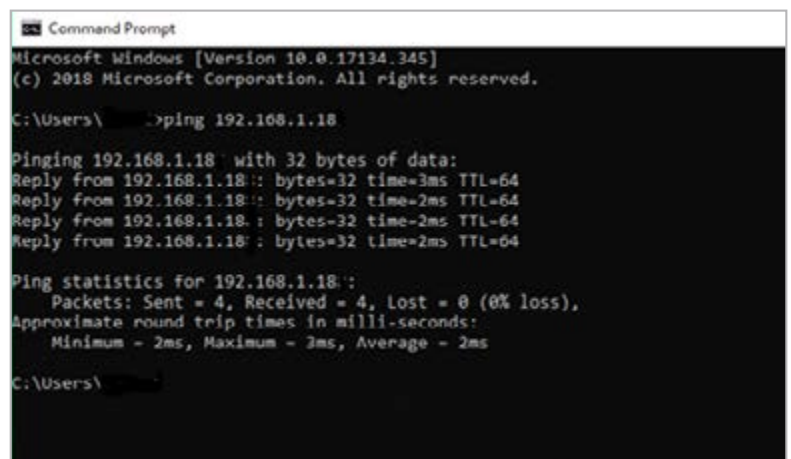
4 Verify the service has completely stopped by opening the Resource Monitor and checking the status under the Network tab.

5 Start the Surgere Sensorware Service.



6 Open a Command Prompt and ping the reader. Note results.

7 Contact Surgere Technical Support and report findings.



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