VERITEQ
Superior Temperature & Humidity Monitoring

This procedure will document the steps involved in setting up Digi devices that are not in the local subnet.

The following steps supplement the *Quick Start Guide for viewLinc with Digi Devices*.

1. From the Quick Start Guide for viewLinc with Digi Devices, complete step 1 and 2A.

2. With the Digi connected to the network, confirm you can communicate with it. From the machine where you'll eventually install viewLinc, enter `ping <ip address for the Digi>` in a command prompt. Ensure the ping gets a response.

3. Because you are installing a Digi in a different subnet, you can't "Discover" the Digi device as described in the Quick Start Guide for viewLinc with Digi Devices (step 2B). Instead, use the Digi Software & Documentation CD to install the RealPort Driver required for communication between the viewLinc Server and the Digi device in the other subnet:

    a. Insert the Digi Software & Documentation CD. A splash screen and a wizard will launch automatically.

    b. Click **Cancel** to close the wizard

    c. On the Digi splash screen, click the **Software** button.

    d. On the *Select Software to Install* window, highlight RealPort Driver and click **Install**.

    e. If this is the first Digi you are installing, click **Next**. If you have installed units previously, select **Add a New Device** and click **Next.**

    f. On the *Select Device* screen, select **Device not listed** (this is normal, as the Digi device is in a different subnet) and click **Next**.

    g. In the *Model Name* field, enter the model of the Digi device (or a short descriptor).

    h. In the *Serial Ports* field, enter the number of ports on your Digi device (1 for a Digi One SP, 4 for a Digi PortServer TS4, etc).

    i. In the *IP Address* field, enter the static IP address you were given by your IT department.

    j. Leave all of the other fields in their default values and click **Next.**

    k. Select the COM port(s) that will be assigned to your device and click **Next.**

    l. Click **Finish**.

4. You should now test that you can connect to the logger attached to your Digi. Complete Step 3 from the *Quick Start Guide for viewLinc with Digi devices* to install Spectrum or vLog software.

5. If you cannot connect to the logger using Spectrum or vLog, there may be a port blocked between the computer where the Digi RealPort driver is installed and the Digi. To verify, enter the following command in the command prompt on the viewLinc Server: `telnet <IP address of the Digi> 771`

   If the screen goes blank and you begin to get sets of 3 horizontal lines in the top left corner along with the blinking cursor, then TCP port 771 is open between the local computer and the Digi and the RealPort driver should work. Press Enter to return to your cursor and exit the command prompt. You should test that the logger is OK.

   If you get an error message, then port 771 is being blocked between the viewLinc Server and the Digi. This port must be opened before the Digi can communicate. This port may be blocked by network devices (such as routers, firewalls or layer 3 switches) or PC software (such as the Microsoft Windows Firewall, 3rd party firewalls, or security software suites).

6. Once communication between the viewLinc Server and the Digi and logger has been confirmed, continue installing viewLinc as outlined in Step 4 of the *Quick Start Guide for viewLinc with Digi Devices*.

If you have difficulties with any of these steps, please contact Veriteq Support for further assistance: techsupport@veriteq.com 1-800-683-8374.

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