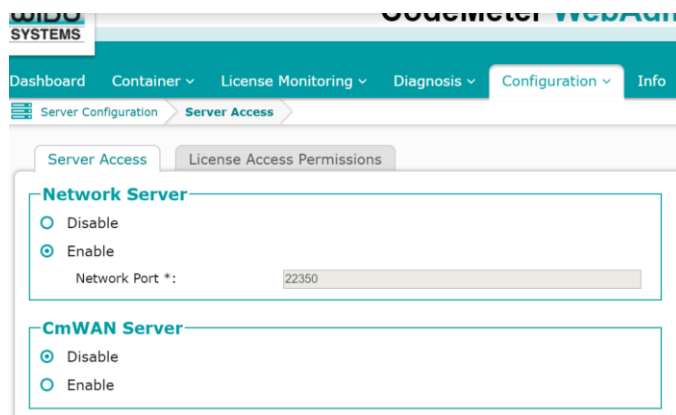


Basic Checking for Running PyeServer Across the LAN

On Kiosk

1. **Make Sure the remote seat firewall is not blocking the connection between the two computers.** Check if the firewall is on. It must either be off, or ports must be opened (IT department will know if ports are open).
2. **Check CodeMeterWebAdmin, Ensure CodeMeter is on as a LAN server.**



3. **Get the IP address of the PyeServer computer.** Open a CMD window and type in IPCONFIG to get the IP address of the PyeServer computer. Note this somewhere. It will be needed when you get to the remote side.

```
C:\Users\KD>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::7107:86a7:2047:346f%11
    IPv4 Address. . . . . : 192.168.1.19
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
```

Remote Side

1. **Make Sure the remote seat firewall is not blocking the connection between the two computers.** Check firewalls on remote side and follow the same procedure as the kiosk.

2. **Check that the remote seat can communicate at a network level with the PypeServer kiosk.** Open a CMD window and type in “ping pypeserver”, or whatever the name of the computer is.

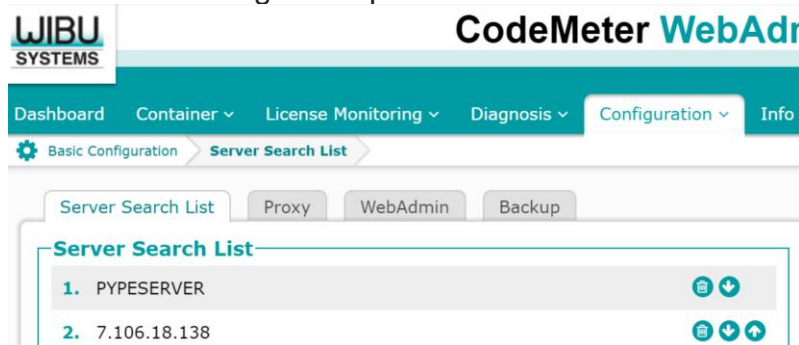
```
C:\Users\KD>ping kd5

Pinging KD5 [fe80::7107:86a7:2047:346f%11] with 32 bytes of data:
Reply from fe80::7107:86a7:2047:346f%11: time<1ms
Reply from fe80::7107:86a7:2047:346f%11: time<1ms
Reply from fe80::7107:86a7:2047:346f%11: time<1ms
Reply from fe80::7107:86a7:2047:346f%11: time<1ms

Ping statistics for fe80::7107:86a7:2047:346f%11:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Users\KD>
```




- A. You want the ping to not time out. If it times out, IT needs to figure out why the two computers cannot see each other.
 - B. If it pings, these values should be < 10ms. Typically they are <1ms. If they go over 20ms, then remote performance is going to be slow and painful. IT will need to be advised to fix this.
3. If there is no ping using computer name, then try the same with the IP address, e.g. Ping 192.168.1.19 (or whatever the IP address was of the kiosk that you noted). **Make sure the remote seat codemeter license service is looking to the PypeServer kiosk for the license.**
- A. Open CodeMeter-->WebAdmin. If the ping <kiosk computer name> worked, then set the server search list to the kiosk computer name. If the ping for the IP Address worked, then set the server search list to the IP address. Showing both options below:



4. Check Registry Settings directing the app where to connect.

Open Regedit and check the two locations for the correct settings:

- A. Computer\HKEY_LOCAL_MACHINE\SOFTWARE\PypeServer
- B. Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\PypeServer

Name	Type	Data
 (Default)	REG_SZ	(value not set)
 Server	REG_SZ	PYPESERVER\PYPESERVER
 SQLAuthMode	REG_SZ	SQL

Make sure the first "PYPESERVER" is the kiosk computer name

If remote seat connectivity varies in performance, or is intermittent, then from the Remote Seat:

1. **Check Ping again.** See if the ping has gone bad. Do step Remote.2 again.
2. **See if the LAN throughput is bad.** Navigate to \\PypeServer Staging and copy the big .exe file from there to the remote computer. If this takes longer than, say 15-20 seconds, they have a throughput issue and IT needs to solve it.