Sensor Network Gateway (SNG10E) Configuration – Check Settings

Sensor Network Gateway (SNG10E) device may lose communication with the PC hosting the Sensor Server Software. The most common cause is due a power blackout/disruption or network blackout/disruption.

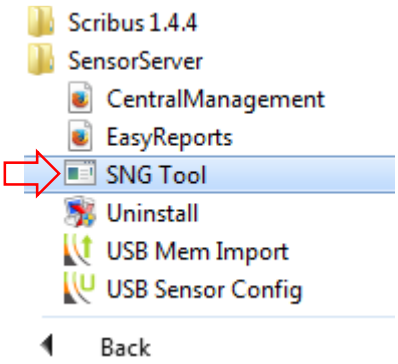
Depending on the site network configurations the PC hosting the Sensor Server Software can have its IP address changed after a blackout/disruption is restored if it uses DHCP.

Ideally, the PC hosting the Sensor Server Software should be assigned a fixed network IP address. The pc fixed network address is then registered in the Sensor Network Gateway (SNG10E) configuration.

Use the following instruction to check the network settings.

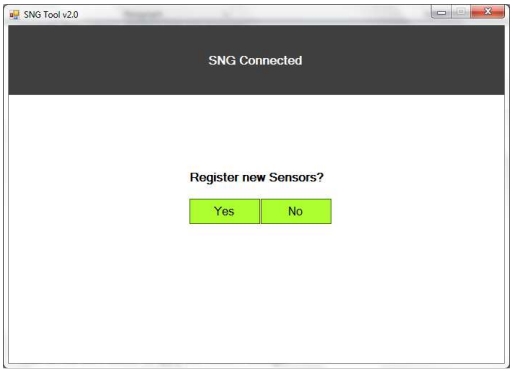
To start the USB Sensor Check Configuration

1. Select SNG Tool application from **Start → All Programs → SensorServer → SNG Tool**

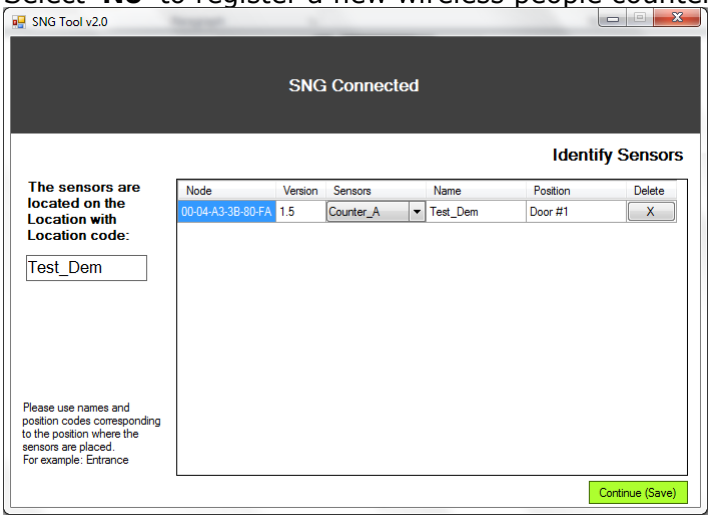


Note: On the support site (http://www.sdinternational.nl/support/downloads) you can find the latest standalone version of the SNG Tool. To use the standalone version of the SNG Tool extract the downloaded zip file of the SNG Tool and run the SNG Tool.exe to start the application.

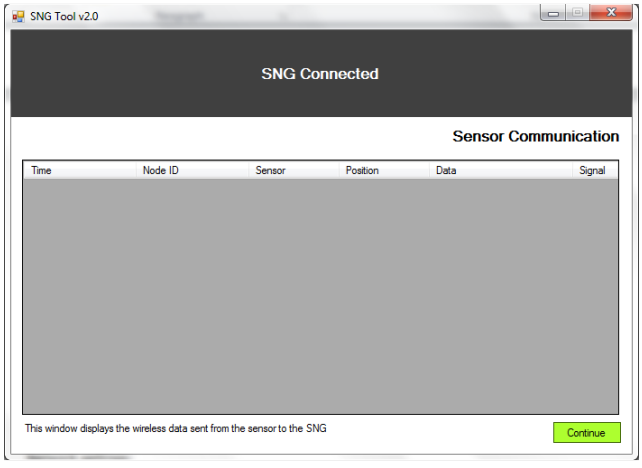
2. Connect the SNG10E with the supplied USB cable to the computer to start the configuration.



3. Select '**No**' to register a new wireless people counter sensor.



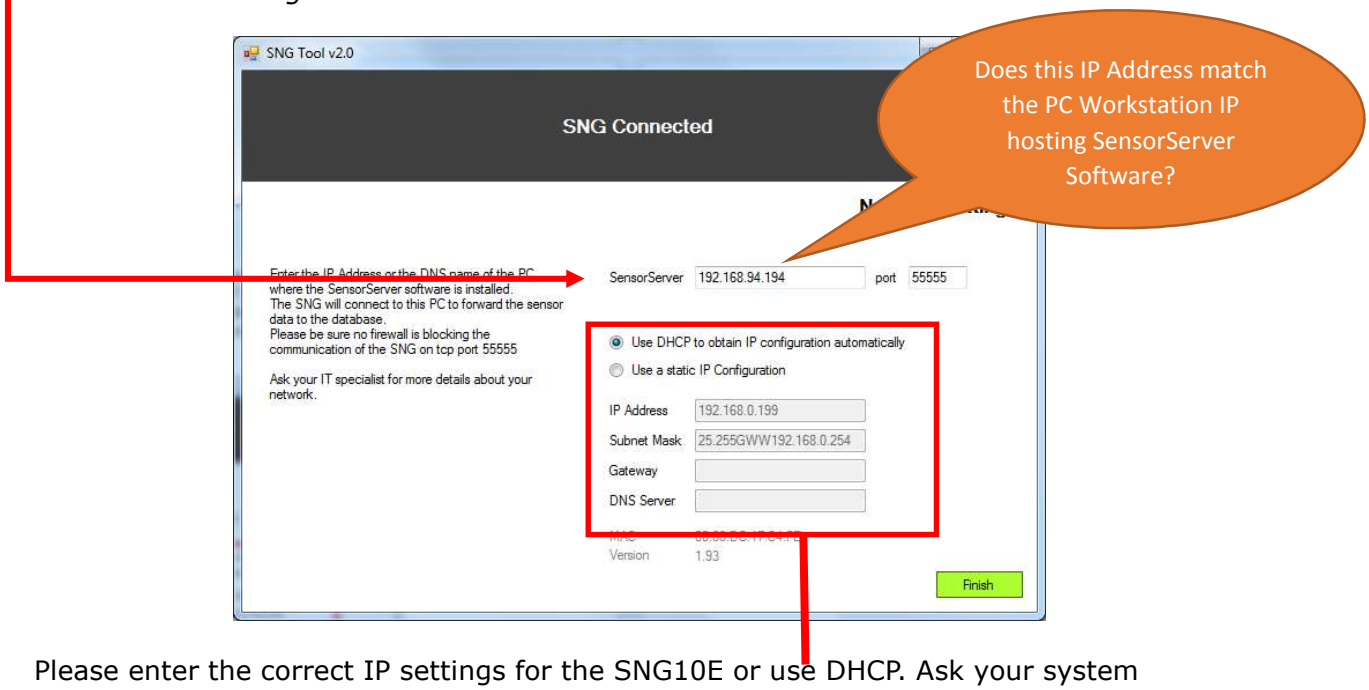
4. Press **Continue(Save).**



Press **Continue**

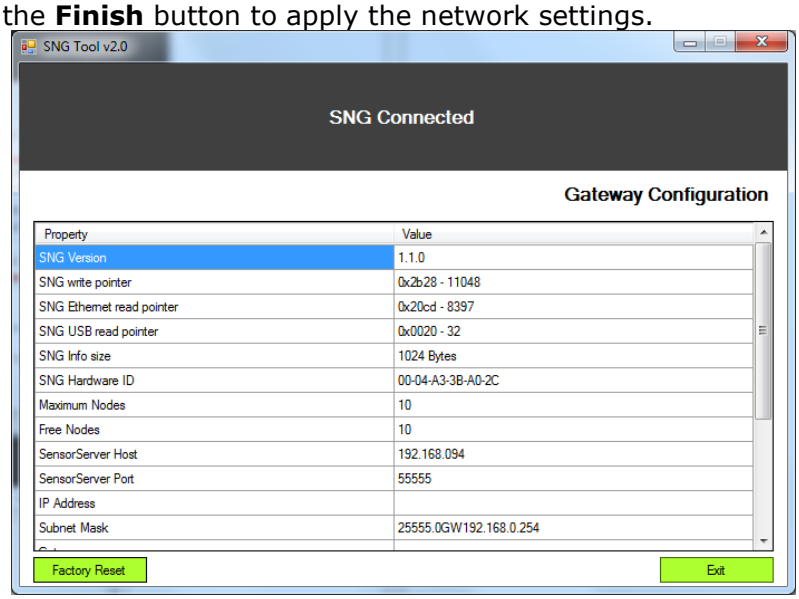
Network settings:
The SensorServer address is the IP address or DNS Name of the PC or Server where the SensorServer software is installed.
The default port for the SensorServer is 55555.

Note: If a PC Workstation on the network is used to run the SensorServer software, please ensure that it is assigned a static IP address. If a static IP address is not assigned to the PC Workstation, it 'may' change its IP address during a network blackout or reset and the SNG10E will not be able to identify the SensorServer software unless the SNG10E is re-configured.



Please enter the correct IP settings for the SNG10E or use DHCP. Ask your system administrator for these settings.

5. Click on the **Finish** button to apply the network settings.

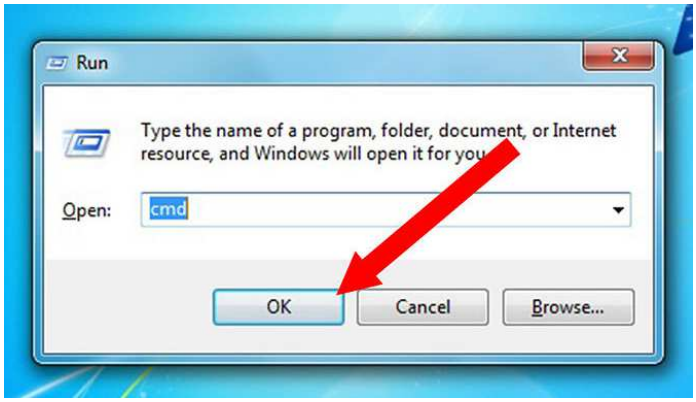


6. Review the Gateway Configuration settings. Click **Exit**.

7. Disconnect the USB connector cable from the SNG. The USB connector cable cannot be used as permanent power supply. The USB connector cable can only be used to configure the SNG10E with the SNG Tool Software.

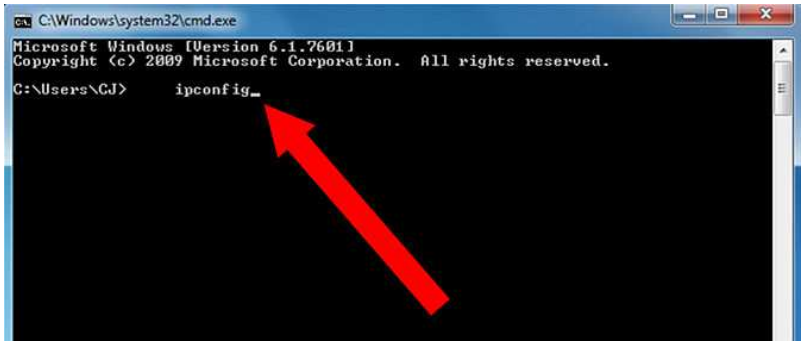
How to Find the IP Address of Your PC

Method 1: Finding Your Windows Private IP Using the Command Prompt



Open the command prompt. Press ⌘ Win+R and type `cmd` into the field. Press Enter to open the Command Prompt.

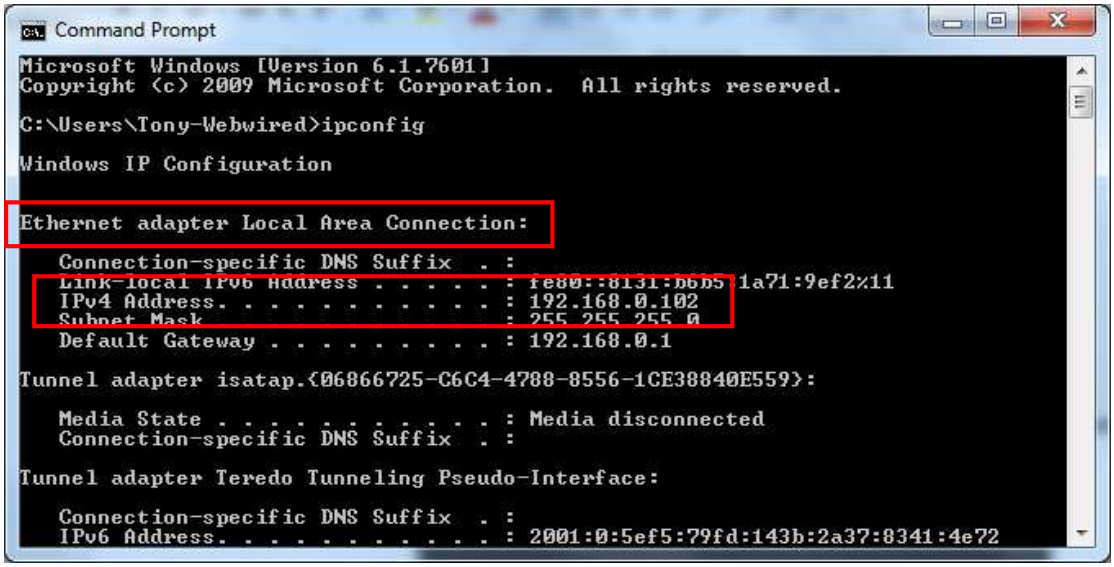
- In Windows 8, you can press ⌘ Win+X and select the Command Prompt from the menu.



Run the "ipconfig" tool. Type `ipconfig` and press ↵ Enter. This will display a list of your network connection information. All of the network connections on your computer will be displayed.

Find your IP Address. Your active connection may be labelled Wireless Network Connection, Ethernet adapter, or Local Area Connection. It may also be labelled by the manufacturer of your network adapter. Find your active connection and look for **`IPv4 Address`**.

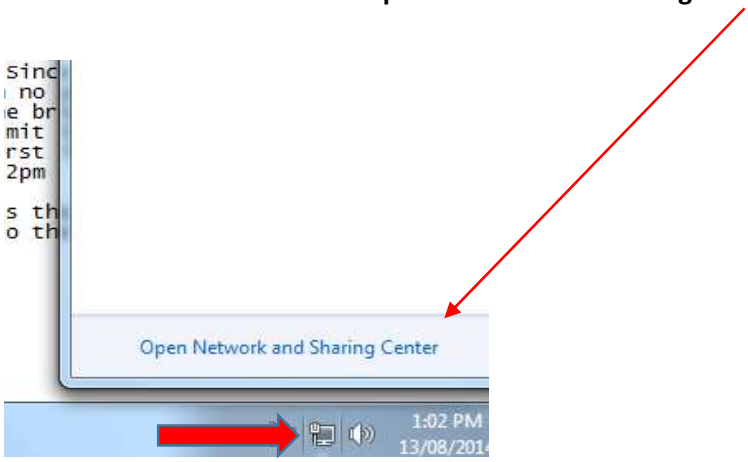
- The IP address is four sets of digits, with up to three digits per set. For example, it might look like `192.168.0.102`
- The ipconfig printout is long, so you may have to scroll up to find the IPv4 address.



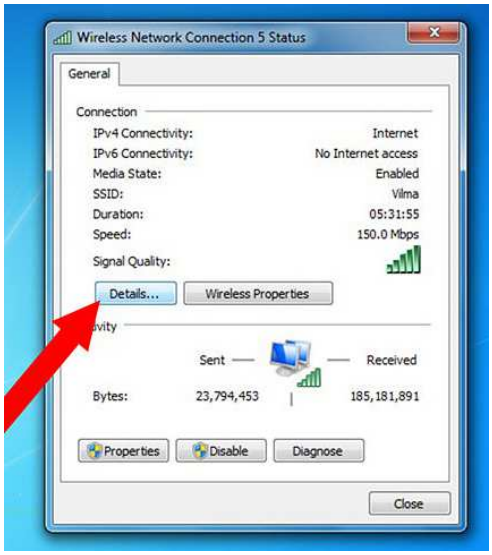
Method 2: Finding Your Windows Private IP using Network Connections

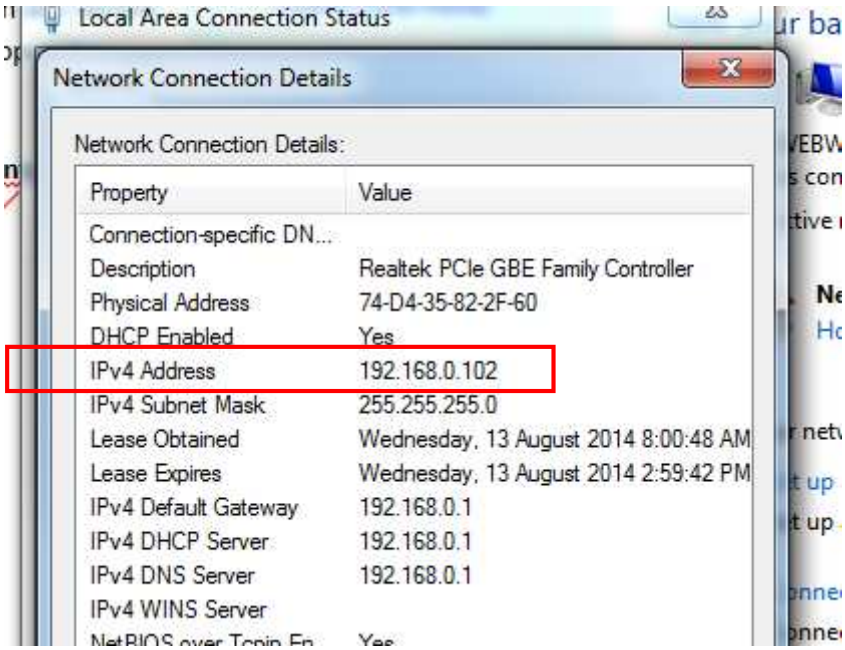
Open the Network Connections window. You can quickly access this window in any version of Windows by pressing ⌘ Win + R and typing `ncpa.cpl`. Press ↵ Enter to open the window. OR

Right-click on your network connection. Select **Open Network and Sharing Center**.



This will open the network communication page. **Click** Local Area Connection



Click the Details... button. This will open the Network Connection Details window. Your internal IP address will be listed in the "IP Address" or "IPv4 Address" entry.

- Your internal IP address will be four groups of up to three numbers, separated by periods. For example, it might look like `192.168.0.102`
- Your internal IP address is the location of your computer on your network