

interact

Network Requirements

Interact Pro

Version v2.7

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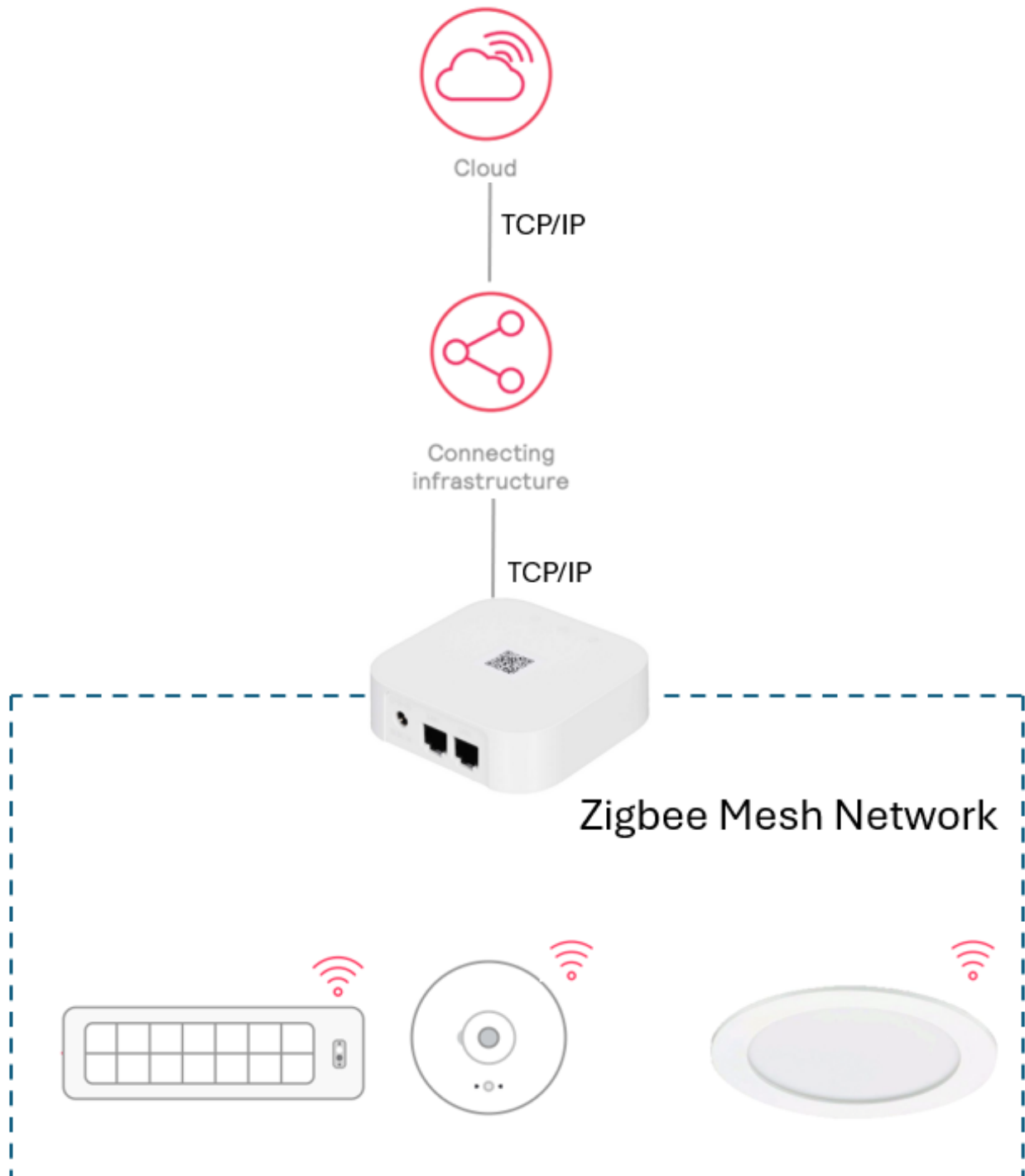
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Here are the network requirements if the system is equipped with a gateway. Note that there are no network requirements, if there is no gateway.

Refer to this note to connect via 4G LTE <LTE Technical Note>

1. Summary of requirements to connect the system

- One ethernet port per gateway with access to the internet.



If the network is managed, then make sure the following requirements are met:

- IPv4 via DHCP server available
- Port TCP 443 opened on the router

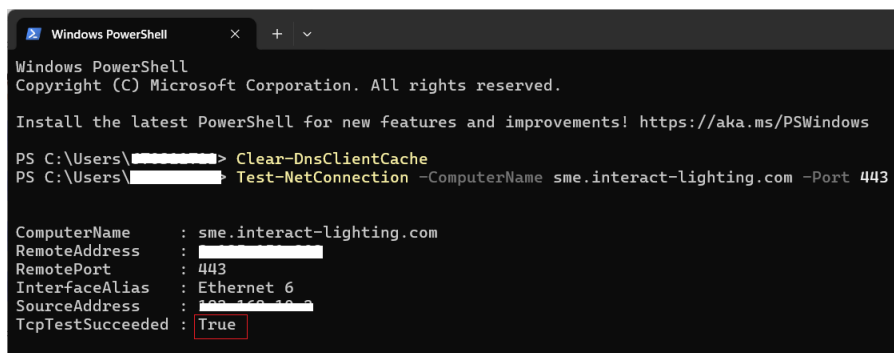
- Port UDP 123 opened on the router. This port is used for time synchronizing, using the Network Time Protocol (NTP).

If you are using a firewall, make sure to whitelist the following URLs:

- sme.interact-lighting.com for port 443
- mq.sme.interact-lighting.com for port 443
- web.mqtt.pro.interact-lighting.com for port 443

Follow the steps below to check whether the URLs are whitelisted:

1. Open Microsoft Windows PowerShell
2. Clear DNS Cache by pasting the following command:
 - `Clear -DnsClientCache`
3. Perform connectivity test by pasting the following commands, one at a time. Copy & Paste the command in the PowerShell window and press Enter:
 - `Test -NetConnection -ComputerName sme.interact-lighting.com -Port 443`
 - `Test-NetConnection -ComputerName mq.sme.interact-lighting.com -Port 443`
 - `Test-NetConnection -ComputerName web.mqtt.pro.interact-lighting.com -Port 443`
 - If the whitelisting is successful, then the result will be displayed as True



```
Windows PowerShell
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Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS C:\Users\[redacted]> Clear-DnsClientCache
PS C:\Users\[redacted]> Test-NetConnection -ComputerName sme.interact-lighting.com -Port 443

ComputerName      : sme.interact-lighting.com
RemoteAddress     : [redacted]
RemotePort        : 443
InterfaceAlias    : Ethernet 6
SourceAddress     : [redacted]
TcpTestSucceeded : True
```

Note
Perform these tasks only from PowerShell. Do not use Command Prompt.

2. LTE 4G/5G conNectivity

Learn more about Interact
www.interact-lighting.com

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