

Introduction

REFLEX XRF CONNECT™ is built with flexibility, with pre-configured hire devices from IMDEX or clients can opt to use their own Evident Vanta® XRF device.

For clients using their own device, there are occasional issues the first time the Vanta® XRF device is connected to a PC where the device is not recognised.

If XRF CONNECT™ is not connecting to the Vanta® XRF device, work through the following steps to diagnose and fix the problem.

1. Ensure device is connected

Ensure the Vanta® XRF device is powered on and connected to your PC using the supplied USB cable.

2. Ping to test the connection

- Right-click on the Windows menu icon (or press Windows key + X). Select Command Prompt (or Powershell if you don't see Command Prompt)
- Type in "ping 192.168.7.2"
- Press Enter

This will then report how many communication packets are successful or lost.

If all packets are successful and XRF CONNECT™ is not recognising the Vanta® XRF device, then please contact IMDEX Support.

If all packets are lost, then please continue to next steps.

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.19042.1237]
(c) Microsoft Corporation. All rights reserved.

C:\Users\ >ping 192.168.7.2

Pinging 192.168.7.2 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.7.2:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

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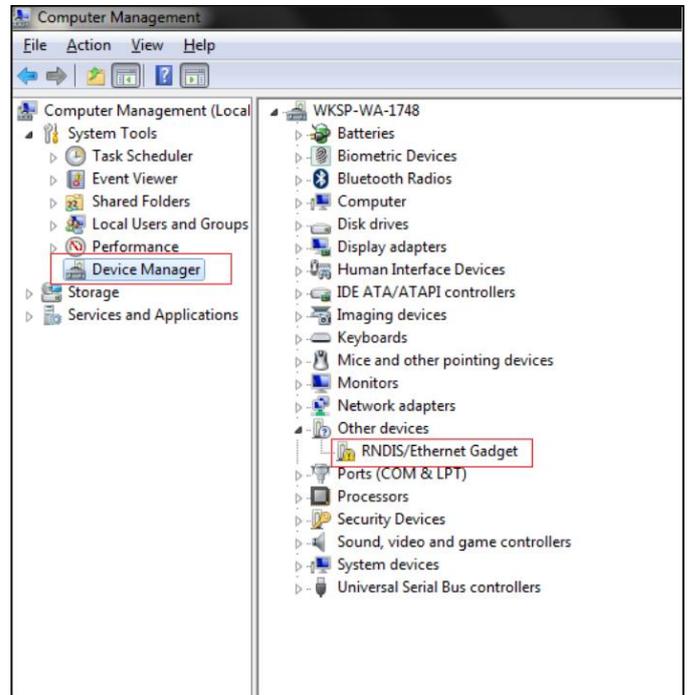
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4. Verify the device in the Device Manager

- Once Windows Drivers have been installed, and the Vanta® device is still not connecting to XRF CONNECT™, then inspect the device in Device Manager.
- Right click on the Windows menu icon and select “Device Manager”. Look for a device that refers to “RNDIS/Ethernet” gadget. This should be under Network Adaptors if the connection is working.

If it’s not working, the device may be under “Other Devices” or “Ports (COM & LPT)”.

- Right-click in the device selected and click “Update Driver Software”.
- Click “Browse my computer for driver software”.
- Browse to the folder where you downloaded the Vanta® drivers (ensure include subfolders checkbox is checked). Click Next to continue.
- Once completed, the RNDIS/Ethernet Gadget should be displayed under “Network Adaptors”



Firewall Requirements

During installation, all ports required to communicate with the Vanta® XRF device will be opened in the default Windows Firewall. If communication is not enabled, it is best to manually check these ports are opened. NB Administrative privileges are required to add firewall rules so this may need to be done by your IT Department

IP Address		Service		Direction	Action	Purpose
Source IP	Destination IP	Protocol	Port Number			
192.168.7.10	192.168.7.2	udp	7862	Bi	Allow	For application Vanta Desktop App to discover Vanta
192.168.7.10	192.168.7.2	tcp	6001	Bi	Allow	For application Vanta Mirror to view device screen
192.168.7.10	192.168.7.2	udp	6001	Bi	Allow	For application Vanta Mirror to view device screen
192.168.7.10	192.168.7.2	tcp	6000	Bi	Allow	For application Vanta Desktop App to control the Vanta Camera
192.168.7.10	192.168.7.2	tcp	7860	Bi	Allow	For application Vanta Desktop App to call Vanta API
192.168.7.10	192.168.7.2	tcp	3000	Uni	Allow	For connecting to Vanta Web View application on the Vanta
192.168.7.10	192.168.7.2	tcp	80	Uni	Allow	For Vanta Desktop App Sync & export and Fleet Manager Deploy
192.168.7.10	192.168.7.2	tcp	8554	Uni	Allow	For application Vanta Mirror to view device screen
192.168.7.10	192.168.7.2	udp	8554	Uni	Allow	For application Vanta Mirror to view device screen
192.168.7.10	192.168.7.2	tcp	22	Uni	Allow	For secured access to files on the Vanta