

	<b>SONARtrac<sup>®</sup> Technical Note</b>	
	<b>TN0022</b>	
	<b>Subject: USB Board Problem Caused by ATT VPN Firewall</b>	
		Date: 23Sep2011
		Revision 01
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**Problem:**

The firewall that is contained in the AT&T VPN can affect communications between a laptop computer and the Alchemy Board in the transmitter. This is similar to the laptop to transmitter communications problem that can occur when reprogramming the transmitter with the computer Windows Firewall is turned on. (FSU reminds the user to turn off Windows Firewall.)

**Answer:**

The AT&T VPN (AT&T Global Network Client) that many CiDRA persons have installed and use on their laptop computer contains a Firewall Setting. The Firewall Setting can affect the transmitter during reprogramming of the transmitter Alchemy Board (communications board) while using a laptop. The Alchemy board in the transmitter will not be recognized by the transmitter and communications to it using the Ethernet Port and / or USB Port will not work.

Communications using the Ethernet Port and / or USB Port can be restored by:

1. Disconnect the laptop from the transmitter.
2. Go to the transmitter 'Communications Menu' using the transmitter keypad.
3. Scroll to 'Reset Comms' and follow the screen instructions to reset communications.
4. Cycle power to the transmitter.
5. Communications should now be restored.

The problem can be avoided by turning off the AT&T VPN Firewall as follows:

1. Select the Windows 'Start' tab.
2. Go to 'All Programs'.
3. Go to the 'AT&T Global Network Client' program.
4. Click on the 'Firewall' selection.
5. Select 'Turn Off'.

CiDRA's IT department advises that turning this particular firewall off should not affect laptop security as the Trend Micro Client-Server Security Agent (latest internet security program many of our CiDRA laptops have installed) or the Symantic Security Program many laptops at CiDRA have installed contain firewalls that provide computer virus protection.

Contact CiDRA Technical Support or Customer Support with any questions.

**Revision History**

Rev	Date	Changed By	Approved By	Change Description
01	19Sept11	B. Markoja	B. Markoja	Initial Release

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