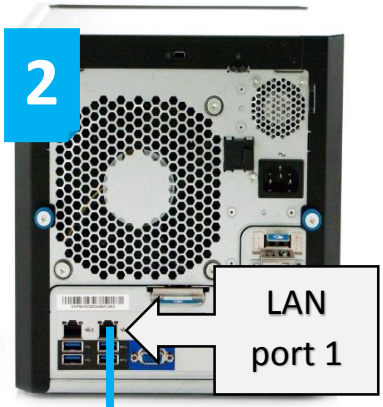


HUR SmartTouch Microserver

Connect the microserver from **LAN port 1** to one of router's LAN ports.

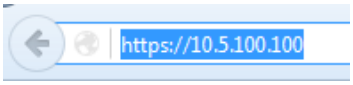
Cisco Router

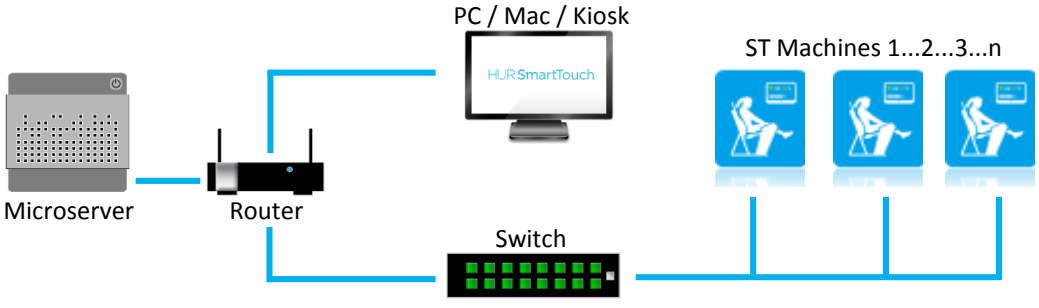
Connect **all machines** to the router using the **LAN ports.** Please note that when connecting more than 3 machines, switches will be needed.

NOTE!

DO NOT FORCE MICROSERVER TO SHUT DOWN BY CUTTING OFF THE POWER!

1. Connect all machines including the microserver to the router
2. Turn the router, microserver and machines on
3. Connect a PC or Mac to this network
4. Use a web browser to access the HUR SmartTouch software at https://10.5.100.100





TROUBLESHOOTING

Problem	Checklist
All machines are displaying **on the machine screen. As a result users cannot login to the machines.**	• Is the server running? The local server can take time to boot up especially after it has been forced to shutdown. See if the light is green on the server. • Is the router turned on? • Are you connecting the micro server from LAN port 1 to the router's LAN port? Check the port connection lights on the router. • Are the machines connected to the router directly or through switches? Check the port connection lights on the router and on the switches. • Did you start the router before the server? If not, then restart the server to make sure it has correct network settings. • Network access controls (firewall/filtering) when using customer's own network. Please contact the customer's IT department.
One machine is displaying **on the machine screen. As a result users cannot login to the machine.**	• Check the port connection light on the switch or on the router where the machine connects. If the color is red or there is no light, then there is likely a physical connection problem. If the color is green, then there is likely a setting problem. • Use the middle RJ45 LAN port on the display. • Machine's internal LAN cable. • Network connectors on the machine, on the router and on the switches. • Server settings in the machine setup. See if the server address is correct. • Network access controls (firewall/filtering) when using customer's own network. Please contact the customer's IT department.
Browser cannot find the server at https://10.5.100.100 and the admin software cannot be used.	• Make sure you are in the same network as the server • Is the server running? The local server can take time to boot up. • The web browser might complain about an untrusted connection. You can safely ignore the warning and continue to the page (add an exception if necessary).
Machine says that it cannot connect to the EM and can only enter the setup.	• Check that the USB cable from the EM card is connected to the panel PC. • Is the red light flashing on the EM card? If not, then check the power connection(s) to the card. • Contact HUR Service.

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