



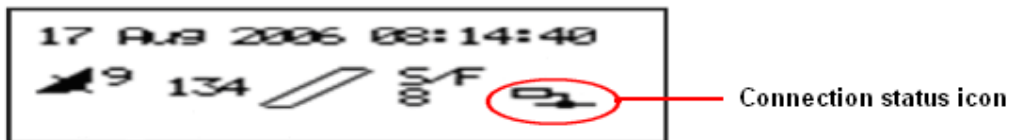
TROUBLESHOOTING COMMUNICATION PROBLEMS BETWEEN A TYPE 3 DECODER AND THE MYLAPS PRACTICE WEBSITE

Prerequisites:

- Decoder registered to MyLaps Practice:

[TranX3 Decoder How to register the decoder on the MyLaps Practice website](#)

The connection status icon is flashing



1) Make sure the Ethernet port of the decoder is connected using the right cable:

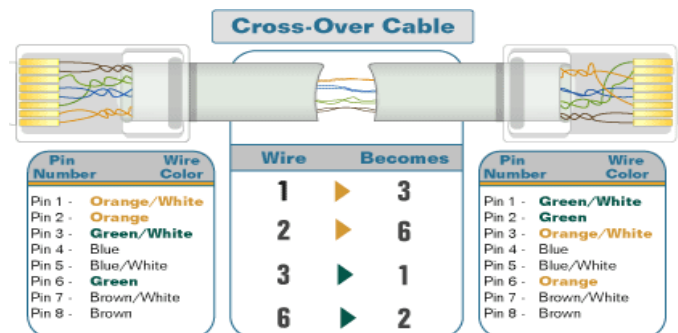
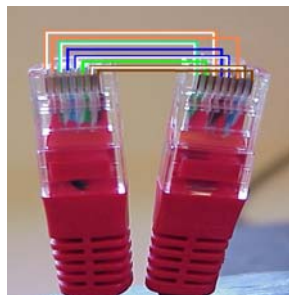
1.1 The decoder is connected to a single computer with an internet connection:

- Connect the cable provided with the decoder between the Ethernet port of the computer port and the Ethernet port of the Decoder.



Alternatively use a **crossover cable**

Cabling of a crossover cable: Holding the 2 connectors on both ends of the cable next to each other:

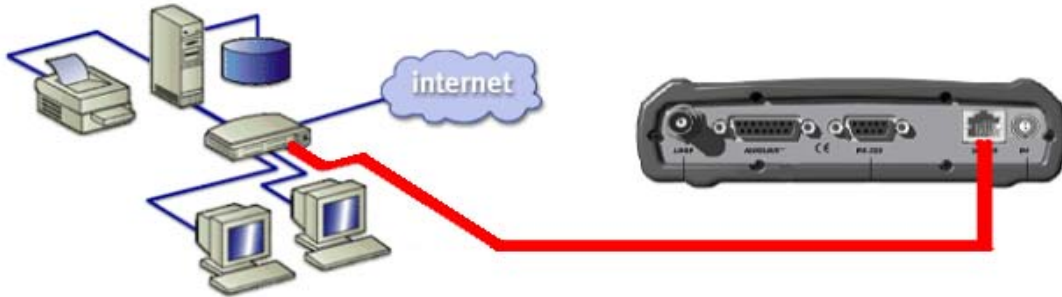


The colour sequence on the 2 connectors is different

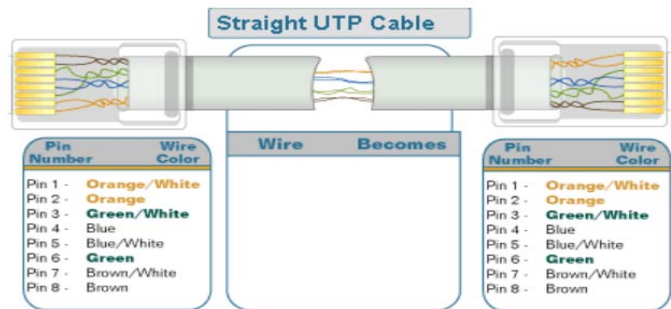
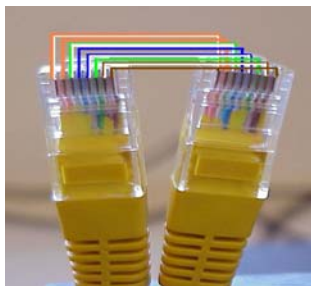
1.2 The decoder is connected to the internet via a TCP/IP Network



-Connect a **straight UTP cable** (NOT THE ONE PROVIDED WITH THE DECODER!) between the decoder and the TCP/IP Network



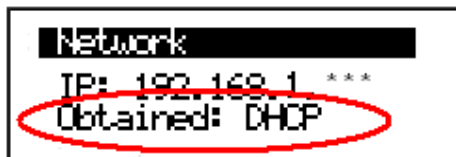
Cabling of a straight UTP cable: Holding the 2 connectors on both ends of the cable next to each other:



The colour sequence on the 2 connectors is the same

2) Make sure the decoder is set to automatically receive an IP Address:


→ Press the acknowledge button  on the decoder, the display should indicate:




- If the display of the decoder indicates APIPA, the decoder is set to automatically receive an IP Address (no DHCP server is on the network)
- If the display of the decoder indicates Static, the IP Address of the decoder is defined manually. MYLAPS recommends to have the IP Address of the decoder set automatically.



2.1) Set the decoder to automatically receive an IP Address:


Press the select button  until Network is highlighted on the display of the decoder

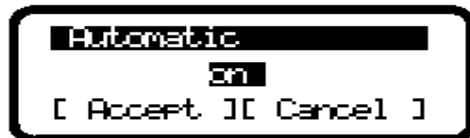


Press the acknowledge button 





Automatic will be highlighted

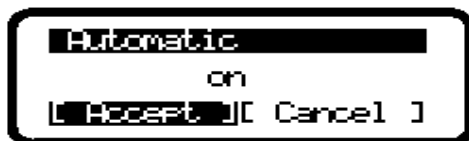
Press the acknowledge button 



Make sure Automatic is set to "on"

To change Automatic from "off" to "on" press the acknowledge button 

When Automatic is set to "on", press the select button , highlight Accept




Press the acknowledge button 

The decoder is now set to decoder to automatically receive an IP Address





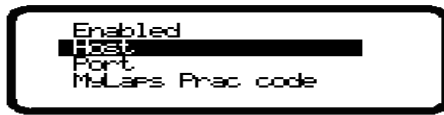
3) Check (and set) the Data server settings of the decoder


3.1 Check the Host setting

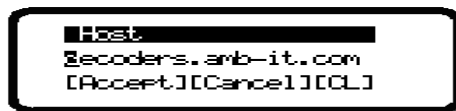
Press the select button  until Data Server is highlighted on the display of the decoder



Press the acknowledge button , press the select button  highlight Host




Press the acknowledge button 



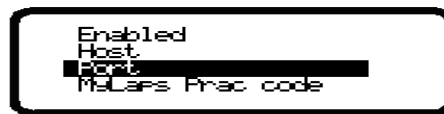
Check if the host is set to: *decoders.amb-it.com*

3.2 Check the Port setting

On the Data Server Menu, Press the acknowledge button 



Press the select button  highlight Port



Press the acknowledge button 



Check if the port is set to: *05500*

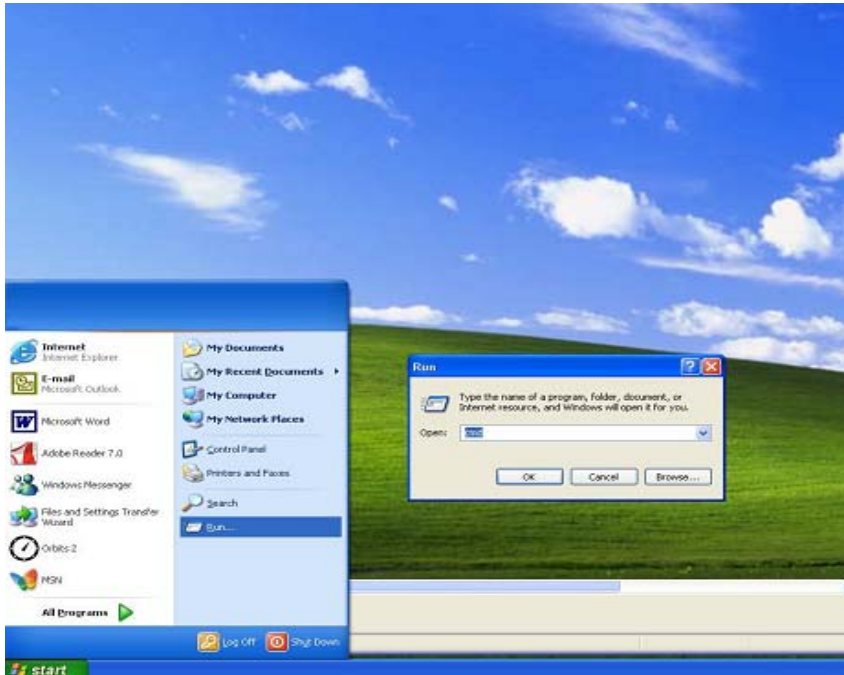


- 4) Test the internet connection to the MyLaps Practice website

Make sure that the computer is on the same Network as the decoder!

To test if the internet connection is working properly, use the windows program called “ping”

From the Windows Start Menu select run and type “cmd” .



A Command Prompt dialog will show-up

Type: ping decoders.amb-it.com

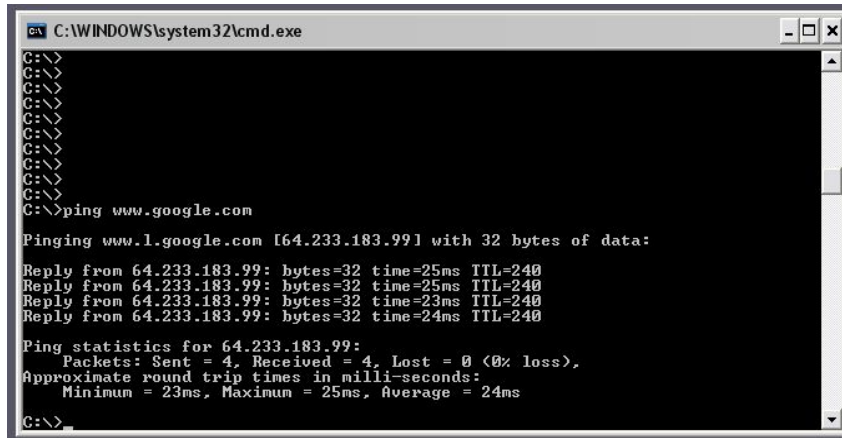
The server should reply with a similar response as below

```
C:\WINDOWS\system32\cmd.exe
U:\veck>ping decoders.amb-it.com
Pinging decoders.amb-it.com [82.94.231.13] with 32 bytes of data:
Reply from 82.94.231.13: bytes=32 time=5ms TTL=59
Reply from 82.94.231.13: bytes=32 time=35ms TTL=59
Reply from 82.94.231.13: bytes=32 time=5ms TTL=59
Reply from 82.94.231.13: bytes=32 time=5ms TTL=59
Ping statistics for 82.94.231.13:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 5ms, Maximum = 35ms, Average = 12ms
U:\veck>_
```



If the ping command to MyLaps Practice fails, try to ping other websites.

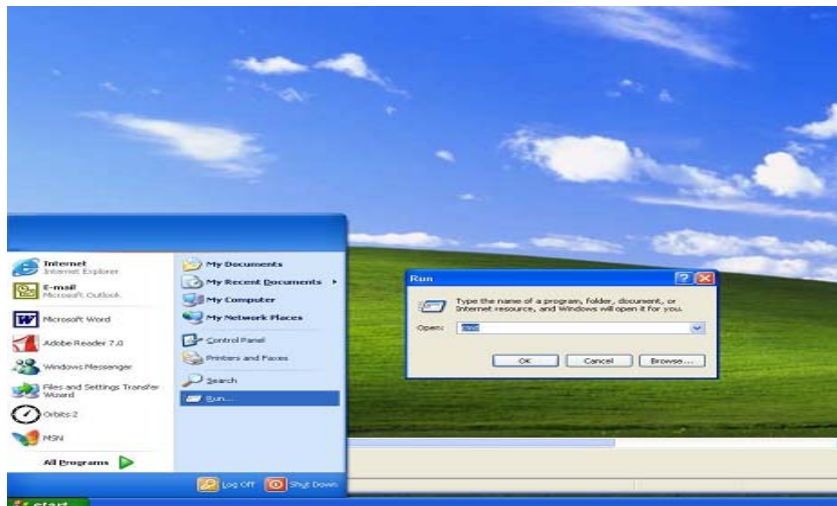
```
ping www.google.com  
ping www.microsoft.com
```



If none of the ping commands succeed than the internet connection is not working or the network is not setup correctly. If only the ping to decoders.amb-it.com is not working than contact MYLAPS

5) Test the MyLaps Practice program using telnet

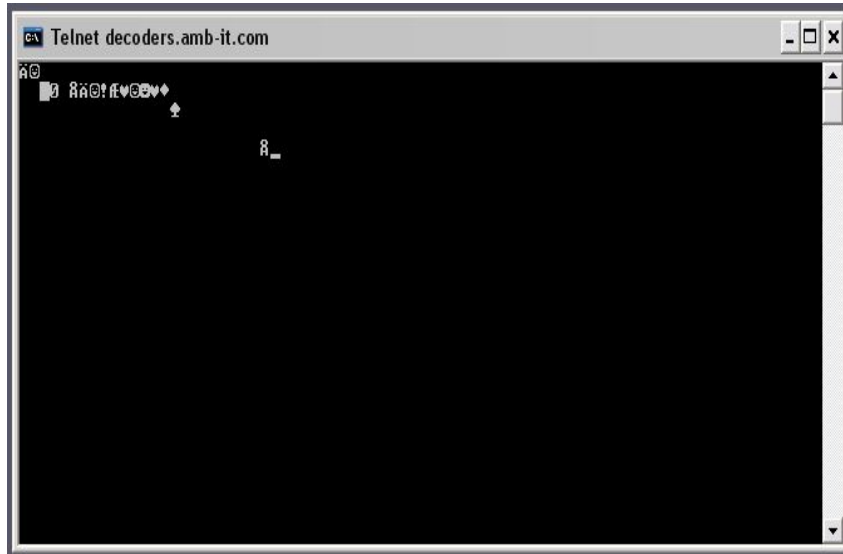
If the ping was successful, test the connection to the MyLaps Practice “program” itself. This is done using the telnet program from a computer in the same network as the decoder. From the Windows Start Menu select run and type “cmd” .



Type: telnet decoders.amb-it.com 5500



The server should reply with a similar response as below.



If telnet fails there might be a firewall blocking port 5500 or the network is setup incorrectly. Contact your Network Administrator for further help.