



# TECHNICAL SUPPORT

Date: 8/07/01

Subject: DSL & Cable Modem with Intellex

Technical Bulletin No.TB\_092101

## PRODUCT

**Intellex 2.1 and Later**

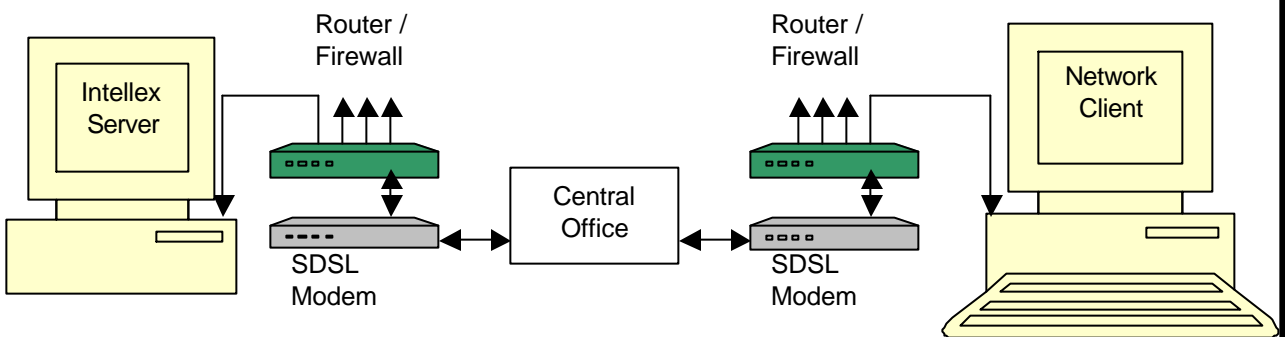
## DESCRIPTION

There has been much concern and confusion regarding the Intellex support of DSL (and Cable Modem). This bulletin is being issued to clarify this issue from the Service and Support standpoint. A similar bulletin will also be distributed through the Sales & Marketing organizations so that everyone is up to speed and have the same understanding.

For the purposes of this document, unless otherwise specified, connecting via DSL and Cable Modem are considered synonymous.

Attached to this bulletin is Application Note AN033. This is a very useful document that contains much information regarding the connection and support of a DSL connection. It also contains a great amount of information that the customer should consider when deciding to install or selecting a DSL service provider. This attached Application Note can be freely distributed to customers (end customer or dealer).

### Typical Installation:



NOTE: The Router/Firewall and the SDSL Modem may be contained in the same unit.

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### The Blunt Strategy:

- The Intellex 2.1 and above, **does** support a DSL connection.
- Sensormatic does not sell, install, or service DSL connections or routing/connecting devices.
- If the customer has chosen an internal DSL Modem (installs inside the Intellex), this will void all warranty for the unit, and any SMA is also at risk. Under no circumstances should any Sensormatic person perform or offer to perform this installation. If an installation is found or known with this type of interface, it should immediately be raised to Service Management attention. This type of DSL Modem is allowed at the Network Client end as this is the customers PC. Sensormatic however, does not install or service either the PC or the DSL Modem.

### Installation:

- During the installation of an Intellex (or subsequent DSL installation), Sensormatic provides the ability to connect the Intellex to an Ethernet (TCP/IP) LAN.
- The DSL connection should be made from the Ethernet LAN.
- In the event the Intellex is not connected to a LAN, the DSL connection should be made via the Ethernet LAN connection on the Intellex. The actual type of connection is then transparent to the Intellex (it does not know if it is connected to DSL or a traditional LAN).

### Intellex

The following information is needed from the customer IS personnel or DSL provider (it is the customers responsibility to actually gather and provide this information, Sensormatic is not responsible for contacting the provider to gather this information). It should be noted that this is the same information that is needed for a traditional LAN connection as well.

- IP Address
- Subnet Mask
- Gateway Addresses

To set this information in the Intellex:

- Exit the Intellex application to the Windows 98 Desktop
- Double click on **Control Panel**
- Double click on **Network**
- Highlight **TCP/IP**
- Click **Properties**
- Enter the IP address and subnet mask in the boxes on **the IP Address tab**
- Enter the Gateway Addresses in the boxes on the **Gateway tab**
- Click **OK** several times to exit

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## Network Client

There are no differences from the normal Network Client set up for use with DSL. Enter the *IP address* provided for the Intellex system into your Network Client. The exact process will vary depending upon the Windows OS installed.

## Service/Support:

Sensormatic does not guarantee any specific performance over DSL. While it should be a high throughput connection, there are too many variables outside of our control to specify performance standards.

Before calling Sensormatic for Service/Support, the customer should have performed the following. If not, they can be instructed to do so over the phone before dispatching a service person. These basic steps will help identify which side of the connection is causing the problem.

- Can you get your Intellex and Network Client working through a local Ethernet hub? – If Yes, then call your DSL provider.
- Can you Ping the Intellex from the PC that Network Client is installed on?, Via Ethernet? Via DSL?
- Is the IP Address correct on both Intellex and Network Client?
- Have you put the Gateway Addresses in the Intellex server?
- Are any firewalls programmed to allow Intellex video to pass through?
- Can you access the Internet via your DSL service? – If No, call your DSL provider

Below are some additional steps that Technical Support may use to identify the connection problem if the above was not able to.

- Provide the access information and IP Address of the Intellex unit to Tech Support to see if they can see the unit from their Network Client.
- Provide the customer with the access information and IP Address of an Intellex to see if you can see it from your Network Client.

## Customer and Other Considerations:

Below are some of the major items that the customer should consider before installing or selecting a DSL provider/service.

- Recommend SDSL (Symmetric DSL) service.
- Specify Static *IP Address* service.
- Specify that the Intellex is to be placed on the Internet, even if this is not the immediate desire.
- A minimum bandwidth of 384 is required. Higher is preferred and will provide better service.
- A DSL Router is recommended. A DSL to Ethernet modem will also work.
- A USB-DSL Modem is NOT supported.
- An internal DSL Modem/Router is NOT supported.
- Some routers have their firewall initially set to block all traffic. Until it is instructed to pass specific traffic, Intellex will not “serve” video to Network Client nodes.