

Comm Issues

For COMM issues please check the following settings:

Windows Updates: Settings - Windows Update - Install of Microsoft updates. Enable automatic updates. Adjust business hours accordingly if applicable for updates download.

Check Date and Time: Go to Control Panel - Date and Time: Set correct time/time zone with daylight savings time (if applicable). Select Internet Time tab check 'Automatically synchronize time with Internet Time Server'. Click on update to make sure it is updating properly.

Power Options: Change Plan Settings. "Put Comp to sleep" to Never. "Turn off display" to Never. "Dim the display" to Never.

Windows Defender: Start > Settings > Updates & Security > Windows Security (on the left)> Virus & Threat protection > Virus & Threat protection settings > Add or remove exclusions > Select the C:/ drive and then select users>click user being used for terminal>click .ordyxone and Click Add. Also look for OrdyxOne under C:\Program Files (x86 as well) and click add

Windows Firewall: Turn off Firewall for all "Domain", "Public" and "Private" > Go to Control Panel > Windows Defender Firewall> Advanced Settings > Turn all off. Check if OrdyxOne app is on the list of the firewall programs. Control Panel > Windows Defender Firewall> Allow program through Firewall>Change settings>Add other app>Browse. Next go to "Security and Maintenance" and turn off the warning message for the Firewall

Uncheck IPv6 (if it is checked): Go to Control panel> Network and Sharing> Ethernet>Properties. Open Properties, click configure, power management and uncheck. Allow the Computer to Turn Off This Device To Save Power

Check the DNS (check if it is set as DNS1 8.8.8.8 and DNS2 1.1.1.1)-

<https://app.tango.us/app/workflow/Setting-DNS-on-the-NIC-9ce6e723f2ed427b9dfb5552f542099f>

Please: Run the windows update first and then check the settings.

If it is possible. Please check the DNS of the router as well.