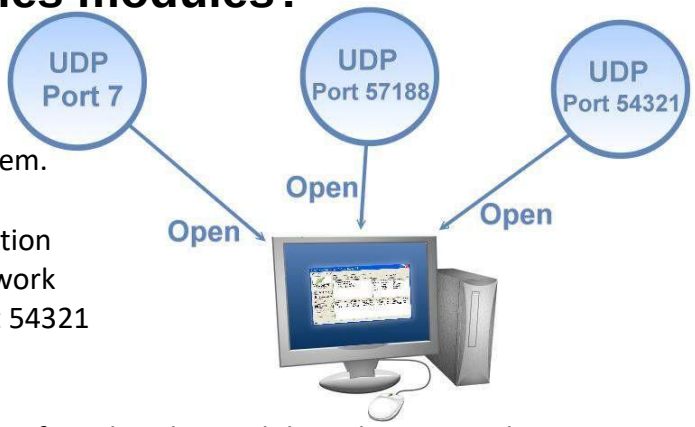
Classification	☑ tDS ☑ tGW ☑ PETL/tET/tPET ☐ DS/PDS/PPDS ☐ tM-752N ☐ I/O Card ☐ VXC Card ☐ VxComm ☐ Other				
Author	Albert	**Date**	2024-03-11	**NO.**	FAQ-036

Q: Why is the Host computer unable to ping or search for tDS/tGW-700 series or ET/tPET series modules?

A:

1. First, confirm the settings for your Windows firewall and antivirus software, and then adjust if necessary. You could also turn them off to test whether this is the problem.



2. The Host computer is only able to establish a communication with a module through specific ports. Confirm with your network administrator that access to UDP Port 7, Port 57188 and Port 54321 is not being denied by another network device.

3. Utility cannot search for devices in different subnets, so confirm that the module and PC are in the same subnet.

The following provides more detailed information related to TCP/UDP ports:

➢ TCP Ports:

Module	Port Number	Description
	80	HTTP (Hypertext Transfer Protocol)
tDS-700	10000	Command Port
	10001	Serial Port for COM1
	10002	Serial Port for COM2
	10003	Serial Port for COM3
tGW-700	502	Modbus Data Port for COM1
	503	Modbus Data Port for COM2
	504	Modbus Data Port for COM3
ET/tPET	502	Modbus Data Port for COM1

➢ UDP Ports:

Port Number	Description
7	Echo (Ping)
57188	UDP Search Request
54321	UDP Search Response

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