

SODEXO NETWORK REQUIREMENTS



NETWORK DROPS & INTERNET CONNECTIVITY ARE RESPONSIBILITY OF CUSTOMER

CONNECTIVITY - FIREWALLS - PORTS - URLS

All traffic is outbound from the media players.

If you have a firewall or web security software on your network, the following ports will need to be opened:

- Port 80 & 8080 TCP:
- Port 443 TCP & UDP: Used by Remote Access clients
- Port 53 - TCP & UDP Domain Name Service enabled

If the media player is connected to a VLAN, make sure the same rules/exceptions are applied to both VLAN and Firewall.

URL ACCESS

System requires access to the following URLs:

Content Manager Server

<http://sodexo-squid.pro-motion.us:8080/ContentManager>

Address is resolved on media players via DNS

Server IP: 50.57.2.131

Remote Access for service issues via Solar Wind's N-Able

<https://ncod51.n-able.com/>

Remote Access for service issues via ScreenConnect

<https://pmtg.screenconnect.com>

FILE TYPE

Media Players must be able to transfer xml files to server

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REQUIREMENTS FOR NETWORK SPEEDS AND THROUGHPUT

Connection Speed

High speed network or high speed connection for connection points throughout the network.

Speeds

- Optimal– 5MBPS - 15MBPS + (Megabits per second)
- Preferred– 2.5MBPS - 5.0 MBPS (Megabits per second)
- Minimum– 765Kbps (Kilobytes per second) - 1.0MBPS

Average Throughput – varies depending upon locations signage requirements. A standard menu board or electronic bulletin board can use anywhere from 10 megabytes - 2.5 gigabytes per month.

Throughput is based on the size of the content being produced, and how often it is updated to each screen. Downloads can be scheduled during low traffic hours to reduce interference with day to day network traffic. PTG does not create or control your location's content, its frequency of change, or file sizes. Please consult your staff on their content strategy if you have concerns in this area.

Wireless Networks – If using a wireless network, be sure it does not have a landing page of any kind requiring manual authentication. An example of a landing page would be a page that comes up when you connect to a network that asks you to accept terms and click continue.

Static IP's – If your location requires static IP address's for the media player, please provide PTG the IP's prior to installation. We will assign them to the media players prior to delivery to avoid any delays.

*The above speed and throughput is simply a guideline - Digital signage can work on just about any functioning network with internet access. However slow connections combined with large content downloads could take hours to complete.

FREQUENTLY ASKED QUESTIONS

Can we use a wireless network?

- Yes. Please make sure to update our staff when passwords change or network is upgraded. Be sure to test the quality of the signal and have adequate access points in range of media player.

How do we stop playback to edit settings on a media player?

- Connect a keyboard and press Esc.

Who do we contact for questions/ service?

Contact the Promotion Technology Group: sodexo.ds@promotion.tech or (844) 784-9755

Do we need a fixed IP ADDRESS or can we use DHCP?

- Either will work.

We would like new template designs. How do we order them?

- Contact Promotion Technology Group for more information.

- **Do the media players come with Anti-Virus or Anti-Malware software?**

Yes, PTG's Windows media players run Microsoft Windows Defender.

- **Can we install our own AV software?**

Yes, however we ask that the media players are tested with your software prior to final installation. Some AV programs stop or interfere with the playback of the content at default settings. Technician visits to subsequently adjust settings to 3rd party software will be billed to the unit.

- **Do the media players get updated and patched?**

Yes, where PTG uses Solar Winds N-Able, Windows updates are scheduled by our remote access administrator. In other instances the media players are set to automatically update daily at 3:00am.