

What to do if the Android Students are not found by SoftLINK's Tutor Console browse at Startup

Summary

Occasionally when using SoftLINK in an environment without the Name and Connectivity Server and attempting to browse and connect to a classroom of Android Students, no students may be found.

By default, the SoftLINK Tutor Console will perform a UDP broadcast on its local subnet to locate the Android Students matching the student selection method (Room name, Browse Prefix) when the Name and Connectivity Server is not being used.

In certain wireless environments, UDP broadcasts may be suppressed preventing the students from being found. Additionally, students may be located on a different subnet than the Tutor Console resulting in them not being detected using the default Tutor Console Configuration.

Below you will find details on how to resolve each scenario that may prevent the Tutor Console from locating the Android Students when performing a browse.

Details

Wireless environments that suppress UDP broadcasts

Attempt each of the following:

- The Tutor Console performs the UDP Broadcasts on port 5405 to locate the Students. Enabling UDP Broadcasting for port 5405 within the wireless environment will prevent the browse from being suppressed. This will allow the Tutor Console to locate the Android Students using the default Browse method.

Note: We recommend enabling UDP Broadcasts on port 5421, as the SoftLINK Tutor Console Show feature uses this port by default. If this is suppressed it will revert the Show to normal mode.

- Implement the Name and Connectivity Server as detailed in the following whitepaper, configuring both the SoftLINK Tutor Console and Android Students to connect to the Name and Connectivity Server:

<http://support.acs-linksystems.com/knowledgebase/using-the-name-and-connectivity-server-with-softlink/>

- If the previous options are not possible, please follow the steps below to configure the SoftLINK Tutor workstation to use the alternative method of scanning an IP range to locate the Android Students.
 - Start the SoftLINK Tutor Console as normal
 - Select the drop down menu select {School} - {Configuration...}
 - Select the {Network and Wireless Settings} option in the left hand menu
 - On the right hand side select the [Settings] button in the "Browsing" section

5. In the new window select the [Add...] option followed by [Advanced>>]
6. Enable the {Address Range} radio button and enter the starting and ending IP of the range used by the Android Devices.

Note: There is a maximum IP range size of 254 addresses, if your range spans more IP's, please enter additional ranges

7. Close the configuration windows and save changes using the [OK] buttons and restart the SoftLINK Tutor console connections when prompted.

The Tutor console will then scan the IP range(s) entered looking for Android Student's and not require the UDP browse function

Android Students located on a different subnet to the Tutor Console

If this has been encountered it is recommended to either:

- Configure the SoftLINK Tutor Console to browse the additional Subnets where the Android Students are located. To add the additional subnets when performing a browse please follow the instructions below:
 1. Start the Tutor Console as normal
 2. From the drop down menu select {School} - {Configuration...}
 3. Select the {Network and Wireless Settings} option in the left hand menu
 4. On the right hand side select the [Settings] button in the "Browsing" section
 5. In the new window select the [Add...]
 6. Add your local subnet's broadcast address e.g. 10.0.0.255
 7. Then select Add again to enter the additional Broadcast Address range required to locate the Android Students on the different Subnet.
- Implement the Name and Connectivity Server as detailed in the following whitepaper, configuring both the SoftLINK Tutor Console and Android Students to connect to the Name and Connectivity Server:
<http://support.acs-linksystems.com/knowledgebase/using-the-name-and-connectivity-server-with-softlink/>