

Pinging a remote Prinergy server

If Workshop cannot connect to the primary server even after you enter the IP address manually, use the ping utility to determine whether the IP address is accessible.

When you log in, in the Connect to Prinergy Server dialog box, in the **Primary host** box, you may need to manually enter the IP address of the primary server. The network broadcast that Workshop normally uses to find a primary server does not often work well across a routed connection.

1. Open the command prompt window.
2. At the command prompt, type: `ping <primary server IP address>`
For example: `ping 2.159.12.141`.
Your computer will send several packets of data to the specified IP address.
3. At the bottom of the command prompt, check the **Ping statistics**.

If the packets of data were sent and received successfully, the IP address you specified is accessible.

If the packets of data were not sent and received successfully, the IP address is not accessible. In this case, your connection is not set up properly. Contact your IT department for assistance.