

Live Rig View Networking User Guide

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1 Introduction

This document is intended to help your IT department and developers understand how Live Rig View (LRV) works in a network environment. It provides a description of how LRV behaves with respect to proxy servers within your network, and lists supported proxy authentication schemes. It also includes a list of questions you should be prepared to answer if you contact Pason Technical Support for help with LRV networking issues.

2 Requirements

2.1 LRV Basic System Requirements

The following system requirements apply to basic data viewing in LRV:

- **Processor:** dual core
 - **Memory:** 512 MB of RAM (1 GB or greater recommended)
 - **Video:** A current video card, including an up-to-date video driver
 - **Operating System:** Windows 7 or higher
 - **Bandwidth:** 1.7 Kbps download speed*
- * After a disruption, greater bandwidth (up to 4 Kbps) is required to reconnect

2.2 LRV 3D System Requirements

Running a 3D application uses considerable system resources. If you are using LRV's 3D and 2D features, your computer system must meet the following additional requirements:

- **Memory:** 2 GB of RAM
- **Video:** A current video card that supports 3D, including an up-to-date video driver

Note:

To view your wells optimally, we recommend that you use a screen resolution of 1280 x 1024.

2.3 Live Data Requirements

In order to view live data associated with wells on the DataHub, you need to have DataHub Updates with Live Data access. If you need to upgrade to this access, contact Pason Technical Support at 1-877-255-3158.

2.4 DataHub Server and Port Requirements

LRV uses a network to retrieve data from the Pason DataHub. To do this, it must be able to access the following network addresses on the specified ports:

- **Port 80, 443, 7676, and 40003:** addresses from 69.58.16.0 to 69.58.16.255

If LRV cannot retrieve real-time data, it is likely that ports 7676 and 40003 are blocked at your firewall. If you cannot resolve this issue by adjusting your firewall settings for ports 7676 and 40003, contact Pason Technical Support.

3 Proxy Servers

This section includes information about how proxy server connections in a network are handled by LRV version 11.2.2 or later. Use the following information when troubleshooting proxy server-related problems, or when configuring special firewall and proxy rules for LRV:

- LRV supports non-authenticating proxy servers.
- LRV supports basic, digest, and NTLM authentication schemes for authenticating proxy servers.
- LRV does not support Kerberos authentication. If you are using a Kerberos authentication scheme, you need to develop special proxy and firewall rules to view LRV live data.

3.1 How LRV Interacts with Proxy Servers

Upon starting, LRV reads network settings in the Windows registry. When LRV detects a proxy server, it initially attempts access through the proxy server as a non-authenticating proxy.

If a proxy server asks for authentication via a supported method (basic, digest, or NTLM), LRV follows this process:

1. LRV prompts the user for a proxy user name and password.
2. The user enters credentials and clicks **OK**.
3. LRV presents the credentials to the proxy server.
4. If the credentials are valid, LRV continues to load. If authentication fails, LRV again displays the proxy credentials dialog box.
5. After three failed attempts, LRV displays the error message below, indicating that the proxy server did not establish a connection:



Figure 1: Failed authentication error message

If a proxy server asks for Kerberos authentication, LRV follows this process:

1. Because LRV doesn't support Kerberos authentication, it logs a message in the error log for troubleshooting purposes.
2. LRV attempts a direct network connection. If the direct connection fails, LRV displays an error message.

Note:

LRV does not support Web Proxy Auto-discovery Protocol (WPAD) or Proxy Auto Config (PAC) files. If your network uses one of these methods for proxy configuration, Pason recommends that you create a firewall rule that enables direct access to the DataHub IP addresses for LRV.

4 Troubleshooting Network Issues with Pason Technical Support

For assistance with LRV networking issues, contact Pason Technical Support at 1-877-255-3158. Pason Technical Support may ask you some of the following questions:

- Is this the first time that this problem has occurred?
- When was the last time LRV worked without any issues?
- Does your computer have any security software installed?
- Does your company use security software, web filters, or a firewall?
- Do you use a proxy server?
- If you use a proxy server, does it require authentication?
- Does the proxy server require authentication on each TCP connection, or does it cache login credentials?
- How long does the proxy server cache login credentials?

If you're not sure about your proxy server status, perform the following steps:

1. In Internet Explorer, click **Tools > Internet Options**.
2. On the Connections tab, click **LAN Settings**. The LAN Settings dialog box appears, as shown in [Figure 2](#) below.
3. If the Use a proxy server for your LAN check box is selected, Internet Explorer displays the proxy server information.
4. If the Use automatic configuration script check box is selected, then the proxy information is configured using a special script.

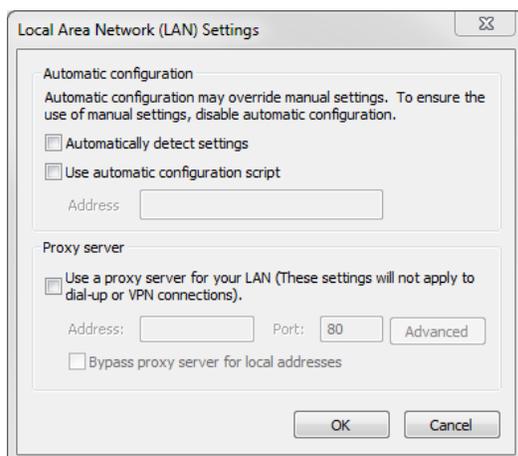


Figure 2: LAN settings dialog box