



### RMSWeb Connection Protocols for your Local Technician

Your local technician that supports your hardware will need to perform the following steps. As local information is required the RMS Support Centre cannot assist with the below steps.

#### 1. Public IP Address

Before the connection to an RMS database can be configured we require the property to have a **Dynamic DNS Address** from a free provider such as <http://www.dyndns.com> or <http://www.no-ip.com> or an existing **Static IP Address** on their Internet connection.

#### 2. Forwarding Ports

The SQL port (port 1433 TCP inbound) needs to be forwarded from the properties router to their SQL server.

For security reasons we recommend the property has a modem/router/firewall that is capable of forwarding the SQL server port only for a particular IP address or range of IP addresses. This will prevent their server being accessed by anyone other than the RMSWeb servers.

If their equipment is capable of allowing the port forwarding for particular IP addresses then you should allow the following range:

**67.228.209.128/28**

This is a subnet or a range of IP addresses from 67.228.209.128 through to 67.228.209.143. If the router can only handle a single IP address, then use 67.228.209.138.

**Please Note: If the router does not support this security measure we highly recommend purchasing a new router, as forwarding port 1433 with no restrictions leaves the server extremely venerable to outside attacks. If the router is not configured with the above security, the RMS Support Centre will not be able to assist with any SQL issues that arise.**

#### 3. SQL Server

If the property is using a version of SQL Server less than SQLExpress 2005, all instances of SQL must be uninstalled before installing a new version of SQL Server.

SQLExpress 2008 is available from our web page [www.rms.com.au](http://www.rms.com.au), log into the customer service area and go to the download page.

Please complete the below and forward this form to the property.

The Static IP /Dynamic DNS address: .....

Port ..... has been forwarded to the SQL Server.

#### **4. RMSWeb Connection Tester**

Go to [www.rms.com.au](http://www.rms.com.au)

Our Products > RMSWEB > Sign Up > Test Facility.

Enter the details request on the screen and choose Test.

If all settings are correct you will receive the message Success: You are ready to use RMSWeb.