



**Dexcom CLARITY®**  
**Networking Troubleshooting Guide**

LBL-014092, Rev 1

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# 1 Network Configuration Troubleshooting

This information is intended for users who are behind corporate firewalls or use Proxy Servers for internet connectivity. Please work with your local IT support to ensure proper network configuration.

## 1.1 Network Requirements

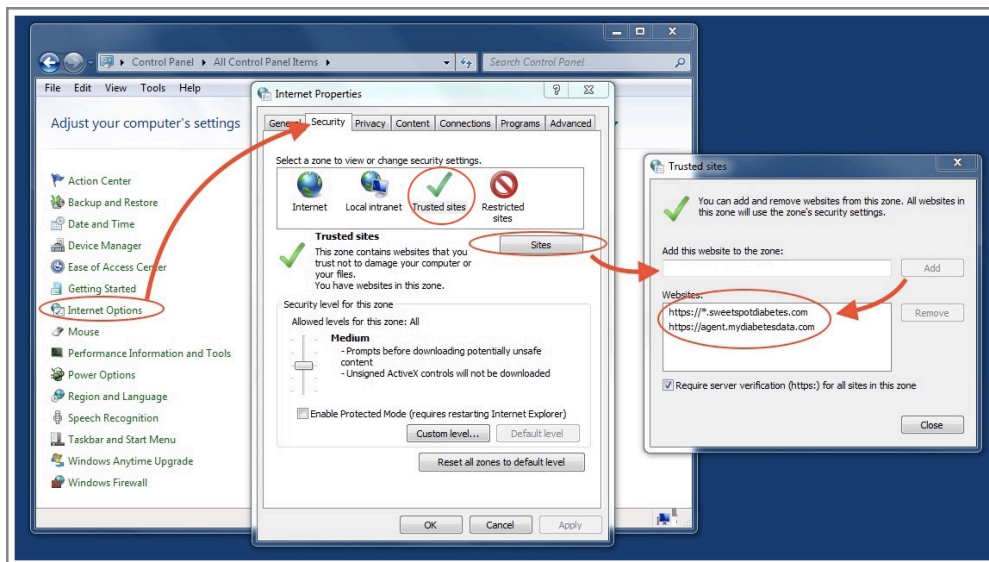
Running Dexcom Web Uploader software for clinics requires internet connectivity for outbound and inbound HTTPS/SSL traffic as listed below:

- dexcom.com (and all subdomains) on port 443
- sweetspotdiabetes.com (and all subdomains) on port 443
- agent.mydiabetesdata.com with DNS loopback/localhost support to 127.0.0.1

## 1.2 Trusted Websites

For networks using Trusted sites configurations, include the following entries in **Internet Options > Security > Trusted sites > Sites** or within managed Group Policy Configuration:

- https://\*.dexcom.com
- https://\*.sweetspotdiabetes.com
- https://agent.mydiabetesdata.com



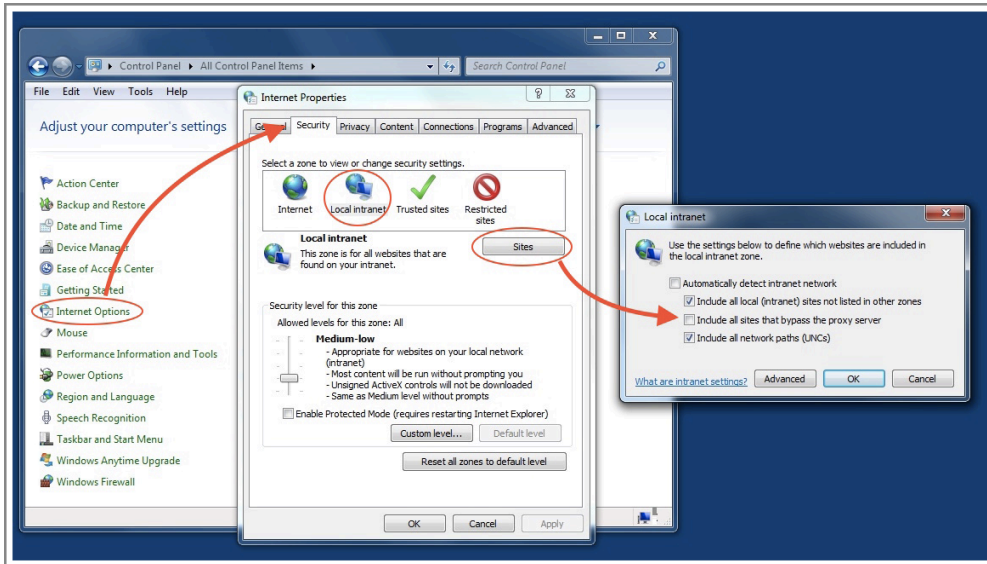
## 1.3 Loopback Support

The site **agent.mydiabetesdata.com** must be treated as a local intranet site, bypassing Proxy Servers. This may require DNS loopback support to localhost 127.0.0.1, along with an exception within the corporate network configuration setup to allow **agent.mydiabetesdata.com** to bypass Proxy Server and be treated as a local intranet site. For clients where Group Policy enforcement is not in use or clients that allow for local

Internet Options changes, the following steps can be used as a guide for proper configuration.

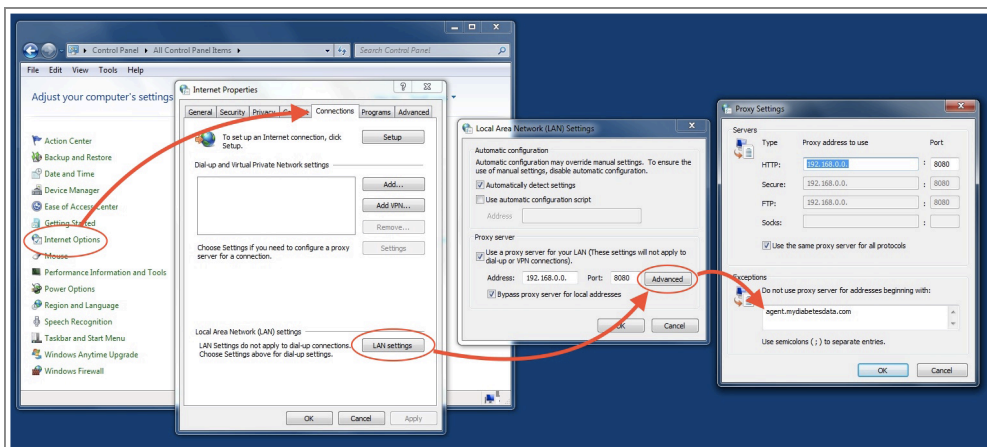
For Local Intranet:

1. Navigate to **Internet Options > Security > Local intranet > Sites**.
2. Uncheck **Include all sites that bypass the proxy server**.



For Proxy Settings Exceptions:

1. Navigate to **Internet Options > Connections > LAN Settings**.
2. Check the **Use Proxy server for your LAN** box.
3. Click **Advanced**.
4. Enter **agent.mydiabetesdata.com** in the Exceptions box.
5. Click **OK**.





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