



INTELLI-SENSE

Addressable Control Panel

**INSTALLATION, COMMISSIONING
& OPERATING MANUAL FOR
ipGATEWAY**

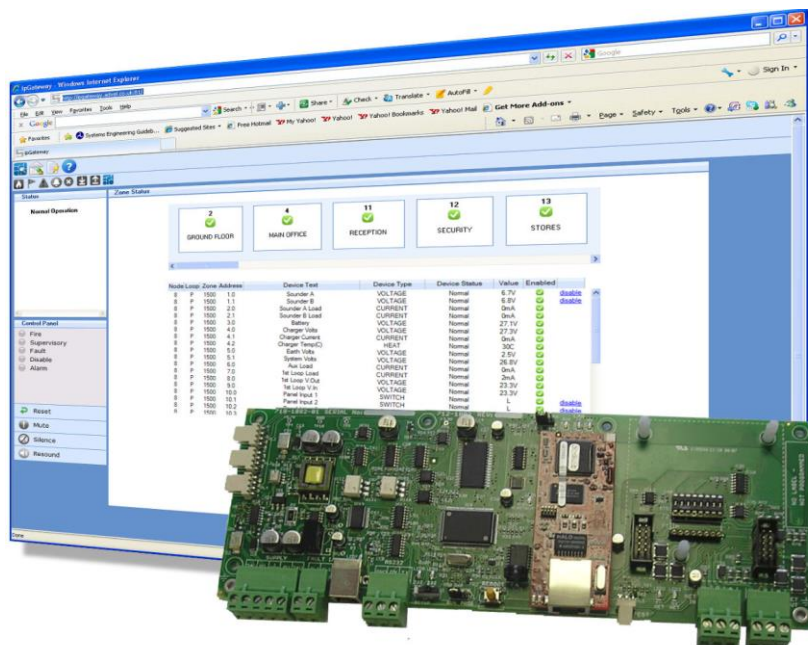
CFX-Plus Intelli-Sense

INTELLI-SENSE

Addressable Control Panel



ipGateway





Specifications:

Models, Sales Order Parts:

TI-002332	ipGateway LAN Interface – Card Only (/FT = Fault Tolerant network)
TI-002332-BX	ipGateway LAN Interface – Boxed (/FT = Fault Tolerant network)

Applications / Limitations:

Provides remote access to devices on an Intelli-Sense-Net network.
 Configurable event email notification.
 Maximum of 2 simultaneous users.
 Minimum Screen Resolution 1024 x 768

Intelli-Sense Series Fire Alarm Panels

Compatible with Internet Explorer 6,7 & 8, and Firefox 2 & 3
 Use the standard model on standard networks.
 Use the fault tolerant model on fault tolerant networks.

Item	Specification Details
	EN54-18
Operating Temperature	-5°C to 40°C
Relative Humidity	95% Non Condensing (maximum)
PCB	38.5mm (H) x 245mm (W) x 90mm (L)
Supply	24V (18V to 28V) DC
Supply Current	70mA (/FT: 110mA) at 24V DC
LAN Interface	10Base-T, RJ45
Serial Interface	Isolated RS232 Interface
Fault Input	Monitor Input for Power Supply Fault Output
Indications	On-board LED indicators for HEARTBEAT, NETWORK transmit / receive, RS232 transmit / receive, LAN ACTIVITY, LAN CONNECTIVITY, LAN RUN
Enclosure	IP30: Dimensions 218mm (H) x 300mm (W) x 45mm (D) RAL7035
Weight	2 kg
Knockouts	4 Top, 1 Bottom, 4 Bottom Rear

As our policy is one of constant product improvement the right is therefore reserved to modify product specifications without prior notice

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1 Introduction

The ipGateway connects to an existing Intelli-Sense-Net fire network, providing a gateway to the local fire network from any remote location via the internet.

By gathering real time information from the fire network it gives a visual indication of the state of the fire network through a standard web browser.

The state of each device on the network is displayed in a clear and concise manner.

Interaction with the fire network is also available, providing the functionality to enable/disable zones, enable/disable devices, reset the network, mute the network, silence or resound sounders on the network.

The ipGateway can also be configured to react to events on the network by sending emails to configured recipients.

The ipGateway is supplied as either a card only (for installation in an Intelli-Sense rack utility enclosure or other suitable enclosure) or as a boxed version.

1.1 Mounting

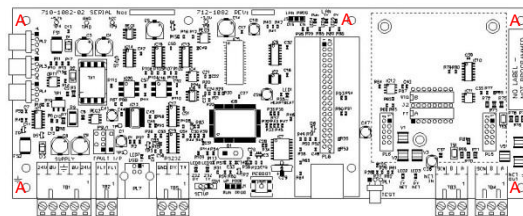
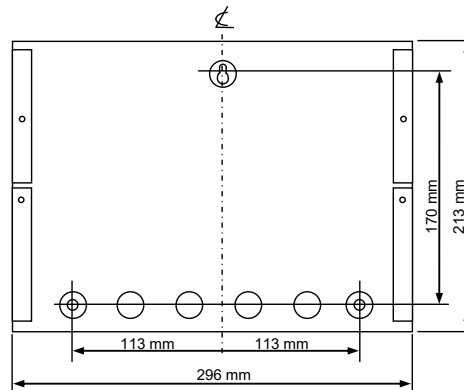
The boxed version enclosure is provided with three (6mm diameter) fixing points. Refer to the diagram opposite for dimensions. Use appropriate fixings to mount the enclosure on the wall.

Ensure that there is sufficient space to allow the cover to be removed / opened when the panel is finally mounted.

If the cover is completely removed, remember to reconnect the earth lead prior to re-assembly.

The card should be mounted in an earthed enclosure.

Use the supplied M3x10 Brass Pillars and screws (x5) and mount using fixing holes marked 'A' in the diagram opposite.



1.2 Wiring

The unit is designed for easy wiring installation.

"Plug-in" terminal blocks are provided for all connections to the unit.

The diagram below shows the positions for all connections to the unit.

N.B: Minimum / Maximum cable size for all connections is limited to 0.5mm² / 2.5mm² (22-14AWG).

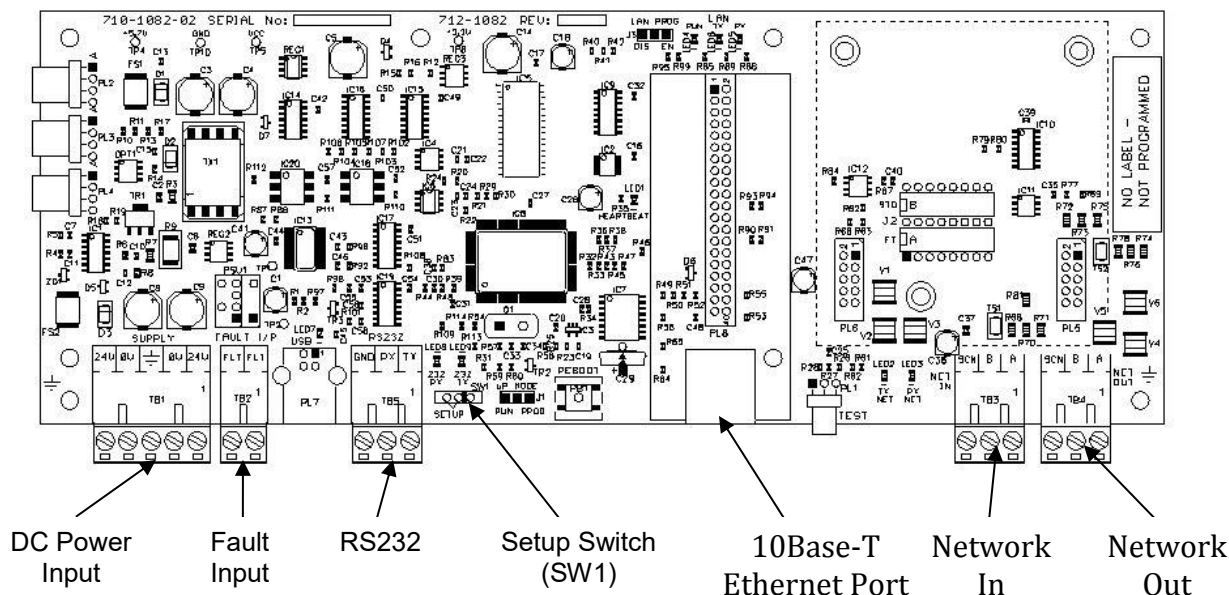
All electrical wiring installation work should be carried out in accordance with the code of practice applicable in the country of installation.

To maintain electrical integrity of the SELV wiring on the DC Power and Communications lines all SELV wiring should be segregated from LV mains wiring and be wired using cable with insulation suitable for the application.

To minimise the effects of EMC interference all data wiring circuits should be wired with a twisted pair of conductors with a cross sectional area suitable for the loading conditions.

In areas where cabling may come into contact with high frequency interference, such as portable radio transceivers etc, the data wiring cable should be of a twisted pair construction within an overall screen. Care should be taken to correctly terminate this screen, refer to the information below.

ABOUT THIS GATEWAY



1.1 DC Power Supply

The TI-002332 requires a 24V power supply.

Connect the 24V DC supply feed to the SUPPLY + 24V and 0V terminals.

Use cables of sufficient size to ensure that the power input voltage is maintained under all supply conditions – refer to the specification section.

Dual terminal screws are provided so that, if required, the DC Power can be routed on to another peripheral unit.



Connect the incoming power supply earth wire to the earth stud in the back box.

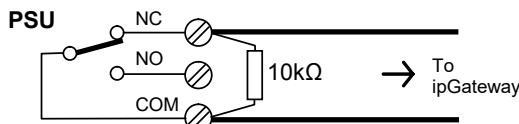
Note: The power supply used **MUST BE** designated a Safety Extra Low Voltage (SELV) supply.

1.2 Fault Input

The “FAULT INPUT” terminals are normally used to monitor the “normally closed” contacts of the fault relay output from the power supply. A 10KΩ series resistor should be connected to the relay terminals.

If more than one module is powered from the same power supply, it is only necessary to connect the fault output monitoring to one of the modules.

Should no fault relay be available, or if the monitoring of an external fault signal is not required, these two terminals should be shorted together with a 10KΩ resistor across the terminals of the “FLT-INPUT” terminal block.

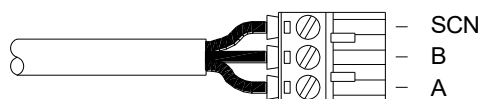


1.3 Network Connections

Connect the 2 core twisted pair network data cable to the A and B terminals.

Connect the data cable screen to the network SCN terminals. Note that special screen termination circuits are included on the circuit card to prevent mains frequency earth-loop currents flowing between network nodes.

The data cable screen **MUST NOT** be connected to any other earth point.

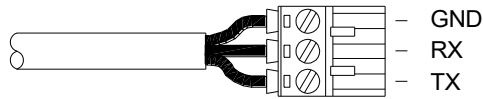


Please refer to document 680-502 for more detailed information on the Intelli-Sense Series Intelli-Sense-Net network.



1.4 RS232 Serial Interface

The connection to the PC Configuration Tool is via a serial RS232 connector as tabled below.



Terminal	Function
GND (0V)	RS232 ground reference
TX	RS232 Transmit data to external BMS system
RX	RS232 Receive data from BMS system

1.5 10 Base-T Ethernet Port

Connect a standard straight through RJ45 Ethernet cable to an existing LAN or router.

Note: Before connecting to an existing LAN, IP addressing information from the network administrator will be required.

1.6 Commissioning the Interface

Each interface must have a unique network node address. See also the Intelli-Sense-Net Technical Document (Document number TI-680-502) for detailed information on how to set-up and commission networks.

1.7 Default Settings

The following factory default settings are used, but these can be changed as required.

Network Node	50
Next Node	1
Interface Zone	200
RS232 Baud Rate	38400
IP Address	0.0.0.0
Subnet Mask	255.255.255.0
Gateway	0.0.0.0
TCP Port **	80
SMTP Server	0.0.0.0
Email Address	“”
SMTP User	“”
SMTP Password	“”
Administrator Password	admin
User Password	user
Remote Access Level	FULL ACCESS
Consent Timeout	0 Seconds

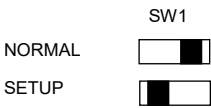
** The TCP Port is actually a fixed setting and is presented for information purposes.

Note that if multiple ipGateway interfaces, or other network interfaces, with the same default settings are used it is essential to change the defaults to give unique parameters for each interface.



1.8 Changing the interface settings

The above defaults can be changed as required after moving switch SW1 over to the “Setup” position (i.e. move to left).



Use any of the following:-

- Connect a PC to the RS232 connector and run the “Virtual Terminal” display and select “Setup” from the virtual display.
- Connect a PC to the RS232 connector and, using the Intelli-Sense Configuration software, transfer a file from the PC to the interface.
- “Zone Text” should also be entered for the interface so that any events created by the ipGateway can be readily identified from displays throughout the fire system network.

1.9 Normal Operation

- If a display has been used to configure the interface, check that all commissioning operations are complete, with the display showing “[Commission]” in the top left corner of the display.
- Ensure the RS232 connections to the ipGateway are made, then move switch SW1 out of “Setup” (i.e. move the switch to the right).

2 The Server

2.1 Configuring the server

The ipGateway requires several pieces of configuration information to allow it to exist on a network. The MxConfig Tool provides the necessary fields in the “Panel Details” view, under the heading “TCP/IP Settings”.

Panel Details	
General Options	
TCP/IP Settings	
TCP Port No.	80
Access Level	Full Access
Consent Timeout	0
IP Address	0 .0 .0 .0
Subnet Mask	255.255.255.0
Gateway	0 .0 .0 .0
SMTP Server	0 .0 .0 .0
SMTP Username	ipgateway
SMTP Password	
Email Address	
Admin Password	admin



2.1.1 IP Address

An IP Address is a unique address which allows a device to be identified on a computer network. IP Addresses essentially come in two forms:

Public / Static IP Address

Private IP Address

A public (or static) IP address allows a device to exist on the internet. Many Internet Service Providers (ISP) offer packages which include static IP addresses as part of a package.

A private IP address is an address which exists on a private network, i.e. home network or business LAN. An address is considered private if it falls within one of the following ranges:

10.0.0.0 through 10.255.255.255

169.254.0.0 through 169.254.255.255 (Automatic Private IP Addressing ([APIPA](#)) only)

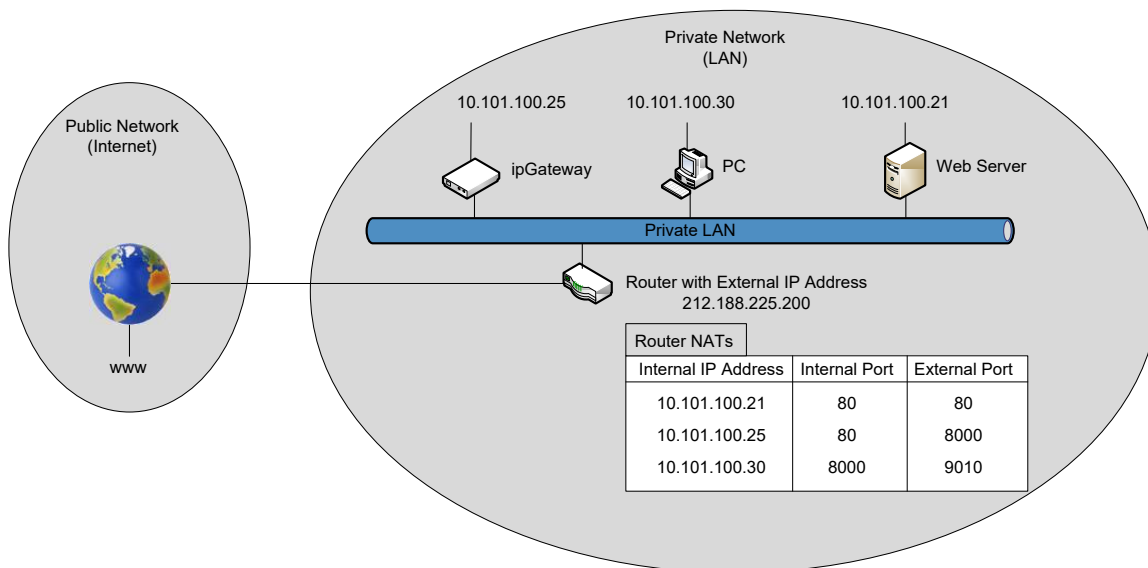
172.16.0.0 through 172.31.255.255

192.168.0.0 through 192.168.255.255

Devices with private IP addresses cannot be accessed directly from the internet. Instead these devices are accessed through a router via a Network Address Translation (NAT).

2.1.1.1 Network Address Translation (NAT)

A Network Address Translation is applied to a Router to allow a device on a private network to be accessed from the internet. Consider the following network setup:



The NATs are shown in the table below the router.

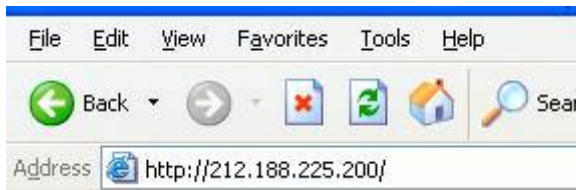
The three internal devices (Web Server, PC, ipGateway) can now be accessed from the internet. The following three examples describe how an external user can access these three devices.

ABOUT THIS GATEWAY



Example 1:

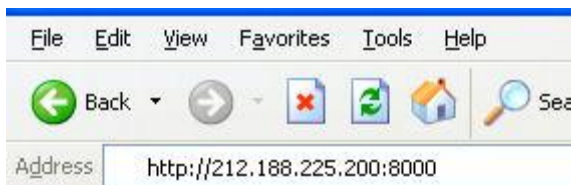
To access the Web Server, an external user would type the following into the address bar of their browser



This will direct data to Port 80 (the default HTTP port) on the router with IP address 212.188.225.200. When this data reaches the router it will be redirected to Port 80 on the device with IP address 10.101.100.21.

Example 2:

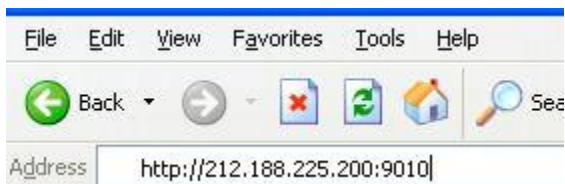
To access the ipGateway, an external user would type the following into the address bar of their browser



This will direct data to Port 8000 on the router with IP address 212.188.225.200. When this data reaches the router it will be redirected to Port 80 on the device with IP address 10.101.100.25.

Example 3:

To access the PC, an external user would type the following into the address bar of their browser



This will direct data to Port 9010 on the router with IP address 212.188.225.200. When this data reaches the router it will be redirected to Port 8000 on the device with IP address 10.101.100.30.



2.1.2 Subnet Mask

The subnet mask is used to identify sub networks from a given IP address.

This allows the possibility to break down a single network into a number of smaller networks.

Possible values for Subnet Mask are

Subnet Mask	Available Networks
255.255.255.0	1
255.255.255.128	2
255.255.255.192	4
255.255.255.224	8
255.255.255.240	16
255.255.255.248	32
255.255.255.252	64
255.255.255.254	128

Ask your network administrator for the subnet mask of the network to which you intend to add the ipGateway.

2.1.3 Gateway

The Gateway is the IP Address of the Default Gateway on the local network. This is generally the IP Address of a router on the network that provides access to the public network (i.e. the internet).

2.1.4 SMTP Server Address

The SMTP Server Address is the IP address of the email server on the local network (i.e. the server which is hosting Microsoft Exchange). Ask your network administrator for this information.

2.1.5 TCP Port Number

The ipGateway is configured to use port 80 to receive data. This information is presented purely for information purposes and cannot be changed.

2.1.6 Email Address

This is the email address that will be used in the "From" field of any email sent from the ipGateway.

2.1.7 SMTP Username

A SMTP (Simple Mail Transfer Protocol) server is the server required to send email.

The SMTP username is used by the SMTP server to check that the user is a legitimate user on the mail server.

2.1.8 SMTP Password

An SMTP password is used by the SMTP server when it is configured to use SMTP Authentication to send email.

The process of SMTP Authentication requires the user to be a valid user on the SMTP server. Each user on the SMTP server will have a password associated with it. The device wishing to send the email, in this case ipGateway, must pass this username along with the valid password to the SMTP server.

In general the SMTP server will use authentication if the "To" address is outside of the SMTP server domain, i.e. an external email address.

If the username or password is invalid, no email will be sent by the SMTP server.

2.1.9 Administrator Password

When a browser first navigates to the ipGateway, the user will be presented with a logon dialog box requesting a username and password.

The ipGateway has two defined users namely, “admin” and “user”.

An administrator is given full read/write access to the ipGateway, unless consent is required from the Intelli-Sense-Net administrator (see section 2.1.11).

The “user” logon is given read only access.

The administrator password refers to the user “admin”.

2.1.10 User Password

A basic user is given the logon “user” and is allowed read only access to the ipGateway.

The user password is the password for the basic user logon “user” (see section 0).

2.1.11 Remote Access Level

The Remote Access Level defines the permissions granted to a user accessing the ipGateway through a web browser.

The access levels are defined as

Level	Description
ACCESS READONLY	Access through the web browser is on a read only basis. The user cannot change any ipGateway configuration or affect the Intelli-Sense-Net fire network in any way.
ACCESS FULL	A user has full read and write access to the ipGateway. The user may update ipGateway configuration and interact with the Intelli-Sense-Net fire network.
ALLOW WITH CONSENT	<p>The user is given read only access upon logging in to the ipGateway. The user must request consent from the owner of the Intelli-Sense-Net fire network to gain full access.</p> <p>Consent is given by enabling remote access from any panel on the Intelli-Sense-Net fire network.</p> <p>The user in question must be an administrator. Consent cannot be given to a basic user.</p>

2.1.12 Consent Timeout

When the Remote Access Level (see section 2.1.11) is set as ALLOW WITH CONSENT, this timeout defines the maximum time, in seconds, for which full access will be granted.

For Example:

If the consent timeout is set to 600, when consent is granted the user will be given full read/write access for 600 seconds (i.e. 10 minutes).

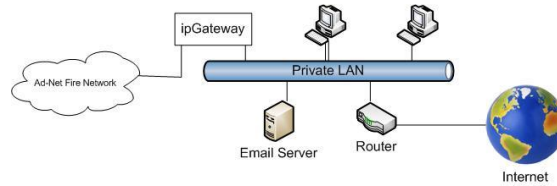
3 Network Setup

This diagram shows a basic network setup for the ipGateway.

Once the ipGateway has been configured with valid network information, i.e. IP Address etc, it can simply be connected onto the current private network.

This will allow the ipGateway to be visible from anywhere on the private network.

To allow the ipGateway to be visible from outside of this private network, i.e. the internet, the router must be configured with a Network Address Translation (NAT). A NAT allows the router to direct requests from the internet to devices on the private network.



3.1 Configuring the Email Server

To enable the ipGateway to send emails outside of the private network, i.e. to external recipients, it may be necessary to configure the existing email server.

The email server will need to be configured to allow “relaying” through the email server. Most servers will allow an IP address to be added to a list of devices allowed to relay through the server. The private IP address of the ipGateway must be added to this list.

4 The Browser

The information obtained by the ipGateway is accessible through a standard web browser. At the time of writing ipGateway is compatible with Internet Explorer 6.0, 7.0, 8.0 and Firefox 2.0, 3.0

For the remainder of this document Internet Explorer 6 will be used in all examples.

4.1 Navigation

To use a browser to navigate to an ipGateway, first open the browser and then type the following in the address bar then press “Go” or hit the “Enter” key:

`http://<IP Address>`

where:

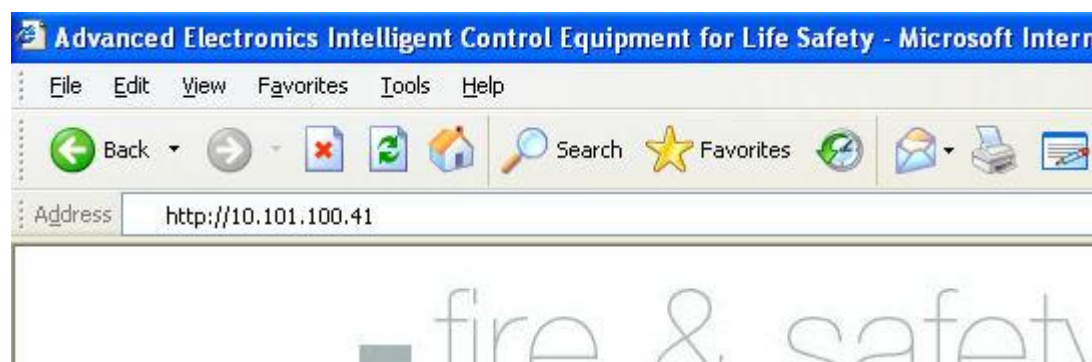
If accessing the ipGateway remotely

<IP Address> is the IP address of the Router

If accessing the ipGateway on a private network

<IP Address> is the IP Address of the ipGateway (see section 2.1.1)

For example, if the ipGateway has IP address 10.101.100.41 To access the ipGateway on a private network:



4.2 Username and Password

Before gaining access to the ipGateway the user must confirm their identity through a username and password (see sections 0 and 2.1.10).

Valid usernames are either “admin” or “user”.
Enter one of these in the “User Name” field.
Enter a valid password for the given user (see sections 0 and 2.1.10)

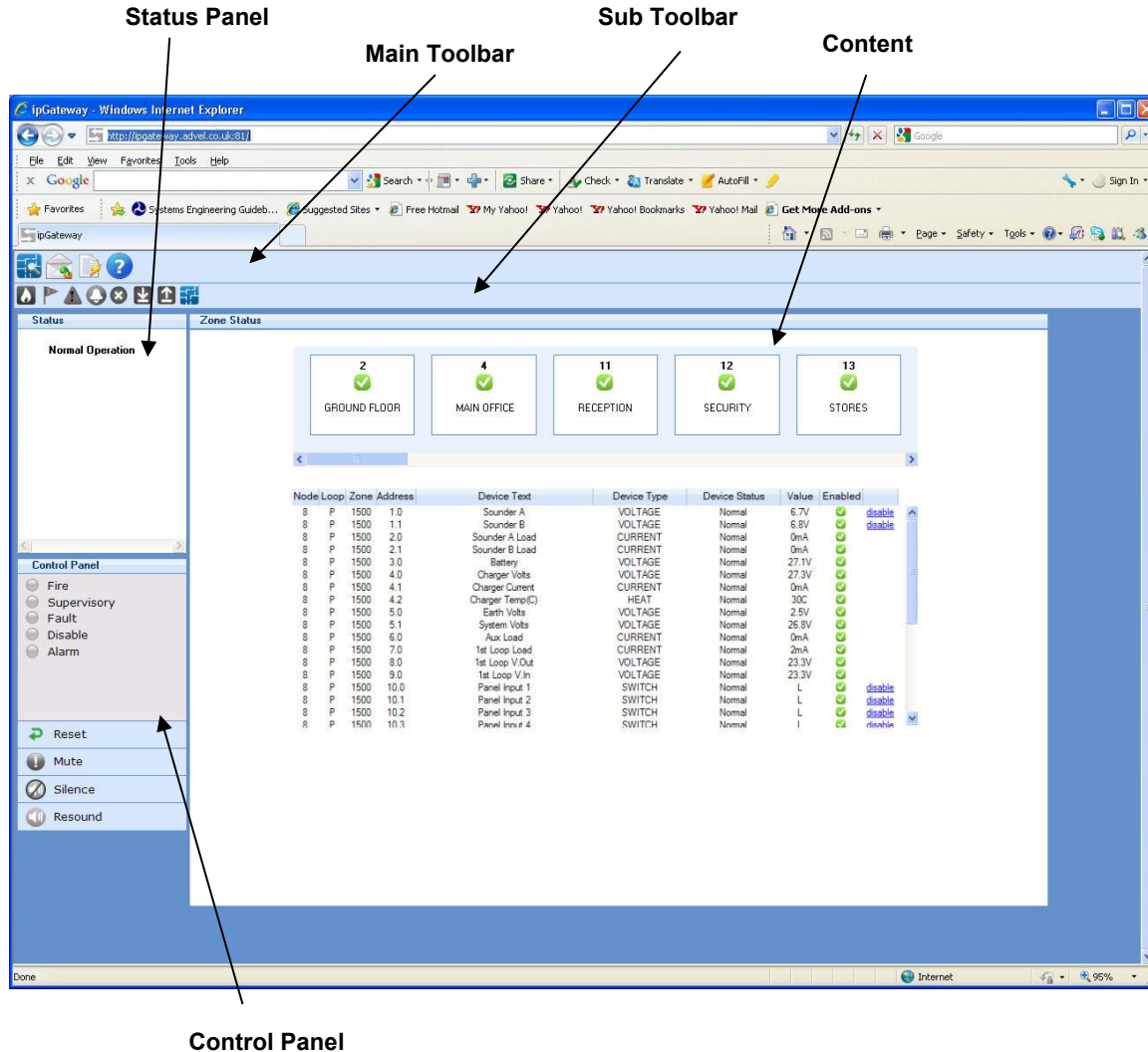


4.3 Main Form

Shortly after confirming the username and password the ipGateway will display the main form in the user's web browser.

4.3.1 Anatomy of the Main Form

The Main Form is broken into five different areas as described below:



4.3.1.1 Main Toolbar

The main toolbar contains three tool buttons which are used to display the three different sections of the ipGateway:



Zone Status

Displays the list of configured zones in the Intelli-Sense-Net fire network. Each zone can be interrogated to provide a list of devices contained in that zone. See section 4.4 for full details.



Events Configuration

Displays the ipGateway event configuration, i.e. defined email addresses, email text, event triggers. See section 4.5 for full details.



Event Log

Displays the event log from the Intelli-Sense-Net fire network. See section 4.6 for full details.

4.3.1.2 Sub Toolbar

The sub toolbar displays a second range of tool buttons applicable to current view.

4.3.1.3 Content

Shows the content associated with the current view.

4.3.1.4 Status Panel

The Status Panel gives a textual representation of the state of the Intelli-Sense-Net fire network.

4.3.1.5 Control Panel

The Control Panel is split into two sections. The first is an LED representation of the state of the Intelli-Sense-Net fire network, similar to that of a typical fire panel.

The second section contains a number of buttons similar to the buttons found on a fire panel. These buttons are used to provoke actions on the Intelli-Sense-Net fire network:

System Reset

Mute All Buzzers


Silence All Sounders

Resound All
Sounders

4.4 Zone Status

The Zone Status view shows an overall summary of each zone on the Intelli-Sense-Net fire network.

1



GROUND FLOOR

Each zone is represented by an item in the zones carousel. The zone items display the Zone Number, Zone Text and a number of icons reflecting the Zone State.



Clicking on a zone item initiates a download of device information for devices associated with that zone:

Node	Loop	Zone	Address	Device Text	Device Type	Device Status	Value	Enabled
------	------	------	---------	-------------	-------------	---------------	-------	---------

Each device is described in terms of its Node, Loop, Zone, Address, Text, Type, Status, Value and whether the device is enabled.

To indicate that a download is in progress, the selected zone displays an icon in the top right hand corner. When all the device information has been downloaded the icon is removed.

1



GROUND FLOOR

4.4.1 Enable / Disable a Device

A user with full access to the ipGateway (see section 2.1.11) has the ability to enable and disable individual devices using their web browser.

Clicking on the “disable” link associated with the device will instruct the ipGateway to disable that device on the Intelli-Sense-Net network.

Device Type	Device Status	Value	Enabled	
CALL POINT	Normal	16		disable

A device which is currently disabled will display an “enable” link. Clicking this link will instruct the ipGateway to enable the device on the Intelli-Sense-Net fire network.

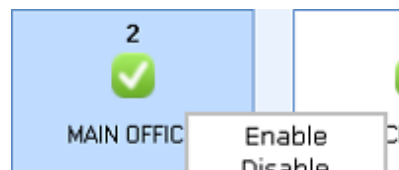
Device Type	Device Status	Value	Enabled	
CALL POINT	Normal	16		enable

When the device is actually disabled on the Intelli-Sense-Net fire network the device row will change colour:

4.4.2 Enable / Disable a Zone

Right clicking on a zone item in the zones carousel displays a popup menu which allows the zone to be either Enabled or Disabled.

These are used to enable and disable devices on a zonal basis. This menu is only available to a user with full access to the ipGateway (see section 2.1.11).



4.4.3 Filter

The ipGateway provides a number of filters which can be used to reduce the number of zones displayed.

In addition to filtering the zones, the filters also apply to devices within the zone, i.e.

If the Fire filter is active, only zones that are in fire will be displayed. Clicking on one of the zones will show a list of devices in that zone which are currently in a fire state.

By default all the “Show all zones” filter is active on start up.



Show zones that are in a fire state



Show zones that are in a supervisory state



Show zones that are in a fault state



Show zones that are in an alarm state



Show zones that are in a disabled state



Show zones with input devices



Show zones with output devices



Show all zones in any state

4.5 Events Configuration


The ipGateway monitors the Intelli-Sense-Net fire network for a number of defined system events namely fires, faults, disablements, plant alarms, alarms and test alarms.


On such an event occurring, the ipGateway can be configured to send a notification email to a number of recipients.

The data necessary for defining the events configuration can all be entered using the web browser, hence this data can be altered from any remote location. It should be noted however, that this data can only be changed by a user who has full access to the ipGateway (see section 2.1.11).

4.5.1 Email Addresses

Before the ipGateway can send any notifications, the user must supply the required email addresses. The ipGateway can store a maximum of 24 email addresses.

An email address can be added to the ipGateway by selecting the “Events Configuration” button from the main toolbar and then selecting the “Email Addresses” button  from the sub-toolbar.

Click on the “add email address” button  in the sub-toolbar. This will display a dialogue box requesting an email address and two zonal ranges.

The zonal range specifies a validation rule. An email will only be sent to this recipient if the zone in which an event occurred falls within one or both of the defined ranges.


At least one zonal range must be defined. If only one range is required just leave the “From” and “To” fields of “Zonal Range 2” blank.



The dialog box titled "Add new email address" contains the following fields:

- email address:
- Zonal Range 1:
 - From:
 - To:
- Zonal Range 2:
 - From:
 - To:

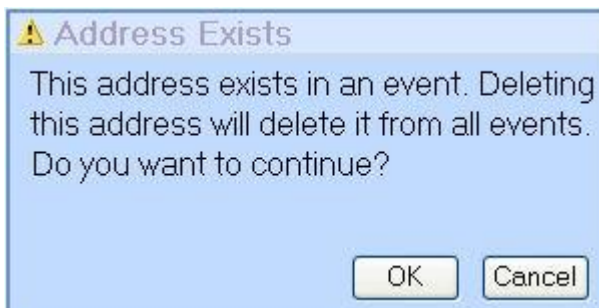
Buttons: OK, Cancel

To delete an email address, select the address to be deleted by clicking on it and then press the “delete address” button  in the sub-toolbar.

If the address is used in the event configuration (see section 4.5.2) a warning will be displayed.

Pressing “OK” will delete the address from all events.

Pressing “Cancel” will prevent the address from being deleted and will leave the event configuration untouched.



The dialog box titled "Address Exists" contains the following text:

This address exists in an event. Deleting this address will delete it from all events. Do you want to continue?

Buttons: OK, Cancel

4.5.2 Event Configuration

The ipGateway can be configured to provide email notification of several system events.


Click on the “Event Configuration” button  in the sub-toolbar.

Each event is broken into eight weekday and eight weekend shifts (see section 4.5.3 for a description of shifts).

An email notification will only be sent if an event occurs on the correct day and within the correct shift.

Once an email address is added to the ipGateway, it can be used in an event notification.



To add an email address, click on the required shift and click on the “Edit email addresses” button  in the sub-toolbar.

This will open a dialogue box showing all the defined email addresses and their associated zonal ranges.

To add an email address, select the check box for that address.


To remove an address un-check the check box.

A maximum of four email addresses may be selected for each shift.



4.5.3 Shifts

The ipGateway has provision to break a day into a maximum of eight weekday shifts and eight weekend shifts. This allows email notifications to be sent to different people at different times of the day.

Click on the “Show Shifts” button  in the sub-toolbar.

Defined shifts must be contiguous and run from 00:00 to 00:00, i.e.

Shift 1 = 00:00 to 08:30

Shift 2 = 08:30 to 17:00

Shift 3 = 17:00 to 00:00

Shift times can either be selected from the drop down list, or can be typed in directly.

To enable a shift, place a tick in the check box.

To disable a shift uncheck the check box.



Once the shifts have been defined as required, the information must be sent to the server using the “Send update to Server” button . When the server has received the update, both the “Send update to Server” and the “Synchronise with server” button will be greyed out.

If, after defining the shifts, the decision is made to return to the shifts already defined on the server, press the “Synchronise with server” button .

4.5.4 Text

The text used in the email notifications can also be configured through the ipGateway.

Click on the “Show email event text” button .

There are two text areas displayed on this page.

The first is the “User Defined Text”. This area allows four user specific strings to be defined.

User Defined Text	
User Field	Text
User Text 1	Site 67
User Text 2	
User Text 3	
User Text 4	

Text Layout	
Text Type	User Data
Zone Number	
Zone Text	
Node, Loop, Address, Sub-Address	
Device Text	

The second area is the “Text Layout”. This area defines what text will be included in the body of any email notification. To add an item of text to the email notification click on the “Add new email” button . A new row will be added to the table. Select the required text type from the drop down list. Where a “User Text” field is selected, the resulting user text will be displayed in the “User Data” column.

Text rows can be moved up and down the “Text Layout” table using the “Move text up” and “Move text down” buttons.

When the text layout is defined as required, click on the “Send update to server” button .

If, after defining the text layout, the decision is made to return to the text layout already defined on the server, click on the “Synchronise with server” button .

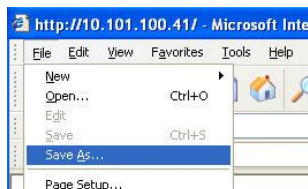
4.6 Event Log

The ipGateway allows access to the Intelli-Sense-Net fire network event log.

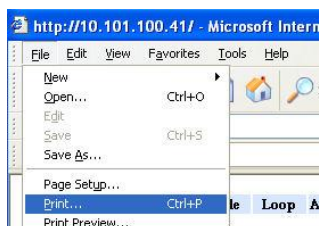
To save or print the event log click on the “Open event log in a new window” button .

A new window will be opened containing the event log.

This window can be saved using the browsers File->Save As menu.



Likewise, the event log can be printed by using the browsers File->Print menu.

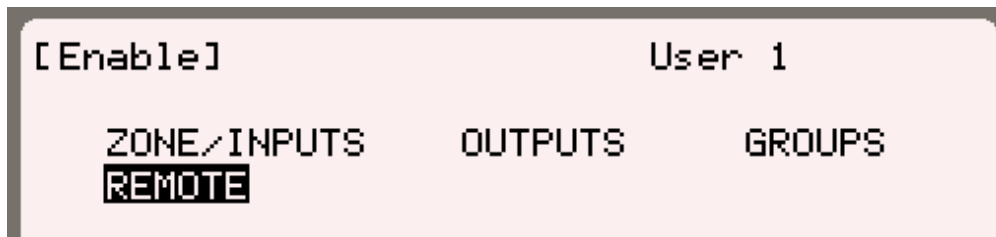


5 Panel Operation

On site the building supervisor/user can be assisted with operations such as disabling/enabling a detector from external commands over the TCP/IP network.

In order to ensure this only happens with consent from the site an option to allow remote operations is included on the panel and remote terminal enable menu.

e.g.

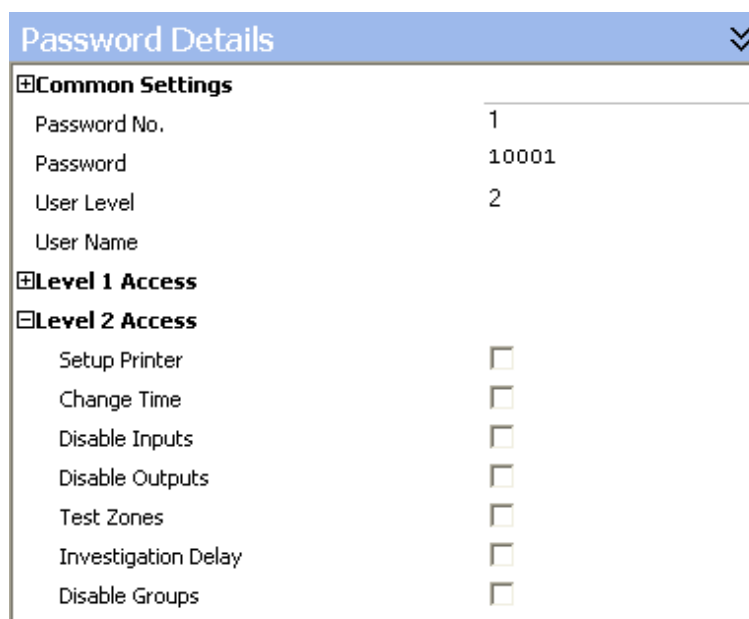


After selecting the remote option (and entering password as required) the user is presented with two options. To allow remote assistance select the option to “Allow remote access” as shown below.



The ability to give remote assistance is time limited, as defined in section 2.1.12

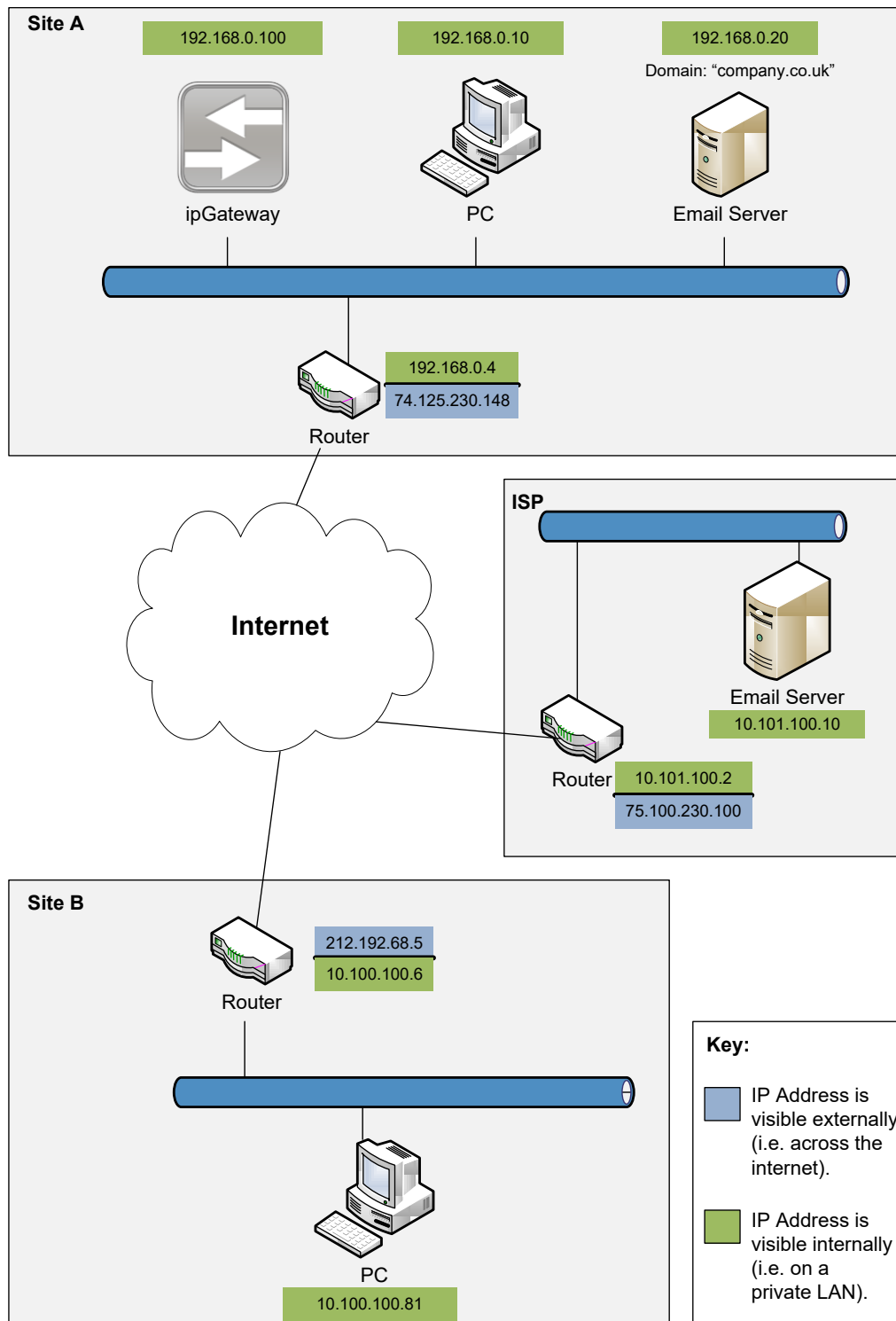
Access to the menu can be restricted to authorised users by configuring the Password Details for a given user in the PC Config program. To allow a user to give consent, the “Remote Access” option in the Level 2 Access group must be checked.



6 Common Configuration Scenarios

This section outlines some common scenarios and demonstrates which ipGateway configuration settings are required.

Each of the scenarios uses the networks described in the following diagram:





6.1 Private internal access across an existing LAN where no email notifications are required

Using “Site A” as an example the configuration settings for the ipGateway would be:

ipGateway Setting	Value
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
Admin Password	MyAdminPwd
User Password	MyUserPwd

All other configuration settings can be left as default.

6.1.1 Configuration elsewhere on the network

None.

6.2 Private internal access across an existing LAN where internal email notifications are required

Using “Site A” as an example the configuration settings for the ipGateway would be:

ipGateway Setting	Value
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
SMTP Server	192.168.0.20
SMTP Username	myaccount@company.co.in
SMTP Password	myemailpassword
Email Address	myipgateway@company.co.in
Admin Password	MyAdminPwd
User Password	MyUserPwd

All other configuration settings can be left as default.

6.2.1 Configuration elsewhere on the network

None

6.3 Private internal access across an existing LAN where external email notifications are required

Using “Site A” as an example the configuration settings for the ipGateway would be:

ipGateway Setting	Value
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
SMTP Server	192.168.0.20
SMTP Username	myaccount@company.co.in
SMTP Password	myemailpassword
Email Address	myipgateway@company.co.in
Admin Password	MyAdminPwd
User Password	MyUserPwd

All other configuration settings can be left as default.

6.3.1 Configuration elsewhere on the network

6.3.1.1 Email Server

The email server must be configured to allow “Email Relaying” from IP Address 192.168.0.100 (i.e. the ipGateway)

6.4 Public access across the Internet where external email notifications are not required

Using “Site A” as an example the configuration settings for the ipGateway would be:

ipGateway Setting	Value
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
Gateway	192.168.0.4
Admin Password	MyAdminPwd
User Password	MyUserPwd

All other configuration settings can be left as default.

6.4.1 Configuration elsewhere on the network

6.4.1.1 Router NAT (Port Forward)

In addition to the ipGateway configuration, a NAT (Port Forward) will need to be setup on the router (192.168.0.4) to provide an external to internal address translation, i.e.

External Port	Internal Port	Internal IP Address
80	80	192.168.0.100

This will allow a user on “Site B” to type the following into the address bar of his browser to gain access to the ipGateway at “Site A”:

<http://74.125.230.148>



6.5 Public access across the Internet where external email notifications are required

Using “Site A” as an example the configuration settings for the ipGateway would be:

ipGateway Setting	Value
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
Gateway	192.168.0.4
SMTP Server	192.168.0.20
SMTP Username	myaccount@company.co.in
SMTP Password	myemailpassword
Email Address	myipgateway@company.co.in
Admin Password	MyAdminPwd
User Password	MyUserPwd

All other configuration settings can be left as default.

6.5.1 Configuration elsewhere on the network

6.5.1.1 Router NAT (Port Forward)

In addition to the ipGateway configuration, a NAT (Port Forward) will need to be setup on the router (192.168.0.4) to provide an external to internal address translation, i.e.

External Port	Internal Port	Internal IP Address
80	80	192.168.0.100

This will allow a user on “Site B” to type the following into the address bar of his browser to gain access to the ipGateway at “Site A”:

<http://74.125.230.148>

6.5.1.2 Email Server

The email server must be configured to allow “Email Relaying” from IP Address 192.168.0.100 (i.e. the ipGateway)

6.6 Public access across the Internet where an external email server is used

This scenario involves sending email via an email server that is not on the private network (LAN).

Instead of using a local email server, it is sometimes possible to use an external email server such as those provided by an ISP.

Using “Site A” as an example the configuration settings for the ipGateway would be:

ipGateway Setting	Value
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
Gateway	192.168.0.4
SMTP Server	75.100.230.100
SMTP Username	myaccount@myisp.co.in
SMTP Password	myemailpassword
Email Address	myaccount @myisp.co.in
Admin Password	MyAdminPwd
User Password	MyUserPwd

All other configuration settings can be left as default.

6.6.1 Configuration elsewhere on the network

6.6.1.1 Router NAT (Port Forward)

In addition to the ipGateway configuration, a NAT (Port Forward) will need to be setup on the router (192.168.0.4) to provide an external to internal address translation, i.e.

External Port	Internal Port	Internal IP Address
80	80	192.168.0.100

This will allow a user on “Site B” to type the following into the address bar of his browser to gain access to the ipGateway at “Site A”:

<http://74.125.230.148>

6.6.1.2 Email Server

The email server must be configured to allow “Email Relaying” from IP Address 192.168.0.100 (i.e. the ipGateway). This can be done by contacting the owner of the remote email server (i.e. the ISP).



7 Troubleshooting

7.1 Web Page Not Found

7.1.1 Private Network

The following are possible reasons for communication with an ipGateway to fail when used on a private network (LAN).

7.1.1.1 IP Address Incorrect

Check that the IP Address used to navigate to the ipGateway matches the IP address in the configuration file.

7.1.1.2 Subnet Mask Incorrect

Check that the Subnet Mask the ipGateway is using is correct for the network it is connected to.

7.1.1.3 Octal Addressing

IP address with leading zeros are treated as octal (base-8) numbers

The address 010.011.012.013 is converted to the decimal address 8.9.10.11 rather than 10.11.12.13.

7.1.2 Public Network (Internet)

The following are possible reasons for communication with an ipGateway to fail when used on a public network, i.e. the internet.

7.1.2.1 Public IP Address Incorrect

Check that the public IP address used to connect to the ipGateway is correct.

This address is normally the public address of a router on the network to which the ipGateway is connected.

7.1.2.2 Subnet Mask Incorrect

The ipGateway is configured with the wrong subnet mask.

7.1.2.3 Default Gateway Address Incorrect

The ipGateway has the wrong default gateway address. This means that it cannot send any data to an external network, such as the internet.

7.1.2.4 No NAT Setup

The router used to accept incoming requests to the ipGateway does not have any address translations setup. See section 2.1.1.1

7.1.2.5 NAT Setup Incorrectly

The router used to accept incoming requests to the ipGateway has a NAT setup, but the details of the NAT are incorrect.

Check that the NAT contains the correct IP Address and Port information.

7.1.2.6 Incorrect Port Specified In Browser Address

Check that the correct port is specified in the address when navigating to the ipGateway.

See section 2.1.1.1 for a description on how to specify a particular port when navigating to the ipGateway.

7.1.2.7 Octal Addressing

See section 7.1.1.3

7.2 Email Not Sent

The following are possible reasons that an email message may not be received following an event.

7.2.1 Incorrect IP Address for SMTP Server

Check that the ipGateway is configured with the correct IP address for the SMTP server.

7.2.2 User Not Valid on the SMTP Server

Check that the “SMTP Username” given to the ipGateway has a valid user account on the SMTP server.

Some servers require that the whole email address be used for the user name:

somebody@somecompany.com

while other servers require only the user part of the email address:

somebody

7.2.3 Incorrect Password

Check that the “SMTP Password” supplied to the ipGateway matches the password for the SMTP Username on the SMTP server.

7.2.4 Relaying Not Setup on SMTP Server

See section 3.1

8 Request for Information

The following may be given to a network administrator to obtain the required configuration information for the ipGateway



ipGateway

Request For Information

To allow an ipGateway to exist on a LAN, the following information is required from the network administrator:

ipGateway Setting	Description	
IP Address	IP Address of the ipGateway on the LAN.	---.---.---.---
Subnet Mask	Subnet Mask for the LAN the ipGateway will be connected to.	---.---.---.---
Gateway	The Default Gateway for the LAN the ipGateway will be connected to.	---.---.---.---
SMTP Server	The IP Address of the SMTP server the ipGateway will use to send emails.	---.---.---.---
SMTP Username (MAX 49 characters)	The Username the ipGateway will use for SMTP authentication.	
SMTP Password (MAX 15 characters)	The Password the ipGateway will use for SMTP authentication.	
Email Address (MAX 49 characters)	The Email Address the ipGateway will use in the 'FROM' field when sending an email.	
Email Relaying	Has the existing email server been setup to allow the ipGateway to relay through it?	Yes/No

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