



NESS M1-XEP ETHERNET INTERFACE



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Installation Manual Rev 1.1
for Ness 101-215 M1XEP Ethernet Interface

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Features and Specifications

APPLICATION:

The **Ness -M1XEP** is an Ethernet Device Server with a RS-232 Serial Port Interface. It may be used to connect a Control in the M1 Family to an Ethernet network using TCP-IP protocol. It features a secure embedded web server with a user interface built on a Java applet, email event notification, and FIPS compliant encryption algorithms for security sensitive environments. It is powered by a 12 Volts DC, 1.5 Amp power supply/adaptor. A software setup utility is built into ElkRP2 (version 1.5.0 or later) for configuring the connection setup, network password, etc. The M1XEP is factory defaulted to obtain a dynamic IP address from a DHCP server (i.e. Ethernet switch, cable modem, etc.), however it may also be setup with a static IP address.

FEATURES:

- Secure connection with password protection and HTTPS encryption
- Flash Memory for Firmware Updating
- Event notification via E-Mail (SMTP)
- Internet Monitoring and Reporting Capability
- TCP/IP stack supporting the following protocols:
TCP,UDP,DHCP,SSL 3.0/TLS 1.0, HTTP, SMTP
- Federal Information Processing Standards (FIPS) 128 bit encryption
- Integrated 802.3 compliant 10/100 Mbit network interface
- RS232, DB9M 9-pin serial port connection
- Connects to the M1 RS-232 Serial port (Port 0). The baud rate for this port must be set to 115,200 (factory default)
- RJ45 8-pin Network Jack
- 2.1mm barrel type power connector (center positive)
- LED Indicators for Power, Link, and Data

SPECIFICATIONS:

- Operating Voltage: 12 Volts D.C.
- Current Draw: approx. 300 mA
- Housing Dimensions: 108mm x 162mm x 54mm
- Circuit Board Dimensions: 57mm x 100mm

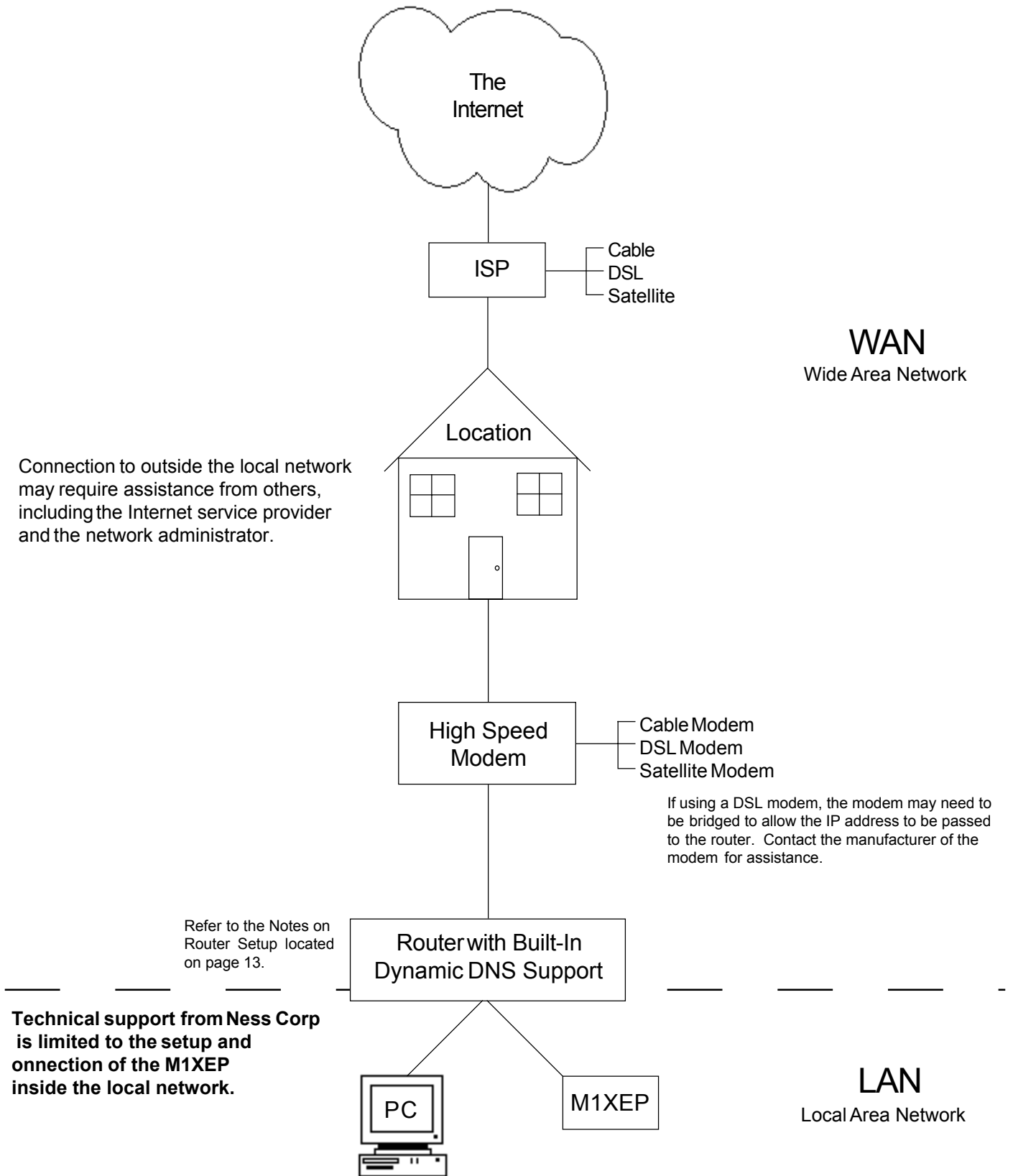
** Any required network equipment, i.e. Ethernet switch, router, cable modem, etc. including the plug-in power supply for the M1XEP, *MUST* be backed up with an adequately sized UPS (Uninterruptible Power Supply) in order for the equipment to continue operating during brief power outages.

RJ-45 Connector LED Indicators	Description	Normal State
Orange	Processor Power Indicator	On-Solid
Green	Network Traffic Indicator	On-Blinking

During a reboot, the green light will be off and the orange light will be on for 30-45 seconds. When the reboot is complete, both lights will be off for a second, and then the orange light will come on solid and the green light will begin to blink. Wait several seconds before re-establishing a connection with the control.

Basics of Networking

The installer must have a basic understanding of Ethernet setup to install and configure the M1XEP. If you do not have this basic knowledge, please seek the assistance of a network professional.




Installation and Hookup

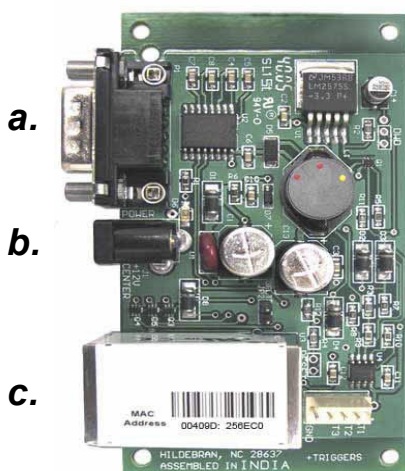
The following connections are required for the M1XEP Ethernet Interface.

a. The DB9M 9-pin male connector should be connected to the DB9F 9-pin female serial port (port 0) on the Control using a standard 9-pin male to female serial cable (included). The M1XEP should be mounted within 3m of the Control. The baud rate of the Control's serial port must be set to 115,200, which is the factory default.


b. The 2.1mm barrel type connector is used to connect a 12VDC Power source. The M1XEP operates from 12VDC and draws approximately 300 mA. The center pin of the barrel connector is positive. Recommended power supply is Ness POW310 12VDC 1.4A Plug pack. M1XEP can also be powered from the M1 control's DC output as long as total current draw is within limits.

 **Any required network equipment, i.e. Ethernet switch, router, cable modem, etc. including the plug-in power supply for the M1XEP, *MUST* be backed up with an adequately sized UPS (Uninterruptible Power Supply) in order for the equipment to continue operating during brief power outages.**

c. The RJ45 8-pin network jack is used to connect the M1XEP to a LAN/WAN Ethernet network switch or router. This requires a standard network 8-pin RJ45 terminated patch cable (not included).



1. Remove power from the Control before making any connections.
2. Connect the serial port cable from the Control to the M1XEP. Connect a network patch cable from the M1XEP to the LAN (local area network) switch or router. Then connect the 12VDC power cable. The M1XEP should power up and attempt to link up with the Ethernet network.
3. It is now okay to power up the Control.
4. Enroll the M1XEP into the Control. Using the keypad, access the Installation Programming menu (Menu 9). Choose Bus Module Enrollment (Menu 1) and press the right arrow key to start the enrollment. When the enrollment is complete press the ELK or * (Asterisk) key to exit.

 **The M1XEP does not connect to the RS-485 data bus on the control, therefore it will not appear in the list of devices enrolled on the keypad. However, the enrollment process is necessary to ensure proper supervision of the device. If the M1XEP is removed, it must be "un-enrolled" by completing the Bus Module Enrollment process to prevent an "Ethernet Trouble" from occurring. ElkRP2 versions 1.6.2 and later will display the current firmware, hardware, and bootware versions of the M1XEP on the " Show KPs and Expanders" screen. This screen is accessed from the Send/Rcv menu when connected to the control.**

5. Proceed to Configuration and Setup .

Configuration and Setup

The M1XEP is supported by M1 controls with firmware version 4.3.0 or later.

For the initial setup, ElkRP2 and the M1XEP must be on the same local network. ElkRP2 can not "find" an M1XEP outside of the local area network (refer to step 1.2). The M1XEP is shipped with DHCP enabled. If a DHCP server exists on your network the M1XEP will obtain a "dynamic" IP address, gateway address, and subnet mask allowing it to work on the local network. If not, the factory programmed (default) IP address is 192.168.0.251. If desired, the M1XEP can be configured with your choice of a "static" (non-changing) IP address. This can be done during the following setup.

Before beginning the M1XEP setup, please ensure that the Control is programmed to transmit ASCII strings at 115,200 baud for each of its available conditions to allow the Control and the Virtual Keypad to have and display the information. Using the Keypad Installer Programming, or the ElkRP2 software, access the Globals Menu (Menu-07) and program yes for options 35, 36, 37, 38, 39, and 40. Verify that Option 34 is set to 115,200.

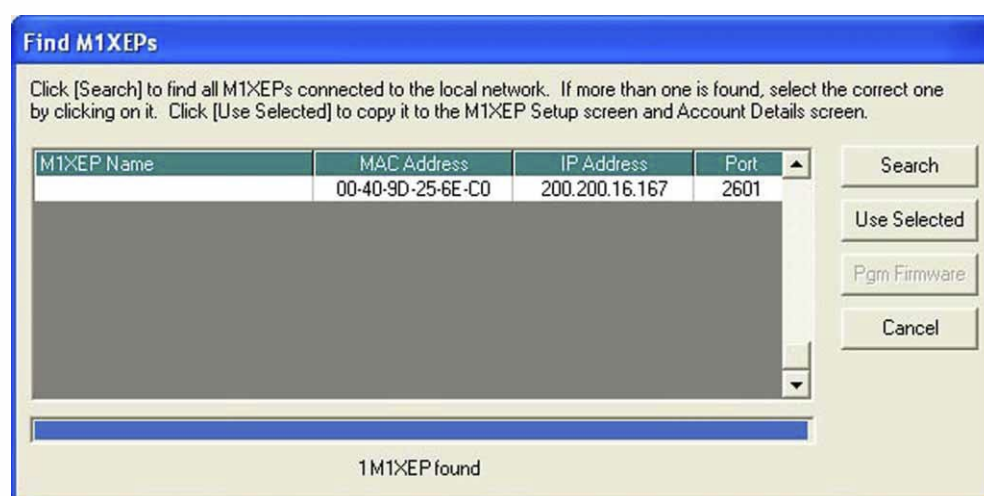
1. Basic Network Setup

1.1. A router serving DHCP should not need any configuration to allow the M1XEP to connect inside the local network.


For communications outside the local network you will need to establish several open ports on the router. Please refer to section 6 of the configuration and setup on page 13 and the documentation for the router for more details.

1.2. Start the ElkRP2 software and open the desired account .

- a. On the account details screen, click the 'M1XEP Setup' button located near the lower right side of the screen. With the 'Introduction' tab selected, take a few minutes to read this information.
- b. When you are ready to proceed, click the 'Find' button. This will open the "Find M1XEPs" screen.
- c. ElkRP2 will search for all M1XEPs connected to the local network. If the installation and hookup procedure has been completed correctly, the M1XEP should be listed on this screen. Only one should be found, unless there are multiple units installed. If you are unable to find the M1XEP, please refer to the troubleshooting section of this manual.
- d. Verify that the MAC address in the second column matches the MAC address of the M1XEP. The MAC address is located on top of the white barcode label on the RJ45 connector of the M1XEP (see figure below).
- e. Note the IP address in the third column. This is the address used to connect/communicate with the M1XEP. Remember, if a DHCP server is on the network and the M1XEP is still set for DHCP (factory default), this number will most likely be a "dynamic" address. However, in the absence or failure of a DHCP server, the M1XEP will default to its last static IP address, which is set from the factory to 192.168.0.251. To force the DHCP/IP address settings to known values, please refer to the troubleshooting section of this manual.



- 1.3. Highlight the M1XEP to be configured and click the 'Use Selected' button. This automatically copies the IP address and Port settings to the ElkRP2 "Account Details" location and returns back to the setup screen. Click 'Close' to exit this screen.
- 1.4. Before continuing with the setup and configuration, you must connect to the Control over the network.
 - a. Verify that the URL/IP and Port setting are correct on the "Account Details" screen.
 - b. Make sure the serial number is correct and the "RP Access Code" is set to the correct value programmed into the control. (default=246801)
 - c. From the RP Connection Menu, choose the "Network" method.
 If everything is setup correctly, ElkRP2 should now connect to the control through the M1XEP .
- 1.5. Once connected, click the 'M1XEP Setup' button once again to continue the configuration. Click the 'TCP/IP Settings' tab. At the top, a device name of up to 16 characters may be entered. This name is used only during subsequent "Find" processes to quickly identify an M1XEP when there are more than one on the same network.
- 1.6. As previously discussed, the M1XEP is factory defaulted to DHCP, which means that it expects to be assigned a "dynamic" IP address. Be aware that a "dynamic" IP address can periodically change for many reasons, including a power down/up cycle. You may optionally assign the M1XEP a permanent "static" address, if permitted by the network. This will also involve setting values for subnet mask, default gateway, and primary and secondary DNS servers. These settings can be obtained from your network administrator or Internet service provider. *The secondary DNS field is only supported by M1XEPs with firmware version 1.2.0 or later.*

 **If the M1XEP is programmed with a static IP address, and later changed to obtain a dynamic IP address from a DHCP server, it will revert back to the last programmed static IP address if it fails to obtain a dynamic IP address from the DHCP server after 1 minute. If a static IP address has not been programmed and the M1XEP cannot obtain a dynamic IP address from a DHCP server it will default to an IP address of 192.168.0.251.**
- 1.7. Some third party devices use a TCP or non-secure port for standard (unencrypted) communications on the local network. If this port is needed, select "Enable Non-Secure Port" and enter the appropriate port number. Values between 1024 and 49151 are valid. The recommended (default) port is 2101. This port should not be mapped outside the local network for security reasons. If the port is not needed, it should be disabled. To disable the non-secure port, remove the check from the box beside of "Enable Non-Secure Port".
- 1.8. ElkRP2 and some third party devices use a SSL or secure port for encrypted communications. Enter the appropriate value for the secure port. Values between 1024 and 49151 are valid. The recommended (default) port is 2601. If you intend to access the Control through the Internet, this port should be mapped (port forwarded) to outside the local network via a router.

2. Send Changes to the M1XEP and Save

Send the changes by clicking the send button located at the bottom of the setup screen. You may receive a message that informs you that the changes will cause the M1XEP to reconfigure itself, and it must be rebooted after the send is complete. Click 'Yes' on this screen. The send process may take up to a minute. Once the process is complete, you will receive a message that the M1XEP will reboot. Click 'OK'. *You must reboot the M1XEP before the changes will take effect.* The reboot will take up to 2 minutes. A connection with the M1XEP cannot be re-established until the reboot process is complete. Click 'Save Account' under the "File" menu to save the changes to the database.

3. Setup of User Names & Passwords (optional)

Usernames and Passwords are entered on this tabbed screen for use as a means of authentication while logging on to the M1XEPs secure connection port. THESE ARE OPTIONAL! If every Username and Password field is blank, the M1XEP will not prompt for one during the connection process. Up to eight (8) different Usernames and Passwords may be entered, each being up to 16 alphanumeric characters long. *Fields for usernames and passwords 2-8 are only supported by M1XEPs with firmware version 1.2.0 or later.*

Upon connection and presentation of the M1 Virtual Keypad via a web browser, a separate entry code will be required. This code is not optional. The correct entry for this field can be any valid User Code within the M1/EZ8 control.



NESS strongly recommends the entry of at least one Username and Password on this screen as it helps protect against unauthorized access to the Web Browser and M1/EZ8. Third party software developers wishing to connect to the M1XEP secure port should always use the Username and Password Feature.

	User name	Password
1		
2		
3		
4		
5		
6		
7		
8		

* These items are only available in M1XEPs updated to firmware version 1.2.0 or later.

Reboot Send Receive Find Close

EikRP -> M1 M1 -> EikRP

Send changes to the M1XEP and save the changes to the database.

8.

4. Email Notification Setup (optional)

In the Email settings page.

- Enter the SMTP server's URL or IP address. This can be up to 48 characters long. Set the port value to the correct setting for outgoing mail. The default port setting is 25. If your mail server uses a different port, your Internet service provider or network administrator can provide you with the correct port setting.
- Some Internet Service Providers will block email if it is not sent from a valid email account. Enter a valid email address in the "FROM" email address block. This is the address that will appear in the "from" field of the email.
- Some Internet Service Providers may require a username or password to log onto the email server. If required, enter the username and password in the corresponding fields. If your Internet Service Provider does not require this log on information, leave the fields blank. The email authentication fields are supported only by M1XEPs with firmware version 1.2.0 or later.
- The lower portion of this screen is where the email addresses and messages for email notification are entered. Up to 16 addresses and messages can be stored. Email addresses can be up to 48 characters long. The message body may be up to 255 characters long. To enter an email address, simply click on the line where you want to enter the address and type the address. Then click on the message block next to the address and enter the message that you want to be sent to that address. These messages are activated using the Whenever/And/Then rules programming in ElkRP2.

M1XEP Setup

Introduction | TCP/IP Settings | Passwords | **Email** | Central Station

Enter the Mail Server's URL or IP address. The default port for outgoing mail is 25. If your mail server uses a different port, select the correct port. Your Internet service provider or network administrator can provide this information.

Server URL/IP Address: Port: 25

"FROM" email address: Enter a valid email address here that will appear in the "From" field in the email's header. Some Internet service providers will block email if it is not from a valid email account.

Username*: Password*: Some ISPs require a username and password to log onto the email server. If required, enter the username and password for email authentication here.

Enter up to 16 email addresses and messages. Email addresses can be up to 48 characters long. The message body may be up to 255 characters long.
Example: | johndoe@somewhere.com | The Smith's carbon monoxide alarm has been activated. |

	Email Address	Message
1		
2		
3		
4		
5		
6		
7		

* These items are only available in M1XEPs updated to firmware version 1.2.0 or later.

Reboot Send Receive Find Close

ElkRP -> M1 M1 -> ElkRP

Send changes to the M1XEP and save the changes to the database. Refer to section 2 on page 9.

Rule Example

The following is an example of a rule that will send an email message. In this example, an email message will be sent when the system is disarmed by a particular user. This email is sent to "Mum" at the office to let her know Little Suzy got home okay.

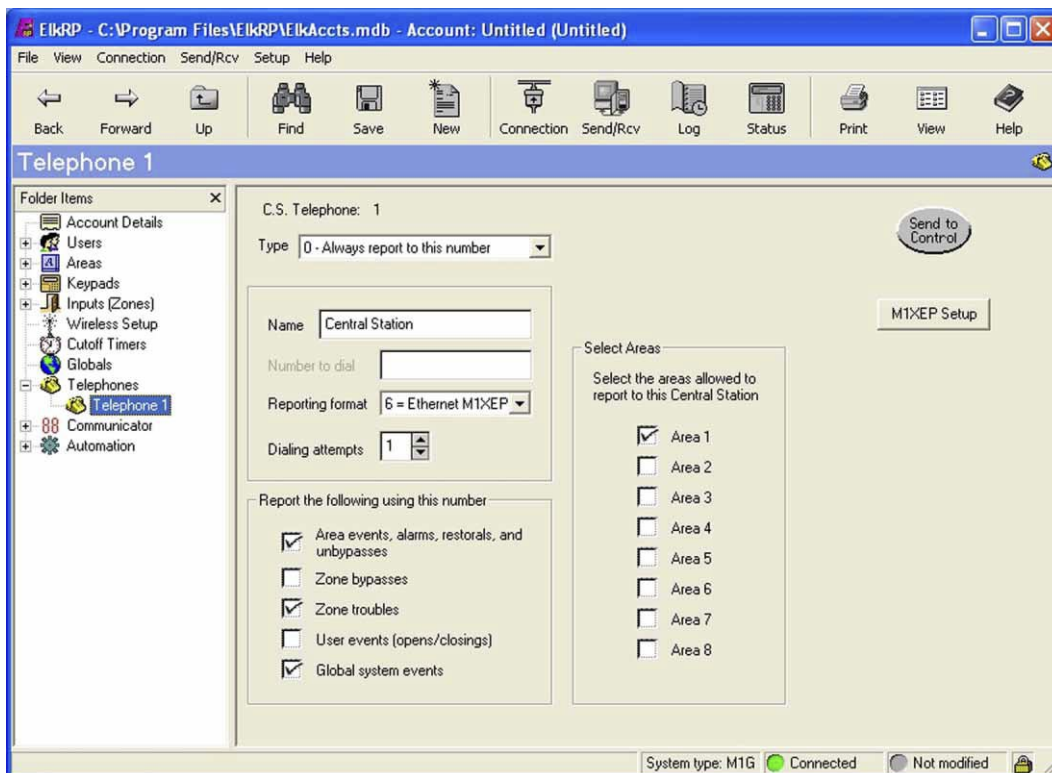
WHENEVER Smith Home (Area 1) STATE BECOMES DISARMED
AND LAST USER WAS Suzy Smith (User 3)
THEN SEND EMAIL MESSAGE 1 TO mum@office.job (Email 1)

5. Central Station Setup (optional)

The M1XEP supports Alarm over Internet Monitoring to Central Stations that have an Osborne-Hoffman OH2000E receiver using the Contact ID format. *Central Station Internet Monitoring is only supported by M1XEPs with firmware version 1.2.0.*

Internet monitoring requires setup of the M1XEP and a corresponding telephone account in the Control. Telephone account # 1 corresponds with CS1 in the M1XEP setup. Telephone account # 2 corresponds with CS2, etc.

1. Create a new telephone account in EIKRP2. To do this, right click on the "Telephones" icon on the left side of the screen. Choose "New Telephone". Enter the number of telephone accounts to create and the first (starting) telephone account ID and click OK.
2. On the telephone account screen, enter a name and set the reporting format to 6 = Ethernet M1XEP. Dialing attempts should be set to 1 to enable reporting.
3. In the "Report the following to this number" box, check all the events that should be reported to the Central Station through the M1XEP.
4. Place a checkmark in the checkbox beside each area that will make reports to this Central Station.



After setting up the telephone account, click on the "M1XEP Setup" button. Select the Central Station tab. The IP address, port number, and account number for the Central Station are entered here. This information is obtained from the Central Station.



When using alarm over internet monitoring, only 1 account number is required regardless of the areas checkmarked on the corresponding telephone account setup page. The reports sent to the Central Station will include the area ID that the alarm, trouble, or event came from.

Line and Receiver numbers may also be entered on this screen. This information is obtained from the Central Station and must be entered in the fields that correspond with the appropriate telephone account. Line and Receiver numbers help the Central Station identify the account.

Polling time is not currently implemented, but will be in a future release of M1XEP firmware. The polling time fields are grayed out.



The Central Station information must be entered in the CS fields that correspond with the telephone account that is set up as Format 6 = Ethernet M1XEP. For example, if telephone ID's 1 & 2 are setup as telephone dialer formats, and Telephone ID 3 is setup for "Ethernet" format, you MUST program CS3 on the M1XEP "Central Station" setup screen with the appropriate Central Station IP address, port number, account number, receiver, and line.

	IP Address	Port	Account #	Receiver	Line	Polling Time
CS1*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS2*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS3*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS4*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS5*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS6*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS7*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)
CS8*	0 . 0 . 0 . 0	0	0	0	0	0 Seconds (0=Disabled)

* These items are only available in M1XEPs updated to firmware version 1.2.0 or later.

Reboot Send Receive Find Close

EiRPP -> M1 M1 -> EiRPP



Central Station Alarm over Internet Monitoring is only supported by M1XEPs with firmware version 1.2.0 or later. Internet Monitoring requires support from the Central Station. Special hardware and software is required to allow the Central Station to receive alarm codes via the Internet. If you are unsure if Internet Monitoring is supported or need further information, please contact the Central Station.

6. Notes on Router Setup

6.1. Port Forwarding

Particular ports must be opened through the router to allow access to the M1XEP through the Internet. You must access the router's setup in order to open (port forward) these ports. The method for this differs from product to product. Some routers use a software utility to access their setup while others can be accessed via a web browser. Consult the router's documentation for complete instructions on this procedure.

The table below lists the ports used by the M1XEP that should be port forwarded through the router.

Port	Use	Routing	Protocol
2601	Encrypted communications port. Configurable by installer. 2601 is the default.	Route outside to connect with ElkRP2 and web browser through Internet/WAN.	TCP
21	M1XEP Firmware Updates	Route outside if ElkRP2 will connect through Internet/WAN to download firmware updates to the M1XEP.	FTP or TCP

6.2. Dynamic DNS (DDNS)

To connect to the Control over a network, you will need the URL or IP address assigned to the M1XEP. If the customer does not have a registered URL, the IP address must be used. If the M1XEP has been programmed with a static (non-changing) IP address, simply remember the IP address. On the other hand, if the M1XEP is programmed to obtain a dynamic IP address from a DHCP server, the IP address can change often. A Dynamic DNS provider allows you to alias a dynamic IP address to a permanent URL.

If the installation requires the use of a DDNS service, the network router should have built-in DDNS support. Reference your router's documentation for configuration instructions. DDNS updates are host specific. It is important to make sure that the DDNS service will support updates from the specific brand and model of router being used. Check with both the router manufacturer and with the DDNS provider to ensure that the router is compatible with the DDNS service.

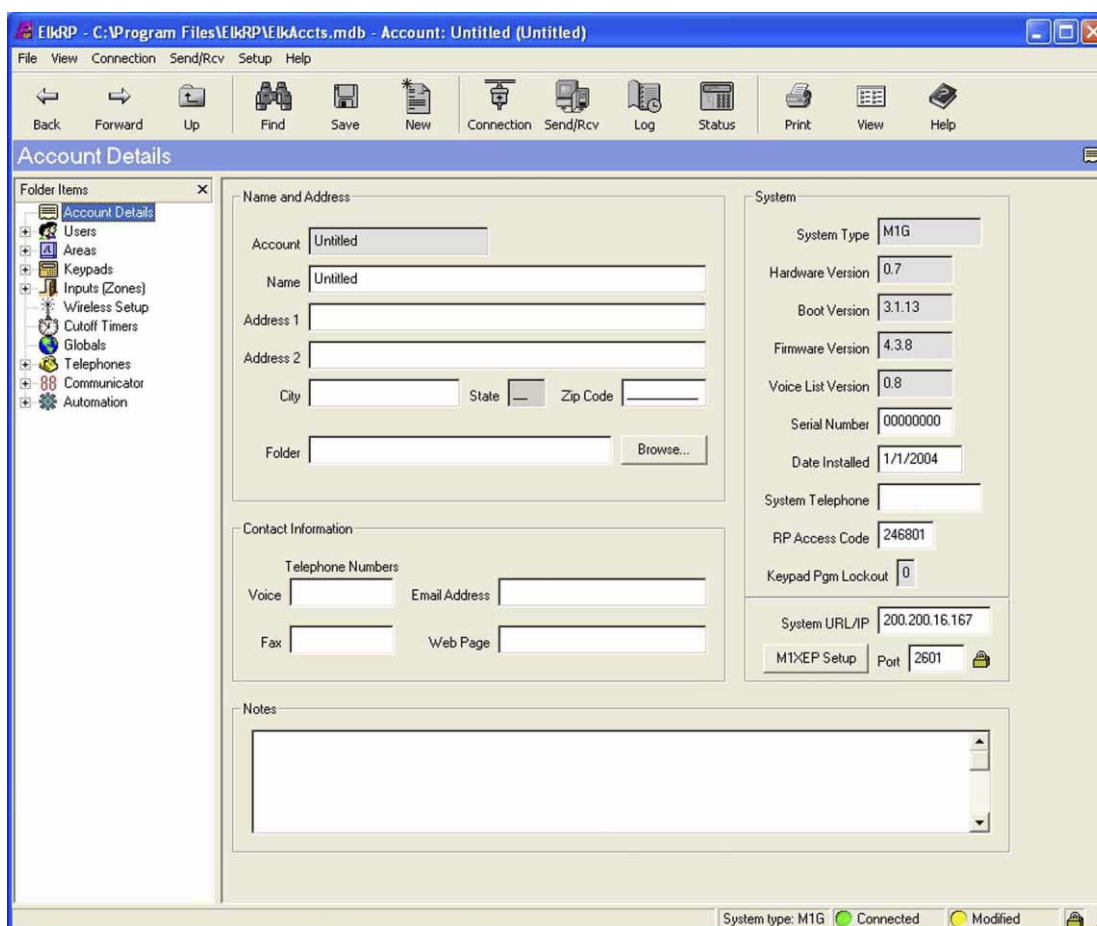
7. Other Ports Used by the M1XEP

The following table contains additional ports used by the M1XEP. These ports should not be opened (port forwarded) outside the local network.

Port	Use	Protocol
2362	The M1XEP listens on this port to respond to a "FIND" Command.	UDP
2101	Plain text communications port. Configurable by installer. 2101 is default.	TCP

Connecting ElkRP2 to the Control over a Network

1. Start the ElkRP2 program and create or open an account .
2. Look at the lower right side of the "Account Details" screen for the two data entry blocks labeled: "System URL/IP" and "Port".
3. If ElkRP2 and the Control are both on the **same network**, the IP address and port should have been copied from the M1XEP setup screen during the configuration and setup process. Verify that the values are correct.
4. If ElkRP2 will connect to the Control **through the Internet**, fill in the IP address and port manually.
 - a. If the M1XEP is connected through a network router, you will need to enter the IP address or URL for the entire local network. The router must be programmed to allow outside traffic through a specific port. For information on setting up your router, please refer to section 6 on page 13 and your router documentation or contact the manufacturer of the router.
 - b. If the M1XEP is not connected through a network router, enter the values found on the TCP/IP tab of the M1XEP Setup screen.
5. Make sure that the serial number is correct and the "RP Access Code" is set to the correct value programmed into the control (default=246801). From the Connection menu choose the "Network" method.
6. If everything is setup properly ElkRP2 should now connect to the Control through the M1XEP.



Updating the M1XEP Firmware

1. For firmware updates of M1XEP and other peripherals use the software updating utility built into EikRP2



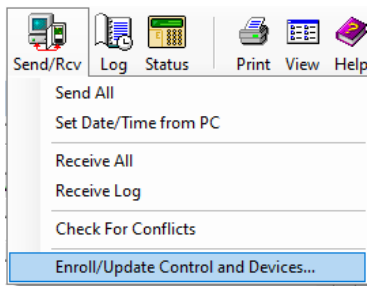
Some firmware updates may default certain settings in the M1XEP. It is good practice to connect to the Control, receive the M1XEP setup, and save those setting to the database before updating the M1XEP firmware. This will ensure that the database is up to date, so that the programming can be sent back to the M1XEP after the firmware update.

2. Start EikRP2 and open the account belonging to the Control you will connect to. Click the Connection menu and establish a connection using the "Network" method.

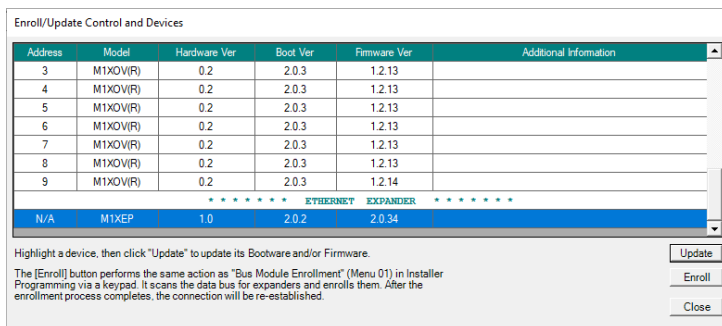


In order to connect to EikRP2 and update the M1XEP firmware remotely over the Internet, ports 2601 and 21 must be opened (port forwarded) to outside the local network.

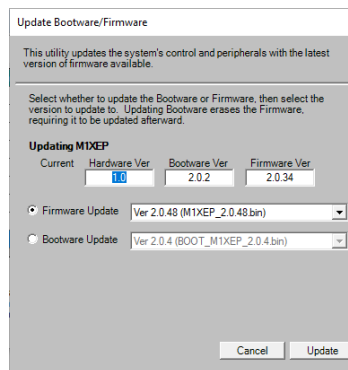
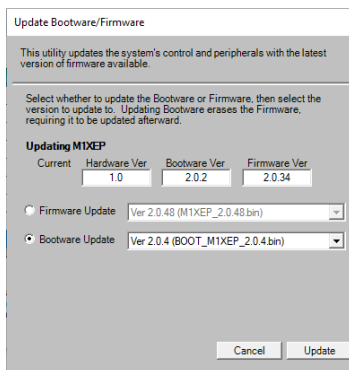
3. Click Send/Rcv
Select Enroll/Update Control and Devices.



4. Select M1XEP.



5. Select Bootware Update (if required) then Click Update. Always update the bootware first. Then select Firmware Update and Click Update



Glossary of Terms

Router- A communications device between networks that determines the best path between them for optimal performance. Routers are used in complex networks such as enterprise-wide networks and the Internet.

Port - The identifier used by Internet transport protocols to distinguish among multiple simultaneous connections to a single destination host.

MAC Address - unique number assigned by the manufacturer to identify each network interface on all network devices. The first few digits of a MAC address typically identify the manufacturer. The remaining digits uniquely identify the specific interface on that individual device. Also known as a "physical" address. (Example: 00409D:256EC0)

LAN (Local Area Network) - a computer network covering a local area, like a home, office or small group of buildings such as a college.

WAN (Wide Area Network) - a computer network covering a wide geographical area, involving vast array of computers. The best example of a WAN is the Internet.

ISP (Internet Service Provider) - provides access to the Internet for others via some connectivity service(s). This might be in the form of dial up services, web hosting services or the combination of both.

DSL (Digital subscriber line) - type of broadband connection that brings information to homes and businesses over ordinary copper telephone lines.

URL (Uniform Resource Locator) - A string of characters that represents the location or address of a resource on the Internet and how that resource should be accessed. World Wide Web pages are assigned a unique URL. Also known as an Internet address or web address. (Example: <http://www.ness.com.au/>)

TCP/IP (Transmission Control Protocol/ Internet Protocol) - the basic communication protocol of the Internet. This is a standard for routing and data transfer around the world. The Internet Protocol is a connectionless protocol which provides packet routing. TCP is connection-oriented and provides reliable communication and multiplexing.

IP Address (Internet Protocol Address) - the address of a computer attached to a TCP/IP network. Every client and server station must have a unique IP address. (Example: 192.168.0.1)

"Static" IP Address - a permanent or non-changing IP address that is assigned to a node in a TCP/IP network. Static IP addresses are generally used for servers, routers, etc.

"Dynamic" IP Address - an IP address that is automatically assigned to a client station in a TCP/IP network, typically by a DHCP server.

DHCP (Dynamic Host Configuration Protocol) - a standard method for assigning IP addresses automatically to the devices on a TCP/IP network. As a new device connects, the DHCP server assigns an IP address from a list of available addresses. The device retains this IP address for the duration of the session. Once the device disconnects the IP address becomes available for use again.

DNS (Domain Name System) - A DNS server lets you locate computers on a network or the Internet (TCP/IP network) by domain name. The DNS server maintains a database of domain names (host names) and their corresponding IP addresses.

DDNS (Dynamic Domain Name System) - Dynamic DNS is a system for allowing an Internet domain name to be assigned to a varying IP address. This makes it possible for other sites on the Internet to establish connections to the machine without needing to track the IP address themselves. A common use is for running server software on a computer that has a dynamic IP address (e.g., a dial-up connection where a new address is assigned at each connection, or a DSL service where the address is changed by the ISP occasionally).

SMTP (Simple Mail Transfer Protocol) - Internet standard protocol used to transfer electronic mail from one computer system to another.

Encryption - process of obscuring information to make it unreadable without special knowledge. Information is converted into a code language before it is sent. The receiver has the same software and decodes the information after it arrives.

SSL (Secure Socket Layer) - An encryption protocol for transmitting documents securely over the Internet by electronically authenticating each end of an encrypted transmission.

Account Number - A 4 digit number entered on the Telephone ID screen and the Central Station screen of the M1XEP setup. This number is an identifier of the particular premise for which the alarm or event is being reported to the Central Station.

Troubleshooting Guide

Problem	Possible Solutions
ElkRP2 cannot "Find" the M1XEP	<p>Verify that the M1XEP is powered up and connected to the M1 Control</p> <p>Wait 1 to 2 minutes after powering up the M1XEP for the initialization process to complete before ElkRP2 can "Find" the M1XEP</p> <p>Verify all cable connections and check to see if green LED on the RJ45 connector is blinking, indicating network traffic.</p> <p>Check the serial baud rate in the M1. This setting can be accessed through the keypad by entering Menu 9- Installation Programming, Sub-Menu 7-Global System Definitions. Global option G34 should be set to 115200.</p> <p>Use the JP2 jumper to force the DHCP/IP address setting to known values. For instructions on this process, see page 18.</p> <p>If the network router is not serving IP addresses, or the M1XEP is set to a static address, use a crossover cable to connect directly from the PC to the M1XEP. This will require making some changes to the network setup of the PC to allow the PC and the M1XEP to be in the same subnet.</p> <p>If there is a router/firewall between the PC and the M1XEP, it must port forward port 2362.</p>
Cannot connect with ElkRP2 via Local Network	<p>Using ElkRP2, click on M1XEP setup, then click "Find" to verify IP address Highlight the M1XEP and click "Use Selected" If the M1XEP does not appear on the find screen, refer to the troubleshooting steps above.</p> <p>If there is a router/firewall is between the PC and M1XEP, it must port forward port 2601. For M1XEP firmware updates, port 21 must also be port forwarded through the router</p>
Cannot connect with ElkRP2 via Internet/WAN	<p>Follow the same step for the Local Network above.</p> <p>Verify router settings- the router must port forward port 2601. For M1XEP firmware updates, port 21 must also be port forwarded through the router.</p> <p>If using a DDNS service, any changes to the "dynamic" name may require time to propogate through the entire internet system. Depending on the service, this could even take 1 or 2 days</p>
Cannot connect to Web Browser	<p>Follow steps above for ElkRP2 connections</p> <p>Router must port forward ports 80 and 26 in addition to the ports listed above</p>
M1XEP will not send emails	<p>Verify "From" address is valid</p> <p>Verify Mail server URL/IP address and Port</p> <p>If server requires logon, verify the username and password. Support of username and password requires M1XEP firmware version 1.2.0 or later.</p> <p>Verify that the Rule to send email is written correctly.</p> <p>Verify that ElkRP2 is disconnected when the triggering event occurs .</p>

Problem	Possible Solutions
Web Browser does not show the true status of the M1 Control	<p>Check serial port 0 transmit options in Globals. These options can be accessed through ElkRP2 on the Special tab of the Globals screen, or through the keypad bay accessing Menu 9-Installation Programming, Sub-Menu 7-Global System Definitions. Global options G36, G37, G38, G39, and G40 should be set to Yes.</p> <p>Verify that Area and Keypad names do not begin with a space</p> <p>Clear the Java Console Cache.</p>
Browser gives error message "java.lang.UnsupportedClassVersionError: EBoardApp(Unsupported major.minor version 49.0)"	Update Java VM. The M1 Virtual Keypad requires Java version J2SE 1.5.0 or later.
Central Station did not receive report	<p>Verify Telephone 1 corresponds with C.S.1, etc</p> <p>Verify M1XEP Setup IP Address and Port Account Number Line and Receiver</p> <p>Verify Telephone Setup Format = 6 (Ethernet M1XEP) Correct areas are checked Events that should be reported are checked</p>
Fail to Communicate	Follow troubleshooting steps for "Central Station did not receive report shown above"
Ethernet Trouble	<p>Verify that the M1XEP is connected to the M1 and enrolled.</p> <p>Follow troubleshooting steps for "Central Station did not receive report shown above."</p>

Forcing the DHCP/IP Address Settings to Known Values:

An M1XEP with bootware version 1.1.0 or later supports an easy method for forcing the M1XEP from a static IP address to DHCP mode or vice versa. This is accomplished with the use of Jumper JP2 located alongside the RJ45 connector.

1. Power down the M1XEP. Place a shorting jumper across the two pins of JP2. Power the M1XEP back up.
2. After a few seconds, the green LED on the RJ45 connector will blink five times. About 30 seconds later, the green LED will blink and repeat in a "coded" fashion, indicating either DHCP or STATIC modes. If set for DHCP mode there will be 1 quick blink. If set for STATIC mode there will be 2 quick blinks. When the M1XEP is forced to STATIC mode its address will become 192.168.0.251.
3. If the blink indicates the wrong mode, power the unit down and back up to force it to the opposite setting.
4. When the green LED indicates that the M1XEP is at the desired setting, remove the shorting jumper from JP2 and allow the M1XEP to continue booting up. This may take another minute.

NOTES

