

Accessing the Browser Based Configuration Guide

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Overview

This guide will walk through locating and setting the IP address settings of the gateway. This guide will also walk through troubleshooting techniques and methods to get your gateway up and running.

For specific questions, you can call Real Time Automation at 1-800-249-1612 or via e-mail at support@rtaautomation.com.

Connecting to the Browser Based Configuration Webpages

To access the browser based configuration of the gateway, both the PC being used to access the webpages and the gateway must be on the same network. By default, the gateway is set to DHCP.

There are 3 steps for getting connected to the gateway:

- 1) Set IP Address on computer to Obtain IP Address Automatically or DHCP and connect the gateway to the computer using the Crossover cable provided.
 - a. If network supports DHCP, then both the computer and the RTA gateway will be able to obtain a valid IP Address.
 - b. If network does not support DHCP, then the computer will fall back to an Auto-IP Failed address that is 169.254.x.y, where x and y are random values.
 - i. The RTA gateway will also obtain an Auto-IP Failed address.
- 2) Once the computer gets an IP Address, open IPSetup.exe version 2.3 (latest), and the gateway should appear.
 - a. IPSetup.exe can be loaded from the CD-ROM or download the program from our webpage <http://www.rtaautomation.com/product/460-gateway-support/>.
 - b. If the gateway doesn't appear, then follow troubleshooting steps outlined in this document.
- 3) Once the gateway appears, select it and press Launch Webpage.

Step 1 - Setting Computer to DHCP

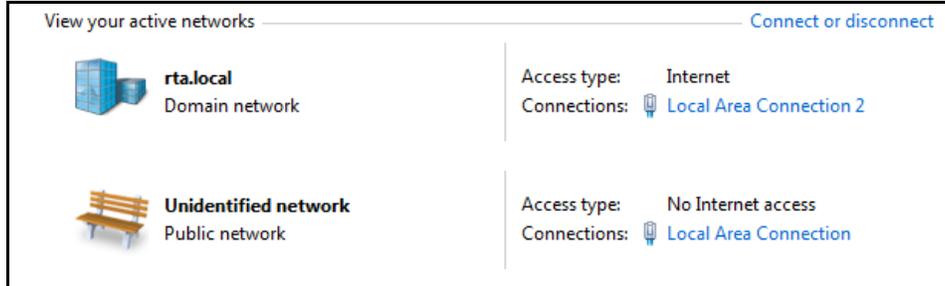
To connect to the RTA gateway, your computer should be set to DHCP. To set your computer to DHCP, follow the directions below. They have been split up according to the operating system on the computer:

- [If Using Windows 7/8](#)
- [If Using Windows 10](#)
- [If Using Windows XP](#)

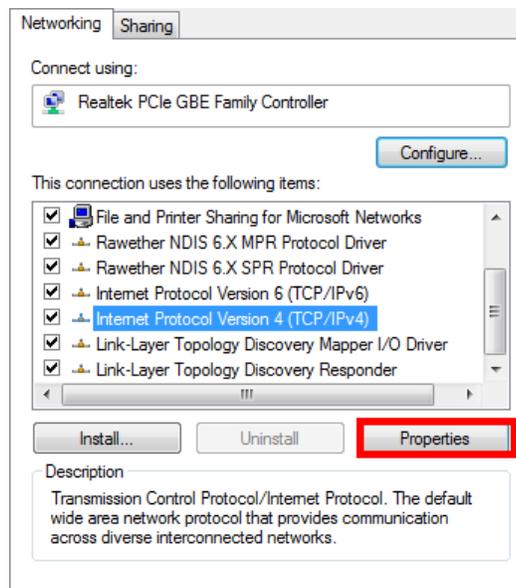
Once the computer has been changed, skip to [Step 2- Discovering IP Address of Gateway](#).

If Using Windows 7/8:

- 1) From your Start menu, open the Control Panel.
- 2) Click on **Network and Sharing Center**.



- 3) Click the Local Area Connection adapter.
- 4) Click the **Properties** button.
- 5) Under the Networking tab, select "Internet Protocol Version 4 (TCP/IPv4)" and click **Properties**.



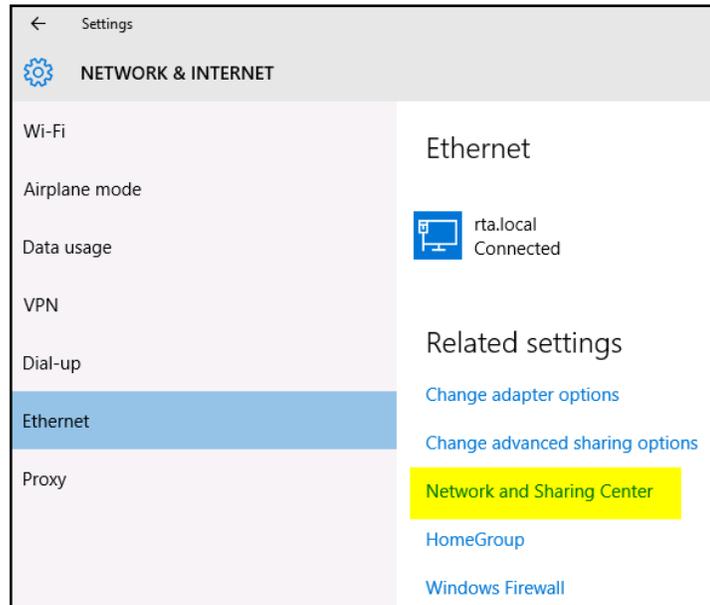
- 6) Select option "Obtain an IP address automatically" and click **OK**.



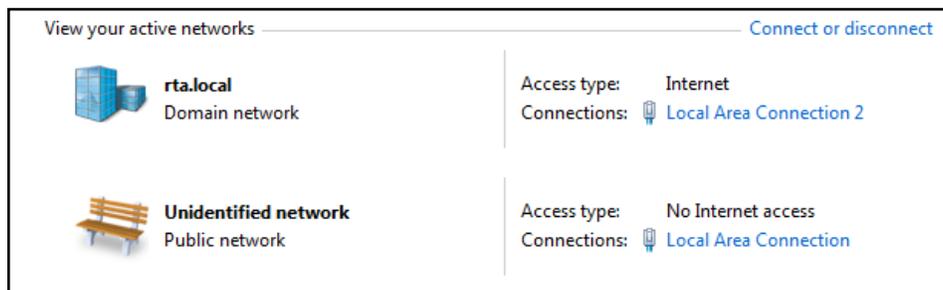
- 7) When done, skip to [Step 2- Discovering IP Address of Gateway](#).

If Using Windows 10:

- 1) From your Start menu, go to Settings.
- 2) Click **Network & Internet**.
- 3) Select Ethernet on the left-hand side and then click **Network and Sharing Center** under Related settings.

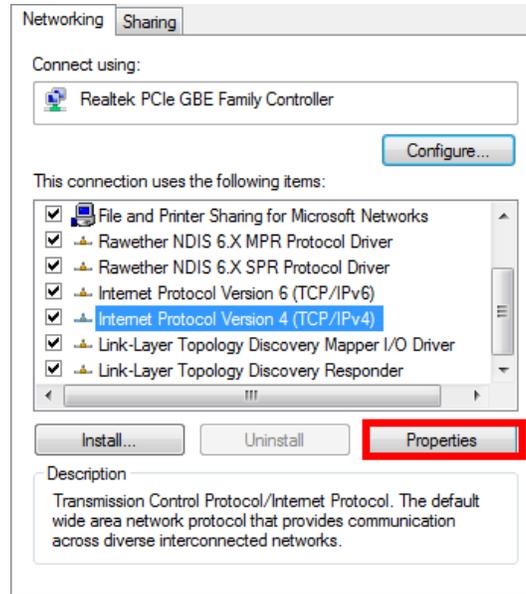


- 4) Click the Local Area Connection adapter.



- 5) Click the **Properties** button.

- 6) Under the Networking tab, select “Internet Protocol Version 4 (TCP/IPv4)” and click **Properties**.



- 7) Select option “Obtain an IP address automatically” and click **OK**.

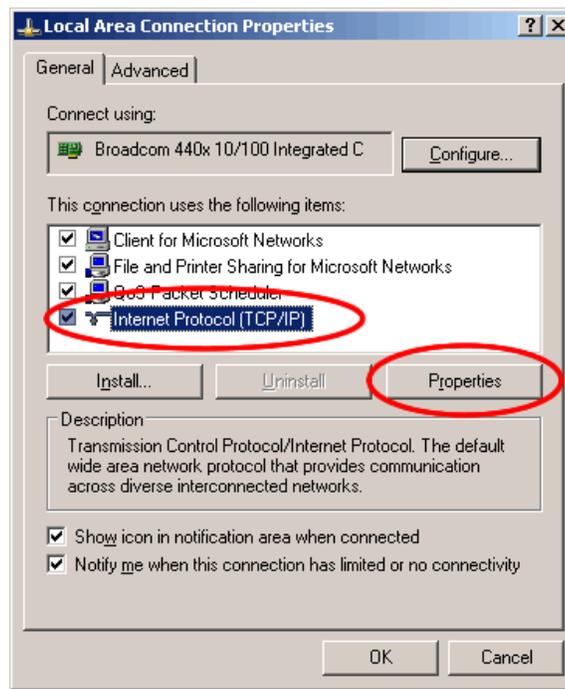


- 8) When done, skip to [Step 2- Discovering IP Address of Gateway](#).

If Using Windows XP:

- 1) From your Start menu, open the Control Panel.
- 2) In Classic View: Click **Network Connections**.

In Category View: Click **Network and Internet Connections** and then **Network Connections**.
- 3) Right-click the network you are using to connect the RTA Gateway to and click **Properties**.
- 4) On the General tab, select the “Internet Protocol (TCP/IP)” and click **Properties**.



- 5) Select option “Obtain an IP address automatically” and click **OK**.

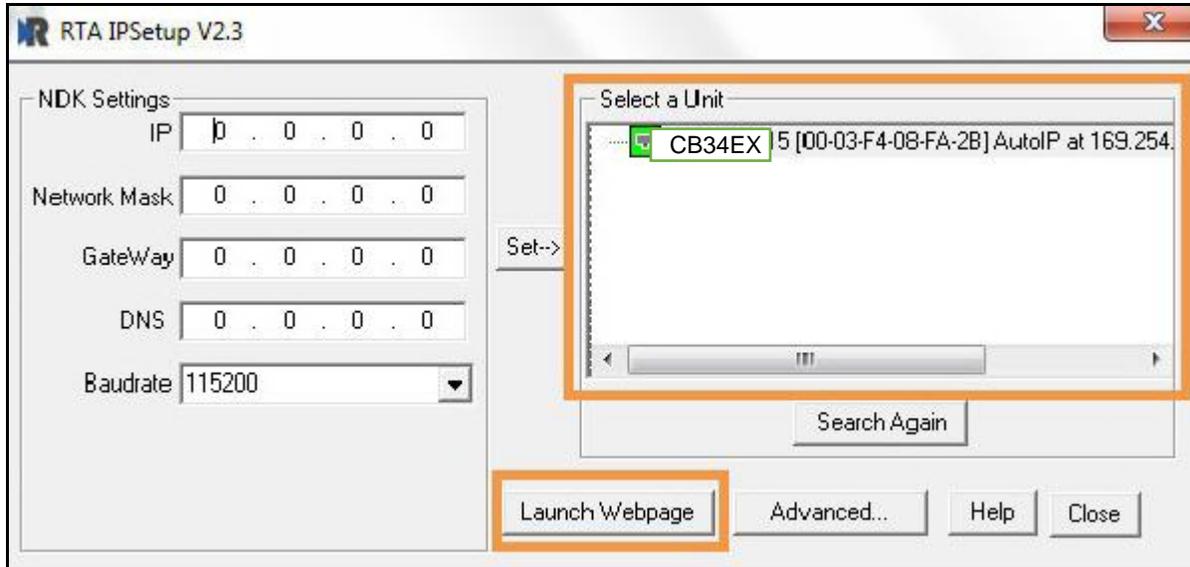


- 6) When done, skip to [Step 2- Discovering IP Address of Gateway](#).

Step 2 - Discovering IP Address of Gateway

- 1) Run the IPSetup.exe program from the CD-ROM or download the program from our webpage <http://www.rtaautomation.com/product/460-gateway-support/>.

NOTE: Make sure you have the latest version of the IPSetup tool available at the link above.



- 2) When the program starts up, it will do a search the network for all RTA gateways which will appear under "Select a Unit".
 - a. Determine if DHCP was successful or has failed:
 - i. You will know DHCP has failed if the gateway's IP address is AutoIP.
 - ii. If successful, it will say DHCP'd at a defined IP address.
 - b. If you do not see the gateway in this tool, then your PC is most likely set up as a static IP. To verify IP Address of PC, see [Troubleshooting - Discovering IP Address of PC](#).
 - i. Change your PC's network settings to be DHCP. If DHCP fails, then it will change to be on the 169.254.x.y network. Refer to Step 1 in this document on [Changing Computer to be set for DHCP](#).
 - ii. Relaunch the IPSetup.exe tool to see if gateway can now be discovered.
- 3) If gateway can be found and IP Address is acceptable for your network, click the **Launch Webpage** button to continue setting up the gateway.
 - a. If Launch Webpage fails, then the gateway and the PC are not on the same network. Change networks to match. See troubleshooting steps in this document.
 - b. If the PC and gateway are on the same network but the webpage fails to launch, verify using command prompt that the gateway can be accessed via ping (see [Troubleshooting](#) section). If ping fails, then the gateway cannot be viewed in a browser.

- 4) If the IP Address of the gateway can be found but needs to be changed, click the gateway under “Select a Unit” and then modify the IP Settings on the left-hand side of the tool. When done, press the **Set** button to change the gateway’s network settings.
 - a. The unit will automatically reboot.
 - b. If Network Settings have changed, be sure to change the computer to be on the new network as well before trying to access the gateway’s web page.

Troubleshooting – Discovering IP Address of PC

- 1) Go into your Start menu and open the Run dialog box.
 - a. Shortcut for this menu is  +R
- 2) Type “cmd” and press **OK**. This opens the command prompt screen.
- 3) To find out what IP address your PC is set to on the Ethernet Port you are using, type “ipconfig” and press Enter.

```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\EBrockman.RTA>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection 2:

    Connection-specific DNS Suffix . : rta.local
    Link-local IPv6 Address . . . . . : fe80::3034:a7e5:5adf:4232%15
    IPv4 Address. . . . . : 192.168.47.36
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.47.1

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . :
    Link-local IPv6 Address . . . . . : fe80::10c3:48ad:d151:fc1%11
    IPv4 Address. . . . . : 10.1.54.40
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . :

Tunnel adapter isatap.rta.local:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . : rta.local

Tunnel adapter Teredo Tunneling Pseudo-Interface:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . :

Tunnel adapter isatap.{8D375A43-EC69-40BA-8ABA-4F71E114E7B}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . :
```

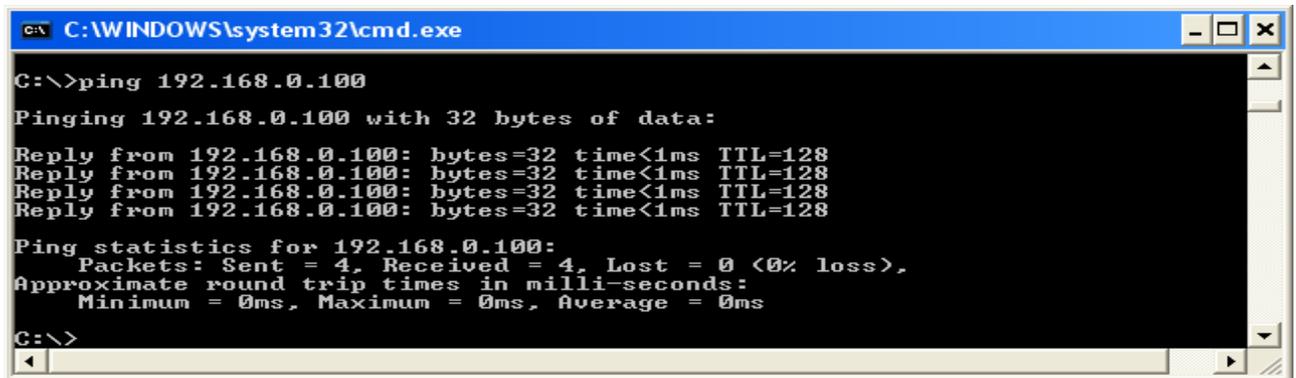
- 4) A list will be outputted similar to above. On this PC, there are 2 Ethernet Connections: Local Area Connection 2 and Local Area Connection. It is important to know which port you are using if there is more than one listed.

This information gathered here is important when troubleshooting whether the gateway and the computer are on the same network.

Troubleshooting – Using Command Prompt

If the Main Page does not launch, then the IP Address or Subnet Mask of the gateway and the computer likely don't match. Correct the IP Address and Subnet and try again. If you do not know the IP Address or Subnet use the following procedure:

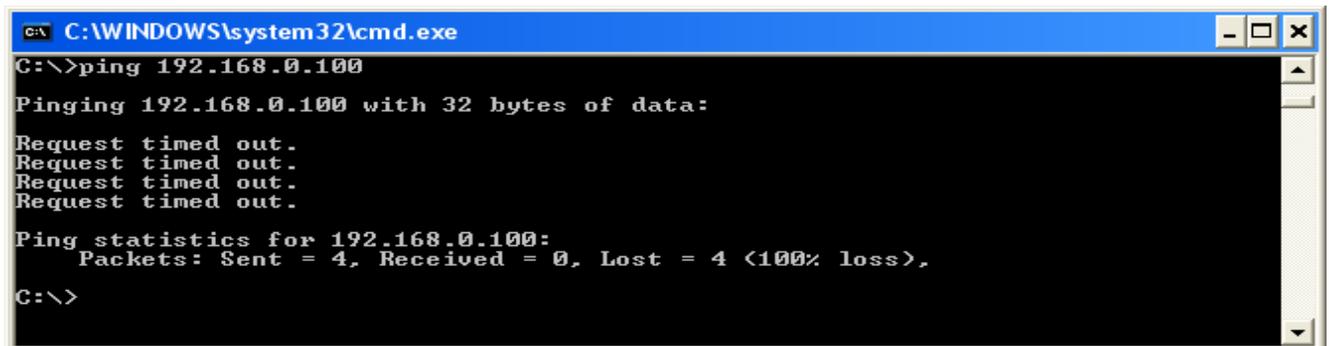
- 1) Go into your Start menu and open the Run dialog box.
 - a. Shortcut for this menu is  + R
- 2) Type "cmd" and press **OK**. This opens the command prompt screen.
- 3) Type ipconfig and press enter.
- 4) Take note of the IP Address and Subnet Mask.
- 5) To test the communication between the PC and the gateway type ping (###.###.###.###) in the prompt and press **Enter**. The (###.###.###.###) is the IP Address the gateway is set to. If the device is connected to the network properly, the ping will show a response.



```
C:\WINDOWS\system32\cmd.exe
C:\>ping 192.168.0.100
Pinging 192.168.0.100 with 32 bytes of data:
Reply from 192.168.0.100: bytes=32 time<1ms TTL=128
Ping statistics for 192.168.0.100:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\>
```

Successful Ping

- 6) If unsuccessful ping occurs, see see [Troubleshooting – Using Terminal.exe](#). Otherwise, open a web browser and enter the IP Address of the gateway in the URL and continue with your normal gateway configuration.



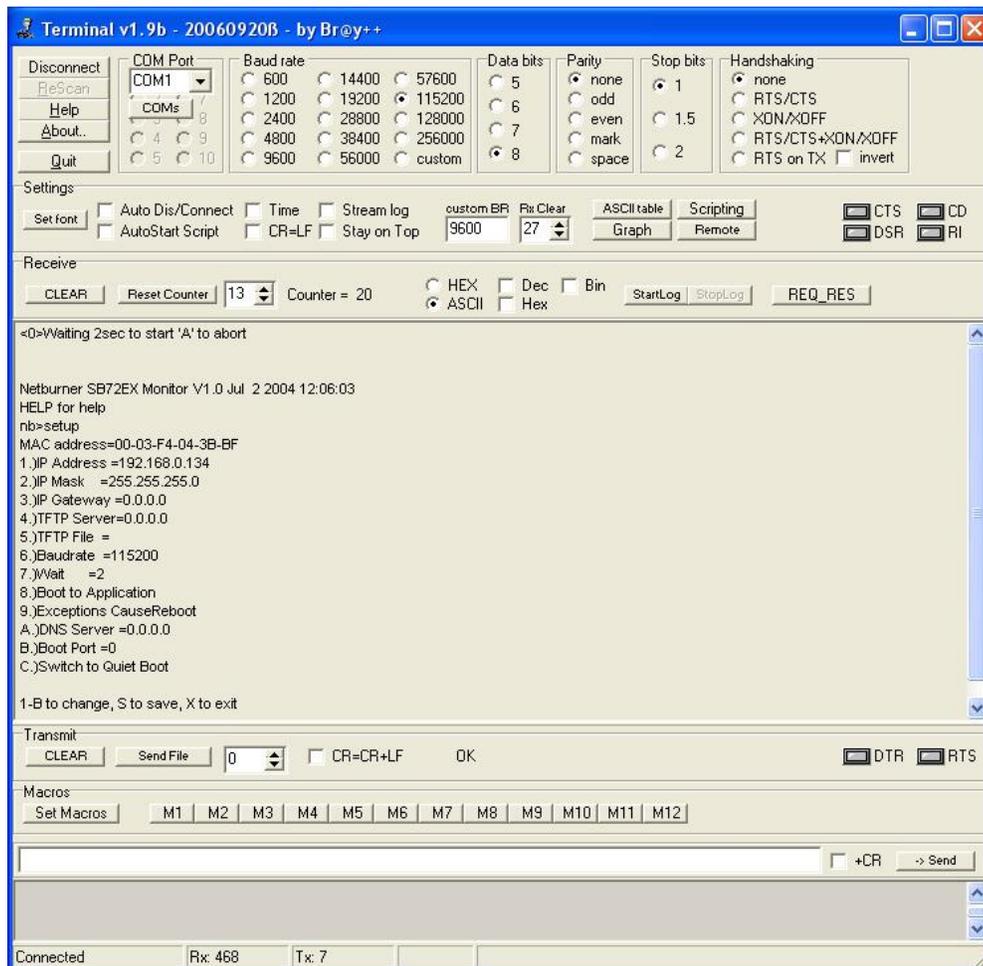
```
C:\WINDOWS\system32\cmd.exe
C:\>ping 192.168.0.100
Pinging 192.168.0.100 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
Ping statistics for 192.168.0.100:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
C:\>
```

Ping Failure

Troubleshooting - Using Terminal.exe (-N700, -N34, -NNA1, -N70U, -N70L, N70PB Platforms only)

If the Main Page does not launch, then the gateway's IP Address most likely is not on the same network as the computer. Correct the IP Address and try again. If you do not know the gateway's IP Address use the following procedure:

- 1) Run Terminal.exe, which can be loaded from the CD-ROM or download the program from our webpage <http://www.rtaautomation.com/product/460-gateway-support/>
- 2) Connect via RS232 to the gateway. To find which platform you are using, see [Appendix A - Hardware Platforms](#) section in this userguide.
 - For -N700, -N70U, -N70PB, -N70L Platforms:
 - Connect a DB9 Null Modem cable to Port 0.
 - For -N34 Platform:
 - Connect a DB9 Null Modem cable to Port 1.
 - For -NNA1 Platform:
 - Connect 3 wires to TX, RX and COM in the 5-pin Terminal Strip
- 3) In Terminal.exe, select the PC's COM Port that you are connected to.
- 4) Select the Baud Rate of 115200, 8 Data Bits, 1 Stop Bit, and Parity: None.
- 5) Click **Connect**.
- 6) Cycle power to the gateway. Immediately typing "A" in Terminal.exe + pressing enter.



- 7) If successful, there will be a prompt “nb>”. If unsuccessful, then repeat step 6 until prompt is shown.
- 8) Type “setup” and enter. This will show you all of the Network settings plus some additional fields.
- 9) To change the IP Address, enter a value of 1. To change the Subnet Mask, enter a value of 2. To change the Default gateway, enter a value of 3. Multiple changes can be made before saving. Once all changes are completed, type “s” and enter to save all the changes. The gateway will restart.
- 10) Attempt to ping the device. If successful, browse to the main page and continue with normal gateway configuration. If unsuccessful, repeat these steps or contact Real Time Automation for further diagnostics.

Appendix A - Hardware Platforms

RTA supports a number of different hardware platforms. There are differences in how they are powered, what serial settings are supported, and some diagnostic features supported (such as LEDs). For these sections, be sure to identify the hardware platform you are using.

To find which hardware platform you are using:

- 1) Look on the front or back label of the unit for the part number.
- 2) On the webpage inside the gateway, navigate to the dropdown menu under **Other** and select **Utilities**. Click the **Listing of Revisions** button. The full part number is displayed here.

Once you have the full part number, the platform will be the number following the “-N”. Some examples of different product families are shown below:

460 P1P2 -NXXX
↓ ↓ ↓
Family Product Platform

435 NBX -NXXX
↓ ↓ ↓
Family Product Platform

BFR 3000 -NXXX
↓ ↓ ↓
Family Product Platform