WebSentry Connection Troubleshooting Guide

Ethernet cable connected and operating

First thing to check is that the Ethernet cable has been hooked up properly and is operating normally. Use the LED's by the Ethernet socket to verify this. The LED's are the two white square components on the mini board with the Ethernet socket.

The one closest to the socket should be solid green and indicates a solid physical connection. Unplug cable at the unit or at the other end and this LED will go blank.

If cable is connected at both end and the LED still does not lit up, it is very possible the Ethernet socket itself is faulty. Connecting a network cable between a laptop and unit can determine that indeed the Ethernet socket is faulty and that there is not a faulty router port or faulty cable.

The second LED is yellow and will blink when there is communication.

Firewall settings

The unit will try to connect to the WebSentry server once a minute using port 1030. Server name is websentry.seresco.net. Use ping to determine IP address associated with this IP address if this is needed for any firewall settings.

If network has a firewall, port 1030 must be open for communication or at least for the IP assigned to unit or the MAC address for the unit or to/from the Seresco domain name or server IP.

The MAC address can be found under System Info using the local keypad. '*' translates to 00:90:C2 so that if MAC shows *:D1:2A:49 the full MAC address is 00:90:C2:D1:2A:49.

Checking network communication status

Check status of network communication from the local keypad. From main screen select Main Menu (1) - System (3) - System Status (5) - Network (4).

TCP/IP should be saying *Up*. If it says *PendingUp*, there is a problem with establishing a physical connection. Network cables and router/switch needs to be checked. Ensure light over port where unit is connected is lit up.

WebSentry will say Idle when waiting to connect to server (connects once a minute). When connected you will either see Receive or Send. If it shows Connecting for several seconds it means there is a problem establishing a connection to the server. Usually it will toggle between Idle and Connecting when a proper connection is not established. Check TCP/IP and WebSentry configuration settings.

Checking TCP/IP configuration settings

Unit can be configured for dynamic or static IP. From main screen select Main Menu (1) - Factory Settings (5) - Network (5) - TCP/IP (1). If asked for a password at Factory Settings selection, enter 813.

DHCP set to Yes is for dynamic IP and if set to no, unit is configured for Static IP.

Dynamic IP
You should see an IP and Mask assigned (* means 255). This is assigned by the router to which the unit is connected. On second page you should also see IP's assigned to GW (Gateway) and DNS.

If any of these IP's are not assigned properly (showing 0.0.0.0 for instance), there is a problem with the router assigning IP info to the unit.

Static IP
IP, Mask, GW and DNS all have to be configured correctly or unit will not be able to communicate with the WebSentry server. This information should be known by the IT group managing the local network.

Check WebSentry configuration settings

By default the unit is configured to use DNS (Domain Name Server) to translate the Seresco domain name to the appropriate WebSentry IP address. Before software version 4.8.0, domain name www.seresco.net was used. Starting from version 4.8.0, domain name websentry.seresco.net is used.

If the IP is changing between an IP address and 0.0.0.0, there is a problem with the domain name lookup. In this case you can try to configure a static IP for the WebSentry server.

Change Use DNS to No and then change the IP address to IP of websentry.seresco.net (currently 97.74.200.218).

Testing Internet access from unit

Unit has a Ping feature that can be used to test that unit can connect to any IP address on the local network as well as to any IP over Internet.

To use the Ping feature you have to start the unit in Service Mode. From main screen select Main Menu (1) - System (3) - System Restart (3) and then press Yes (1) to confirm.

When unit starts up you will have a selection menu. Select Service (2).

To access the Ping feature, select Main Menu (1) – Service (6) – Network (3) – Ping (1). If asked for a password at Service selection, enter 813.

To test connection to WebSentry server, make sure IP (selection 1) is set to 97.74.200.218. Press 2 to start Ping request.

The 3rd line shows the current IP address assigned to the unit. The 4th line will either have 4 time values or the text Fail (up to 4 times). The time values indicate number of milliseconds for Ping message to go to WebSentry server and back.

Testing Internet access and WebSentry access from unit Ethernet cable

A simple test you can do to make sure there is Internet access from the Ethernet cable connected to our unit is to connect this cable into a laptop and accessing any web site using a web browser.

If unit is configured for static IP, you should configure the laptop with the exact same TCP/IP configuration. How this is done is not covered in this document.

IMPORTANT! Make sure WiFi connection is disabled when testing Ethernet cable.

A secondary test to ensure you can communicate with the Seresco WebSentry server is to use the Telnet command to establish a connection to the server.

Open up the Command Prompt window. Enter the command:

telnet 97.74.200.218 1030

You should now see a blank screen with a prompt. Hit any two characters. The text *Seresco WebSentry* should now be displayed followed by *Connection to host lost*. This verifies that you can open up a connection to the port used by the WebSentry server and that this port is not blocked by any firewall.

If the connection failed it most likely is a firewall issue. Port 1030 must be open for communication or at least for the IP assigned to the Seresco unit.

Contact Factory

If everything in this document has been tested and everything indicates that the communication should be working, we are dealing with an unknown fault. Contact Seresco for further advice.