

# How to revive a gateway

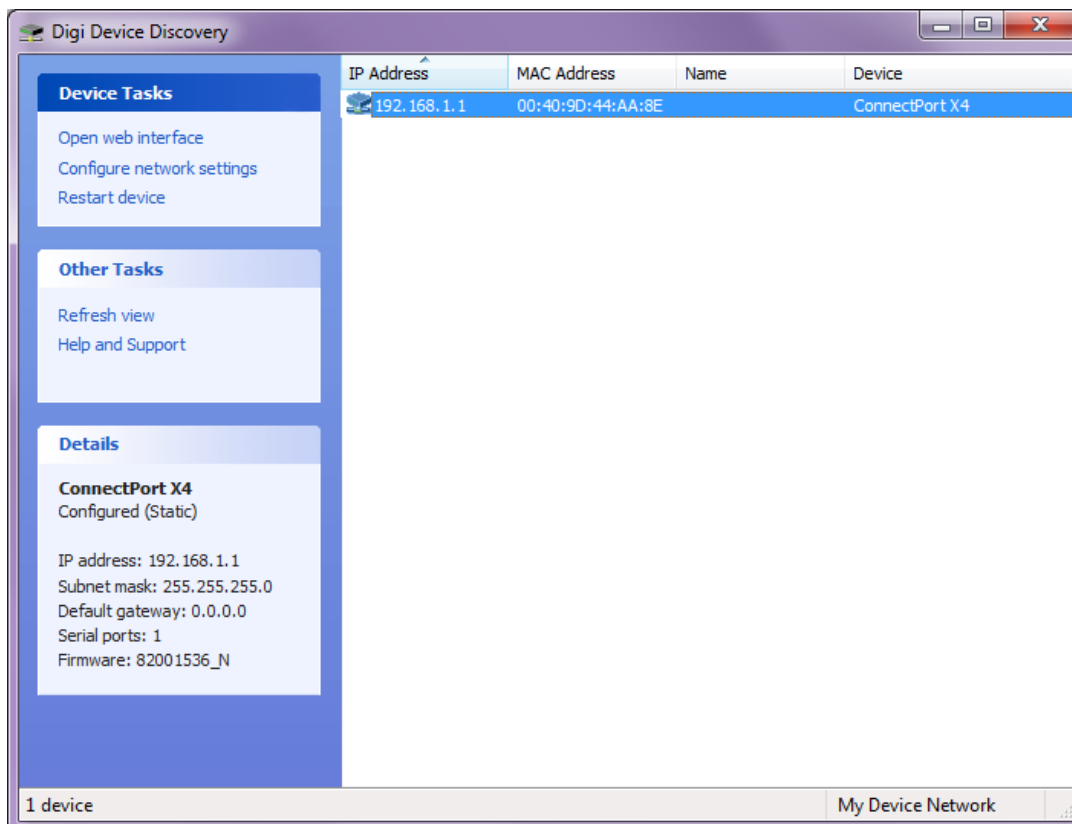
Symptom: Gateway power up, power light turns on, signal lights are off, XBEE lights are off. Gateway cannot be discovered by “Device Discovery” program using either direct connect to PC with crossover cable or connect to LAN network. Reset to default (hold reset button for 30 seconds with gateway powered off) did not revive the gateway.

Solution:

1. Unplug power from gateway.
2. While gateway is powered off, press and hold reset button.
3. While holding the reset button, power the gateway back on.
4. Keep holding the reset button for 30 seconds.

Result:

Gateway is discovered by “Device Discovery” with default IP address 192.168.1.1.



We can access Configuration page.

**ConnectPort X4 Configuration and Management**

Home

**Configuration**

- Network
- Mobile
- XBee Network
- Serial Ports
- Camera
- Alarms
- System
- Device Cloud
- Users
- Position

**Applications**

- Python
- RealPort
- Industrial Automation

**Management**

- Serial Ports
- Connections

**Home**

Getting Started

**Tutorial** Not sure what to do next? This Tutorial can help.

System Summary

Model: ConnectPort X4  
Ethernet MAC Address: 00:40:9D:44:AA:8E  
Ethernet IP Address: 192.168.1.1  
Mobile IP Address: Not Connected  
Description: None  
Contact: None  
Location: None  
Device ID: 00000000-00000000-00409DFF-FF44AA8E

Gateway retains its original name and settings.

**XBee Configuration**

XBee Devices

Gateway Device Details

PAN ID: 0x0500  
Gateway Address: 00:13:a2:00:40:2d:48:74!  
Gateway Firmware: 0x8062

Network View of the XBee Devices

Select a device to configure:

Node ID ▲	Network Address	Extended Address	Node Type	Product Type
GATE90006C		00:13:a2:00:40:2d:48:74!	coordinator	X4 Gateway

1 coordinator

**XBee Configuration**

Extended Address: 00:13:a2:00:40:2d:48:74!  
Product Type: X4 Gateway  
Firmware Version: 0x8062

Basic Settings

Basic Radio Settings

PAN ID (ID):  hex (0-0x7fff, 0xffff=use factory value)  
Node Identifier (NI):   
Discover Timeout (NT):  x 100 msec (32-12000)

Advanced Radio Settings

Broadcast Hops (BH):  (0-32, 0=maximum)

### XBee Configuration

Extended Address: 00:13:a2:00:40:2d:48:741  
 Product Type: X4 Gateway  
 Firmware Version: 0x8062

Basic Settings

Advanced Settings

The following are advanced settings. Use caution - modifying some settings can make remote devices inaccessible from the gateway.

Broadcast radius (BH):  (0-32)  
 Coordinator enable (CE):  (0-2)  
 Node discovery timeout (NT):  x 100 msec (32-12000)  
 Encryption enable (EE):  (0-1)  
 Hopping sequence (HP):  (0-7)  
 Link encryption key (KY):  (0-16 bytes)  
 MAC retries (RR):  (0-15)  
 Maximum hops (NH):  (1-32)  
 Mesh network retries (MR):  (0-7)  
 Broadcast retries (MT):  (0-15)  
 Network delay slots (NN):  (1-10)  
 Node identifier (NI):  (0-20 chars)  
 PAN identifier (ID):  (0x0-0xffff)  
 Sleep mode (SM):  (0-8)  
 Sleep options (SO):  bitfield (0x0-0xffff)  
 Sleep Time (SP):  x 10 msec (1-1440000)  
 Wake Time (ST):  msec (1-3600000)

Device Status

It retains original FW of gateway.

### Update Firmware

**Caution:** You have asked to update the firmware on your ConnectPort X4. When updating the firmware, please check the support site and release notes for more information.

Model: ConnectPort X4  
 Firmware: 2.17.0.5 (Version 82001536\_N 08/30/2013)  
 POST: 1.1.3 (release\_82001753\_K)

Note: Go to [Select Firmware from Local USB Drive](#) to update firmware from files on a local USB drive (A/) that is installed in your ConnectPort X4.

Select Firmware from PC or Server

Select Firmware:  No file selected.

Its Identity settings and date/time settings are at default.

### System Configuration

Device Identity Settings

Description:

Contact:

Location:

Device ID:

Date and Time Settings

Simple Network Management Protocol (SNMP) Settings

### System Configuration

Device Identity Settings

**Date and Time Settings**

Current system time: Thu Feb 1 03:45:41 2007  
 Current UTC time: Thu Feb 1 03:45:41 2007

Manually set the time

Offset From UTC

Offset from UTC (hh:mm):  :

**Time Source Settings**

To configure a time source, click on its Index number in the table below.

Index	Type	State	Ranking	Interval	FQDN
1	cellular network	on	60	n/a	n/a
2	gps	off	20	n/a	n/a
3	sntp server	off	10	86400	
4	sntp server	off	10	86400	
5	sntp server	off	10	86400	
	real-time clock	on	50	n/a	n/a

**Time Source Global Settings**

Time Adjustment Threshold:  seconds (0-300)

Enable Lost Time Source Recovery

Apply changes to the Time Source Global Settings

Its network and mobile (if cellular gateway) settings are at default.

### Network Configuration

**Ethernet IP Settings**

Obtain an IP address automatically using DHCP \*

Use the following IP address:

\* IP Address:

\* Subnet Mask:

Default Gateway:

Enable AutoIP address assignment

\* Changes to DHCP, IP address, and Subnet Mask may affect your browser connection.

**IP Forwarding Settings**

These settings are used to manage IP routing (forwarding) of packets between network interfaces. Static routes may be configured in conjunction with IP routing. Network Address Translation (NAT) settings may be configured to support communication between the device and other networks.

**IP Routing and Static Route Settings**

Enable IP Routing (Forwarding)

**Note:** If IP Routing is disabled, NAT is disabled.

Apply the following static routes (up to 16) to the IP routing table:

Enable	Destination Network	Netmask	Gateway Address	Metric	Interface
No static routes have been added					
<input type="checkbox"/>	<input type="text" value="0.0.0.0"/>	<input type="text" value="0.0.0.0"/>	<input type="text" value="0.0.0.0"/>	<input type="text" value="0"/>	<input type="text" value="eth0"/>

Click on the Help link above for additional information about the Gateway Address value.

**Mobile Configuration**

Select a mobile profile to configure. Settings on this page apply to the selected profile.

Mobile Profiles			
Priority	Service Provider	SIM	Status
1	None Selected	N/A	Not configured
2	None Selected	N/A	Not configured

▼ **Mobile Settings**

Select the service provider, service plan, and connection settings used in connecting to the mobile network. These settings are provided by and can be retrieved from the service provider.

**Mobile Service Provider Settings**

Service Provider:

**Mobile Connection Settings**

Enable this connection. This selection will not disconnect an established connection. An established connection may be disconnected from the [Connections Management](#) page.

Re-establish connection when no data is received for a period of time.

Inactivity timeout:  seconds

## Setting update required before disconnecting the gateway and moving it to LAN.

1. Disable “Enable IP routing (forwarding)” setting.

**IP Routing and Static Route Settings**

Enable IP Routing (Forwarding)

**Note:** If IP Routing is disabled, NAT is disabled.

Apply the following static routes (up to 16) to the IP routing table:

Enable	Destination Network	Netmask	Gateway Address	Metric	Interface
No static routes have been added					
<input checked="" type="checkbox"/>	<input type="text" value="0.0.0.0"/>	<input type="text" value="0.0.0.0"/>	<input type="text" value="0.0.0.0"/>	<input type="text" value="0"/>	<input type="text" value="eth0"/>

Click on the Help link above for additional information about the Gateway Address value.

2. Change Ethernet settings to “Obtain IP address automatically” and set to “Enable autoIP address assignment”.

**Network Configuration**

▼ **Ethernet IP Settings**

Obtain an IP address automatically using DHCP \*

Use the following IP address:

\* IP Address:

\* Subnet Mask:

Default Gateway:

Enable AutoIP address assignment

\* Changes to DHCP, IP address, and Subnet Mask may affect your browser connection.