

RF500A Distributor Gateway Restore Procedure

Version 1 – 09/08 2024 – Andy Wallace

Equipment/Information required:

- RF500A Gateway
- PC or Laptop with network lead set to fixed IP Address of 192.168.25.1
- Chrome Browser
- *Confirmed good customer manual backup file
- Customer completed form with their IP Address information and return address for the SD Cards (Already available)

*Probably we'll instigate a policy of checking the Manual Backup files for integrity which is a straightforward process, or the Distributor can do this with the Viewing Software so that they don't corrupt good SD Cards. If Backup needs to be Trimmed this will only be done by Setra.

Instructions:

1. Take new blank SD Cards and mark them 1 and 2 on the back with white marker pen.
2. Install the SD Cards into the Gateway.
3. Switch ON the Gateway and wait for boot-up.
4. Open a Private Browsing Window and navigate to 192.168.25.220 – Note you need to remove any notes about Marvin in the Address Line must just be 192.168.25.220
5. Log in with credentials 'comark' and password '42'.
6. Setup 1st Administrator with username 'comark' and password 'manager'.
7. Log in with new credentials.
8. Navigate to Firmware update page and upload M9HF1 Software and wait for Gateway to re-boot (approx. 5 mins).
9. Close Browser Window.
10. Open a regular Browser Window and navigate to 192.168.25.220
11. Marvin should open. Log in as above.
12. Upload the customer backup file and wait for the Gateway to reboot.
13. Take the IP address information from the customer form and change the IP address settings on the Gateway. The Gateway will re-boot again.
14. Navigate to the IP Network settings on the PC/Laptop and change the network settings as appropriate to change the network settings on the PC/Laptop. This usually involves setting a fixed IP address one number less than the customer's chosen IP address. For example, if the customer has provided, 10.103.143.66 then set 10.103.143.65 Allow the PC to set the Default Gateway IP and save the settings.
15. Open a new Browser Window and navigate to the customer IP Address and log into the Gateway to confirm all is well.
16. Navigate around the Gateway to make sure all is well and then shutdown the Gateway.

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17. Remove the SD Cards and place on a piece of paper clearly marked SD 1 and SD 2 and send to the customer with the instructions provided for fitting and instructions for data retrieval from their Transmitters to fill in the gaps on their Transmitters.

Output to send to the customer:

- A Pair of SD Cards with their Backup File clearly marked SD 1 and SD 2
- Instructions for fitting the SD Cards (Already written)
- Instructions for using Task Retrieve for filling in the Gaps in the Data (Already written)