
Accessing the Connect2Go Module for Status, Programming & Troubleshooting



This application note outlines how to access the Connect2Go Module locally to obtain status information, for programming purposes (Honeywell Only), and for troubleshooting purposes. To access the Connect2Go Module locally, it must be on the same network as the computer from which it is being accessed; hence, you will need to be on our customer's network to access the module.

Obtaining the Connect2Go Module IP Address and Accessing the Module





In order to access the Connect2Go Module, you will need the IP address of the module. To obtain the IP address for the Connect2Go Module, use one of the two methods outlined below. Apple MAC users you must use Method 1. Note that all IP addresses in this document are examples only.

Method 1: Look up the IP address using the DHCP Table

The Dynamic Host Control Protocol (DHCP) table lists all devices, including the Connect2Go Module, and their leased IP addresses on the network. As IP addresses are dynamically assigned, the Connect2Go Module IP address can vary. It is assumed that the DHCP server is your customer's router; this may not be true on more complicated networks.

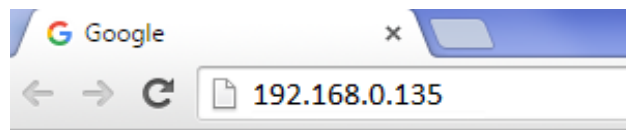
1. **Login** to the customer's router.
2. Once logged in, the DHCP table should appear. Look for the device Connect2Go Module, and record the IP address listed.

DHCP Clients

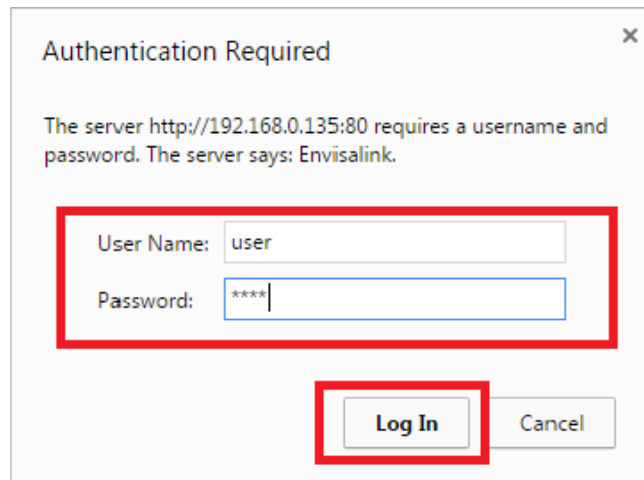
Hostname	IP Address	MAC Address	Client Lease Time	Delete
Polycom_0004f28cf849	192.168.0.139	00:04:F2:8C:F8:49	0 days 01:05:00	
nexus	192.168.0.133	BC:AE:C5:7C:94:19	0 days 01:05:00	
Thermostat	192.168.0.75	88:30:8A:97:E6:6B	1 day 00:00:00	
Envisalink	192.168.0.135	00:1C:2A:00:67:2A	0 days 01:05:00	

Note: If you do not see "Envisalink" in the DHCP table, unplug the ethernet cable for 30 seconds and reconnect.

3. From a computer on the same network as your **Connect2Go** Module, open a Browser Window and enter the **Connect2Go** Module IP address issued by the router in the URL field.



4. Once entered, the following login pop-up should appear. Enter **user** in both the User Name and Password fields and click **Log In**.



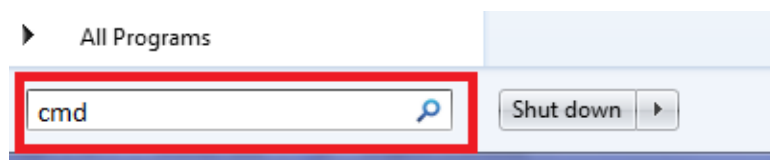
Method 2: Lookup up the IP address using command-line NetBIOS Tools

Windows Users:

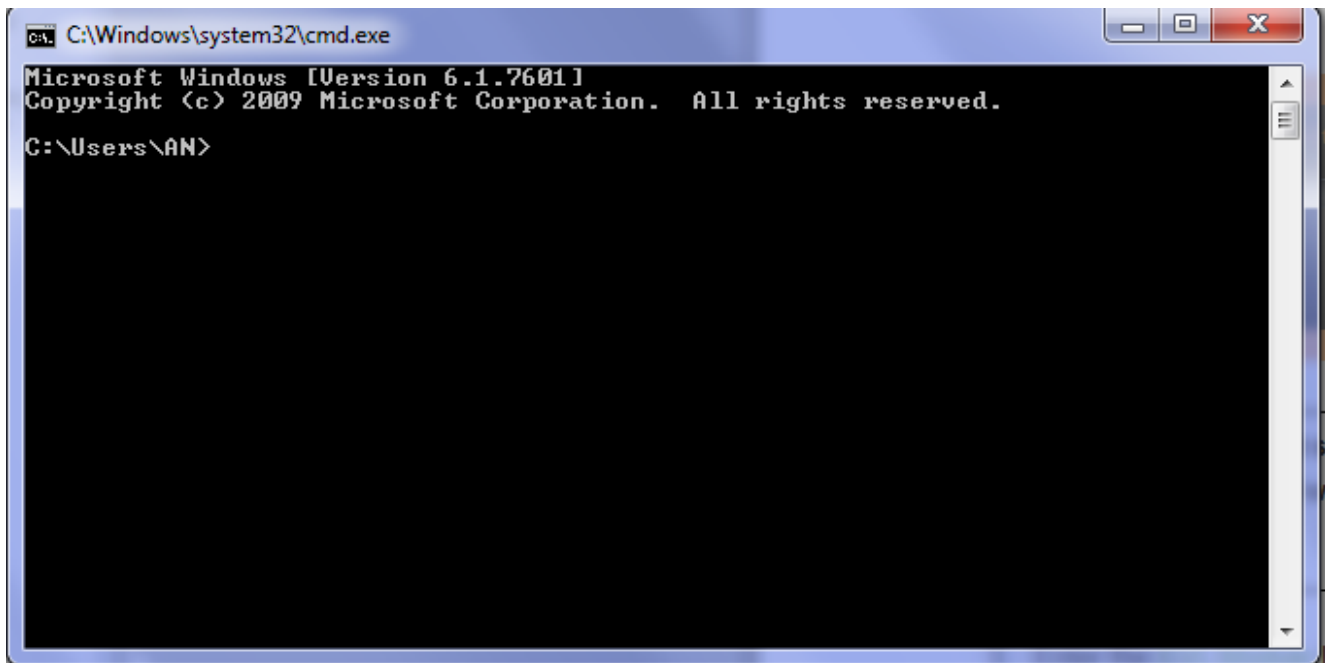
1. Open the command window on your customer's PC by clicking on the Windows Icon (Start Button) in the left hand corner of the bottom menu bar. The "Search program and files" search box should appear.



2. Enter **cmd** in the "Search Program and files" search box.



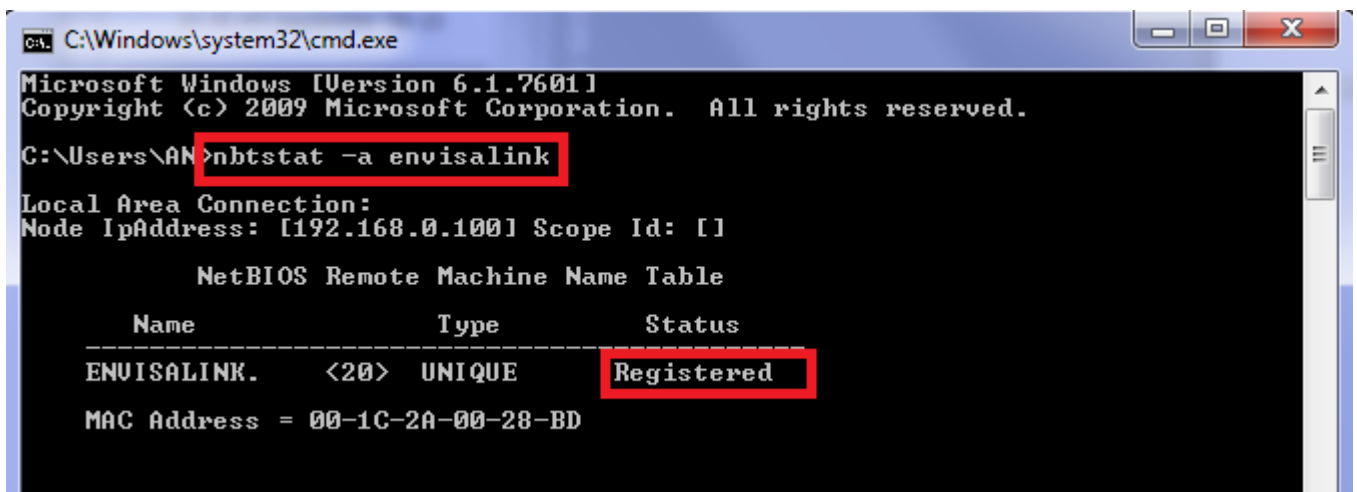
3. Press **Enter** and the following command window should appear:



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\AN>
```

4. Type **nbtstat -a Connect2Go** Module on the command line.



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\AN>nbtstat -a envisalink
Local Area Connection:
Node IpAddress: [192.168.0.100] Scope Id: []

    NetBIOS Remote Machine Name Table

    Name                Type           Status
    -----
    ENVISALINK.          <20> UNIQUE      Registered
    MAC Address = 00-1C-2A-00-28-BD
```

This will force the computer to go look for the networked computer with the NetBIOS name "**Envisalink**" and store its IP address in the name cache.

5. To access the name cache and retrieve the **Connect2Go** Module IP address, type **nbtstat -c** on the command line. A list of computer names will appear with IP addresses. Look for the computer name '**Envisalink**' and record its IP address.

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\AN>nbtstat -a envisalink

Local Area Connection:
Node IpAddress: [192.168.0.100] Scope Id: []

    NetBIOS Remote Machine Name Table

    Name                Type             Status
    -----
    ENVISALINK.          <20> UNIQUE         Registered
    MAC Address = 00-1C-2A-00-28-BD

C:\Users\AN>nbtstat -c

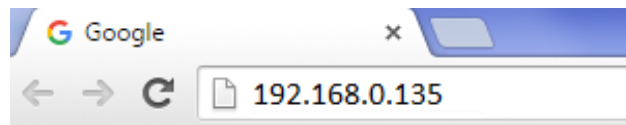
Local Area Connection:
Node IpAddress: [192.168.0.100] Scope Id: []

    NetBIOS Remote Cache Name Table

    Name                Type             Host Address    Life [sec]
    -----
    ENVISALINK.          <20> UNIQUE         192.168.0.103   475

C:\Users\AN>
```

6. Enter the **Connect2Go** Module IP address into the Brower Window.



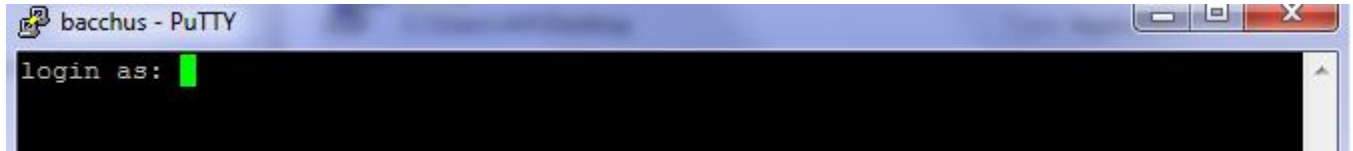
7. Once entered, the following login pop-up should appear. Enter **user** in both the User Name and Password fields and click **Log In**.

A screenshot of an "Authentication Required" dialog box. The dialog box has a title bar with a close button. The main text says: "The server http://192.168.0.135:80 requires a username and password. The server says: Envisalink." Below this text are two input fields: "User Name:" with the value "user" and "Password:" with the value "****". A red rectangular box highlights both input fields. At the bottom right of the dialog box are two buttons: "Log In" and "Cancel". The "Log In" button is highlighted with a red rectangular box.

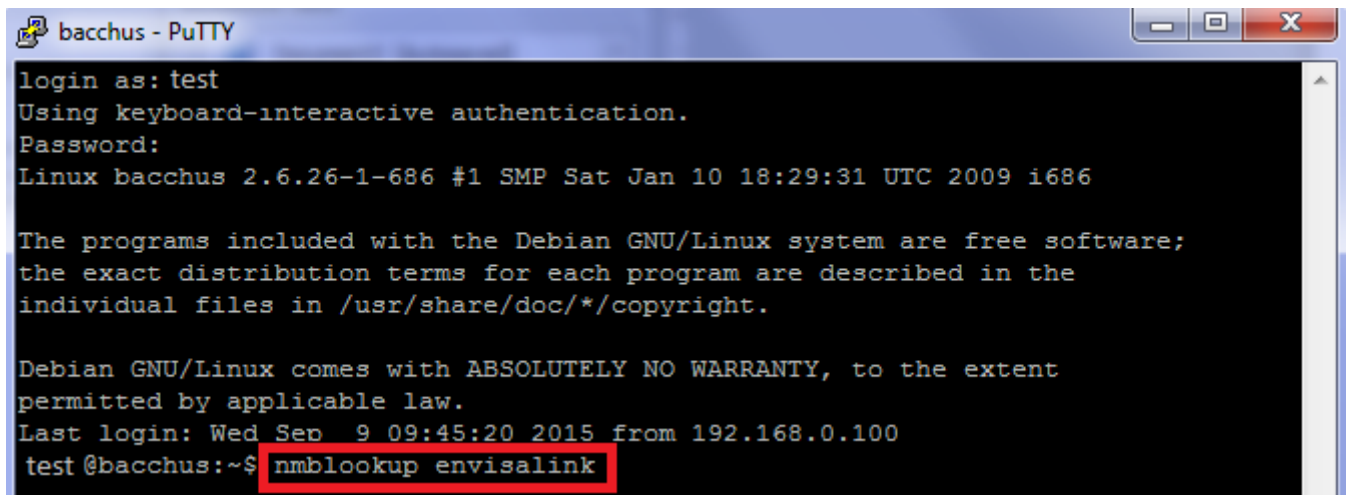
Linux Users:

Before following the process below, ensure that customer has the SAMBA suite installed on their LINUX machine. If they do not, SAMBA will need to be installed before proceeding.

1. Open a terminal window and login using the customer's credentials.



2. From the command line, enter ***nmblookup envisalink***.

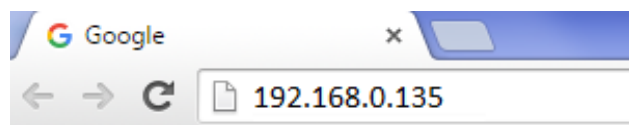


3. An example of what should appear is below. The network and **Connect2Go** Module IP address will be different for your customer.

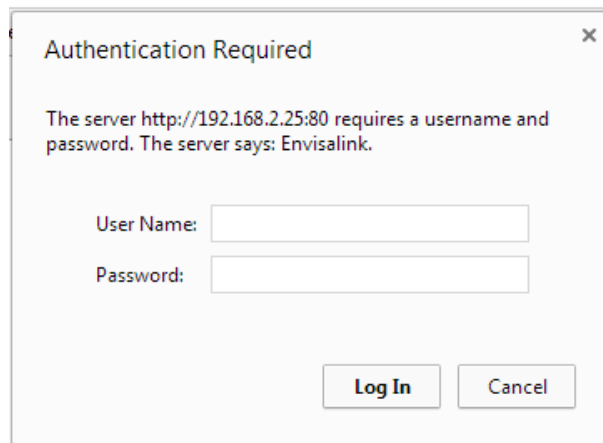
The message "**querying envisalink on 192.168.0.255**" indicates that the computer is looking for the **Connect2Go** Module on your customer's network. In this example **192.168.0.255** is the network's IP address.

"**192.168.0.135 envisalink <00>**" is the **Connect2Go** Module. **192.168.0.135** is the **Connect2Go** Module's IP address.

4. Enter the **Connect2Go** Module IP address into the Brower Window.



5. Once entered, the following login pop-up should appear. Enter 'user' in both the User Name and Password field and click **Log In**.



The image shows a standard Windows-style dialog box titled "Authentication Required". It contains a message stating that the server at http://192.168.2.25:80 requires a username and password, and that the server says "Envisalink". Below the message are two input fields: "User Name:" and "Password:". At the bottom right of the dialog are two buttons: "Log In" and "Cancel".

Authentication Required

The server http://192.168.2.25:80 requires a username and password. The server says: Envisalink.

User Name:

Password:

Log In Cancel

Understanding the Connect2Go Module Home Screen

Once you have logged into the Connect2Go Module, the home screen will appear.

Honeywell Users

For Honeywell Users, the home page shows security status and Envisacor Expansion Modules (if installed); and, also allows the user to change keypad addresses for each partition (See Programming: Honeywell Key Pad Address Changes on page 9). It is also the point from the Network Screen can be accessed for Troubleshooting Purposes.

EnvisALERTS 

EnvisALink 4

2015-09-10 16:23 - System Time

Home | Network

Security Subsystem - Honeywell

Zone Status

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16

System Status

System	Ready	Trouble	ARM	USER CODE <input type="text"/>
--------	-------	---------	-----	--------------------------------

Security Settings

Partition 1 Keypad Address (17-31, 0 = OFF)

Partition 2 Keypad Address (17-31, 0 = OFF)

Partition 3 Keypad Address (17-31, 0 = OFF)

Partition 4 Keypad Address (17-31, 0 = OFF)

Partition 5 Keypad Address (17-31, 0 = OFF)

Partition 6 Keypad Address (17-31, 0 = OFF)

Partition 7 Keypad Address (17-31, 0 = OFF)

Partition 8 Keypad Address (17-31, 0 = OFF)

Enable IP/GSM/LRR Shadowing? ☐

Expansion Modules

None Installed

DSC Users

For DSC Users, the home page shows security status, thermostat status, and Envisacor Expansion Modules (if installed). It is also the point from which the Network Screen can be accessed for Troubleshooting Purposes.

EnvisALERTS 

EnvisALink 4

2015-09-09 10:19 - System Time

[Home](#) | [Network](#)

Security Subsystem - DSC

Zone Status

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16

System Status

System	Ready	ARM USER CODE <input type="text"/>	PGM 1 ▼ Toggle PGM
--------	-------	------------------------------------	--------------------

HVAC Subsystem - If Equipped

Inside Temperature #1: 25 °

Inside Temperature #2: 75 °

Expansion Modules

None Installed

Programming: Honeywell Keypad Address Changes

For a Honeywell System, the home screen provides the ability to change keypad addresses for each partition. To change key pad addresses:

1. Enter the correct address in the box beside the Partition Number; zero indicates there is no partition. If you do not know the partition address, please refer to the [Envisalink 4/ Honeywell Installation and Programming Guide](#).
2. Click **Modify** beside the box in which the change was made. You can only change one entry at a time.
3. To Enable IP/GSM/LRR Shadowing, check the box and click **Modify**. To disable IP/GSM/LRR Shadowing, uncheck the box and click **Modify**.

EnvisALERTS 

Envisalink 4

2015-09-09 09:19 - System Time

Home | Network

Security Subsystem - Honeywell

Zone Status

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16

System Status

System	Ready	Trouble	ARM	USER CODE	<input type="text"/>
--------	-------	---------	-----	-----------	----------------------

Security Settings

Partition 1 Keypad Address (17-31, 0 = OFF)

Partition 2 Keypad Address (17-31, 0 = OFF)

Partition 3 Keypad Address (17-31, 0 = OFF)

Partition 4 Keypad Address (17-31, 0 = OFF)

Partition 5 Keypad Address (17-31, 0 = OFF)

Partition 6 Keypad Address (17-31, 0 = OFF)

Partition 7 Keypad Address (17-31, 0 = OFF)

Partition 8 Keypad Address (17-31, 0 = OFF)

Enable IP/GSM/LRR Shadowing? ☐

Expansion Modules

None Installed

Understanding the Connect2Go Module Network Page

1. To access the Network Page simply click the **Network** located in the top right-hand corner of the home page.



2. Once clicked, the following Network Page will appear regardless of system type (Honeywell or DSC). The network screen gives you information on all of the network services that the Connect2Go Module supports.

A screenshot of the 'Network Parameters' page in the EnvisALERTS interface. The page has a dark blue header with 'EnvisALERTS' on the left and 'EnvisaLink 4' on the right. Below the header is a dark blue bar with '2015-09-09 10:37 - System Time' on the left and 'Home | Network' on the right. The main content area is titled 'Network Parameters' in a dark blue bar. Below this is a light gray box containing network settings: IP Address (192.168.0.103), Network Mask (255.255.255.0), Gateway (192.168.0.1), DNS Server (192.168.0.1), and DHCP Status (BOUND - 00561). At the bottom of this box is a checkbox for 'Make Network Settings Static?' and a 'SUBMIT' button. Below the gray box is a 'Change User Password' section with a text input field and a 'CHANGE' button. The next section is 'EnvisAlerts Status' with 'Envisalerts Server' (184.106.215.218) and a green 'ONLINE' status box. This is followed by 'EnvisAlarm Status' showing 'Not Subscribed' in a red box and 'Account#: 0000 COM#: 01'. The final section is 'EnvisaLink TPI Status' with a green 'ONLINE' status box, 'Client: 192.168.0.176', and an 'Enable TPI Session Alerts' checkbox with a 'CHANGE' button.

Network Parameters

The network parameters show the current IP address, subnet mask, gateway, and DNS server. It also tells you whether the module is set to static IP (DHCP DISABLED), or if it is connected to a DHCP server (BOUND). The length the DHCP lease in minutes is shown if applicable.

For troubleshooting purposes you should always use DHCP, as the router may block communications with a computer that does not enroll with the DHCP server.

EnvisAlerts Status

This is the status of communications between the **Envisalerts** server and the **Connect2Go** Module. The **Envisalerts** status can be in one of three states:

- ONLINE – Normal Operation
- OFFLINE – No communications with the server
- NOT ENABLED – The **Connect2Go** Module is communicating with the server but the device is not activated on the customer's account. For help on device activation, refer to the ***Pro and Customer Account Set Up*** guide.

In addition, the IP address of the **Envisalerts** server is shown beside the status box.

EnvisAlarms Status

If the customer has subscribed to Central Station Monitoring, the status of the link is shown here. It can be in one of three states:

- ONLINE – Normal Operation
- OFFLINE – No communications with the Central Station Receiver/Communicator
- Not Subscribed – The customer has not subscribed to Central Station Monitoring

If subscribed, the customer-account number and which communicator (COM Number) the **Connect2Go** Module is currently connected to will appear. During a service call, the service provider may request this information.

Envisalink TPI Status

TPI stands for Third Party Interface. If the third-party "app" is installed on the customer's mobile phone, or the customer has a networked home automation system, these applications will connect to the security system via the **Connect2Go** Module TPI.

If an application is attached to the TPI, the status will show ONLINE, and provide the IP address of the computer/mobile phone that is currently attached. Otherwise the TPI will show OFFLINE, which is normal when not in use.

Troubleshooting EnvisAlerts Network Problems

If you can access the Network page, then the **Connect2Go** Module is functioning properly.

If the **EnvisAlerts** server status is shown as OFFLINE, then you need to determine what is preventing communications between the **Connect2Go** Module and the **EnvisAlerts** server at the Central Monitoring Station and resolve accordingly.

The EnvisAlerts Server Address Shows as 0.0.0.0

EnvisAlerts Status

EnvisAlerts Server 0.0.0.0

OFFLINE

The **Connect2Go** Module uses the primary DNS server provided by the DHCP server. Typically two servers are provided, a primary and a secondary. When the primary server goes down, everything on the network will automatically switch to the secondary server. However, due to software limitations, the **Connect2Go** Module will only use the primary DNS server.

If the primary DNS server is down or the IP address is incorrect in the router, the **Connect2Go** Module cannot determine the IP address of the alerting server and will report an IP address of 0.0.0.0.

To resolve this problem, verify with the customer's ISP that the primary and secondary DNS server settings are correct in the router. If they are correct, swap the primary and secondary DNS servers in the DHCP settings. If the address is still displaying as 0.0.0.0, use a public DNS server such as Google at 8.8.8.8.

The EnvisAlerts Server Shows as 184.106.XXX.XXX but OFFLINE

EnvisAlerts Status

EnvisAlerts Server 184.106.215.218

OFFLINE

If the **EnvisAlerts** Status is OFFLINE but a valid IP address is shown, a firewall is blocking communications with the alerting server. The firewall may be within the router, or a separate appliance. Specific information on how to disable the firewall is out of the scope of technical support; however, the following are some suggestions for common residential routers:

- Allow outgoing UDP and TCP traffic from the **Connect2Go** Module on ports 4021-4022.

- Look for a router setting that references “firewall”. Set to the lowest setting and ensure there is no “stateful packet inspection” option turned on.
- The encrypted communications between the **Connect2Go** Module and the alerting server may look like VPN traffic to a router. Make sure you enable options like IPSec or VPN pass-through.
- Some routers will not allow encrypted traffic from non-DHCP clients. Make sure you are not using the local “Make Static” option on the network page.
- Reboot the router, and then remove the Ethernet cable from the **Connect2Go** Module for 30 seconds and re-insert. This will force the **Connect2Go** Module to renew its DHCP lease.

Dealer Support Contact Information:

If you have any questions or concerns, or have trouble activating your account and setting up customers, please email our Help Desk at support@connect2go.com or call 647-503-3406

Note that phone support is only available, Monday-Friday 9am-4pm EST.