

Problem: Unable to Setup a NetGuardian to be Polled by T/Mon
Platform: NetGuardian & T/Mon NOC/SLIM

Setting up T/Mon to poll a NetGuardian is a common and important part of new RTU deployments. If T/Mon can't poll your remotes, you don't have the visibility you need to do your job.



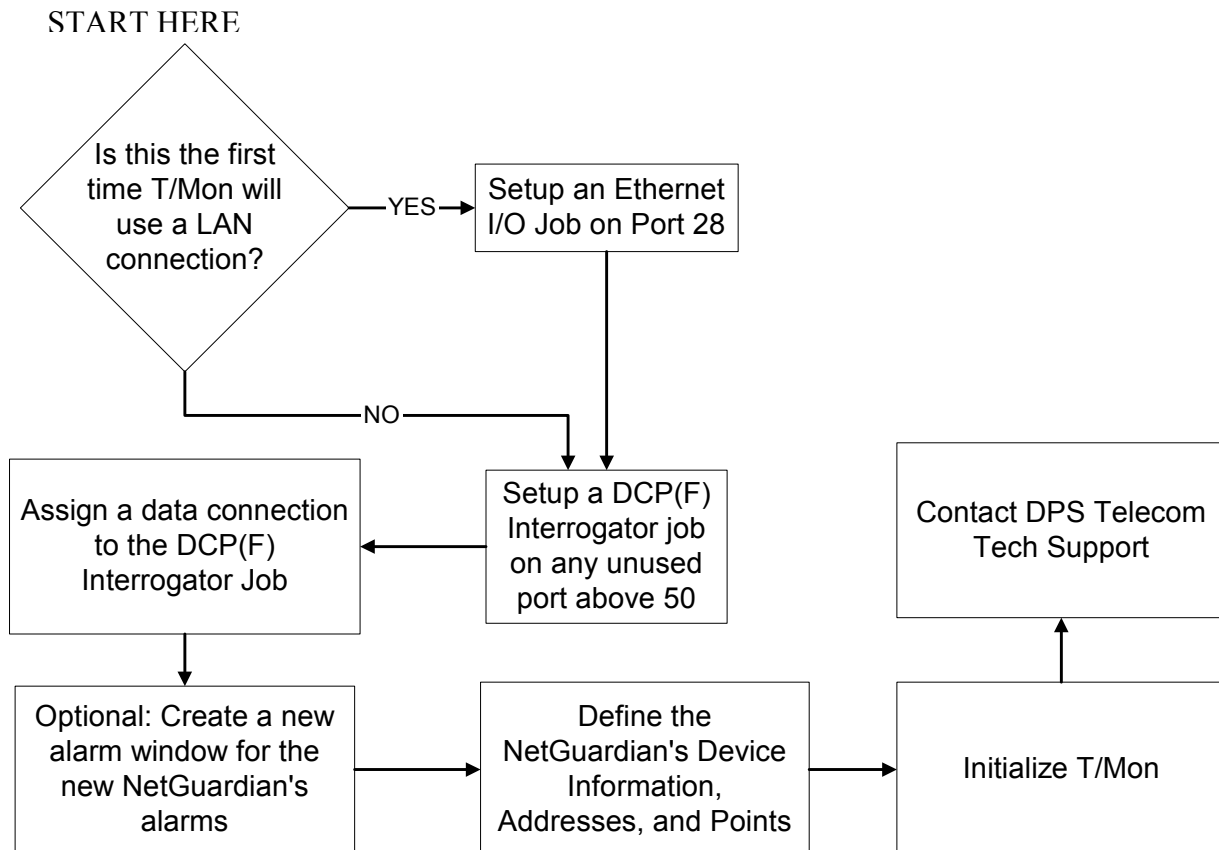
Use the following "techno knowledge" paper to setup T/Mon to poll a NetGuardian and troubleshoot common issues.

This "techno knowledge" paper can help you if:

- You are unable to setup your T/Mon to poll a NetGuardian.

Quick Reference Chart

(for more details, review the troubleshooting checklist, starting on page 2 of this guide)

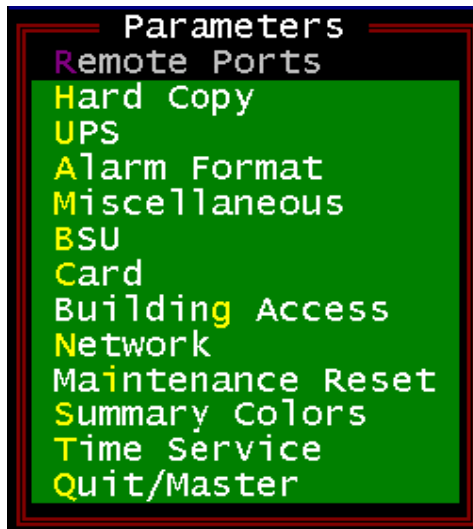


Troubleshooting Checklist

- From the Master Menu of the T/Mon select the 'Parameters' option. This will open the Parameters Menu.



- From the Parameters Menu select 'Remote Ports'. This will put you in the Remote Parameters mode.



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NOTE: The steps in this box are only necessary if this is the first time your are setting up your T/Mon to use a LAN connection

- The Remote Parameters screen will default to the last port that was being edited. To find Port 28, press the 'F' key and find a port. Enter '28' and press 'Enter' to find Port 28.

```

I
V
S
C
S
B
Remote Parameters
Remote : 28
Port usage      : ETHERNET I/O

Port Description :

D
F)ind, E)dit, N)ext, P)rev, Q)uit : _
O:
F1=TCP Ports, F5=Toggle Suspend, F10/Esc=Exit
```

- Press 'E' to enter Edit mode.
 - Use the 'Tab' key to select "ETHERNET I/O".
- Press 'F' to Find or press 'N' repeatedly to reach any available job port above 50. An available job port will have a "Port usage" of "HALTED".

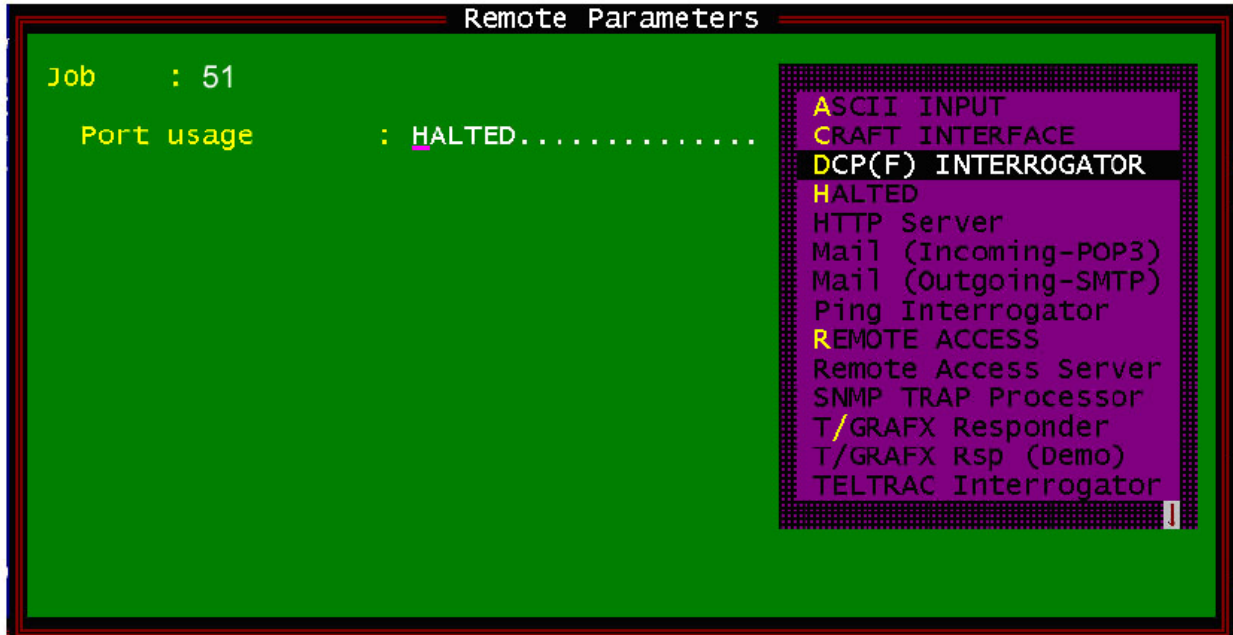
```

I
V
S
C
S
B
Remote Parameters
Job      : 51
Port usage : HALTED

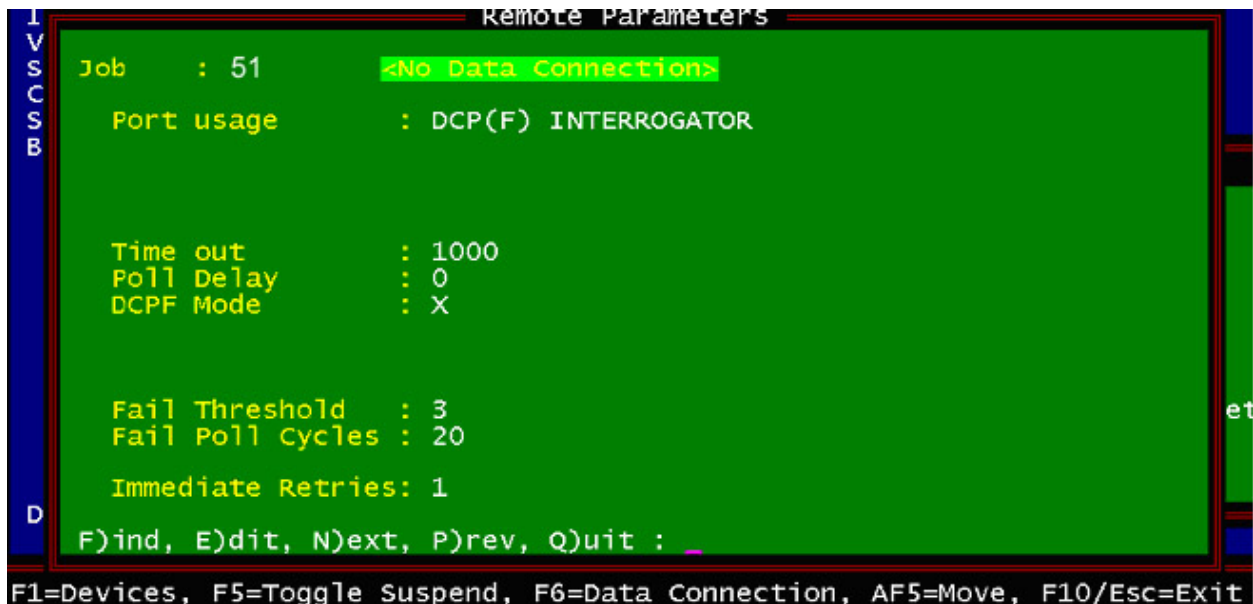
D
F)ind, E)dit, N)ext, P)rev, Q)uit :
F5=Toggle Suspend, F6=Data Connection, F10/Esc=Exit
```

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- Once you have found any available (“HALTED”) job above 50, press ‘E’ to enter Edit Mode.
 - Use the ‘TAB’ key to select the “DCP(F) INTERROGATOR” and press ‘Enter’.

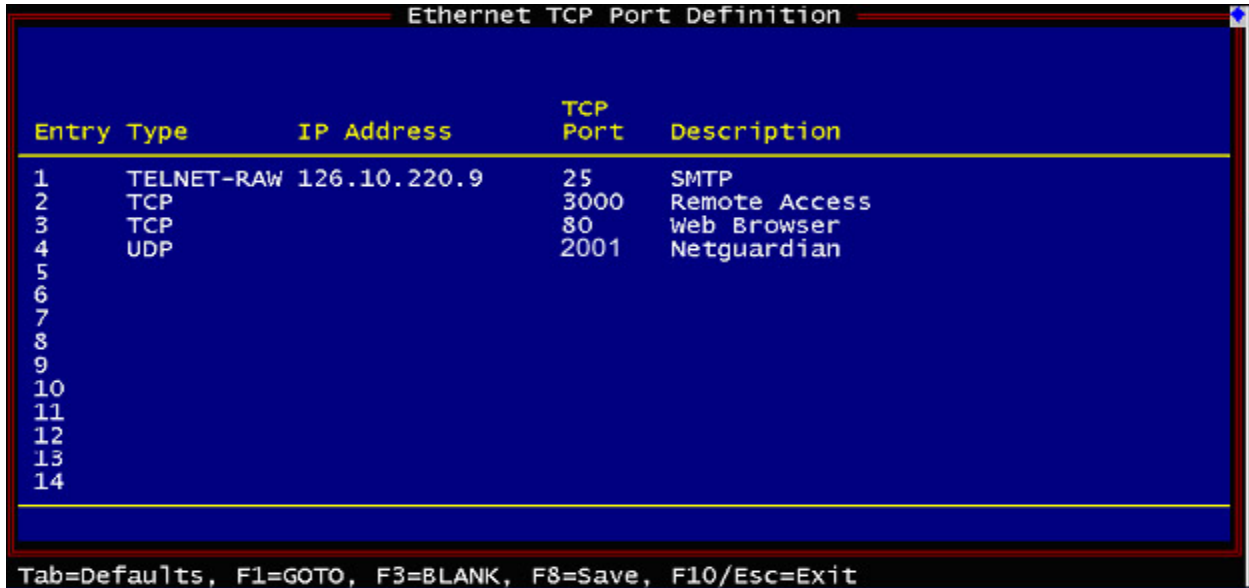


- Set each field to the value that appears in the screen capture below:
NOTE: After filling in the fields, you should see a <No Data Connection> message.



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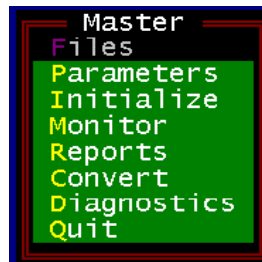
- ❑ Press 'F6' to reach the Data Connection screen
- ❑ Press 'F1' to reach the Ethernet TCP Port Definition screen.



Entry	Type	IP Address	TCP Port	Description
1	TELNET-RAW	126.10.220.9	25	SMTP
2	TCP		3000	Remote Access
3	TCP		80	Web Browser
4	UDP		2001	Netguardian
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

Tab=Defaults, F1=GOTO, F3=BLANK, F8=Save, F10/Esc=Exit

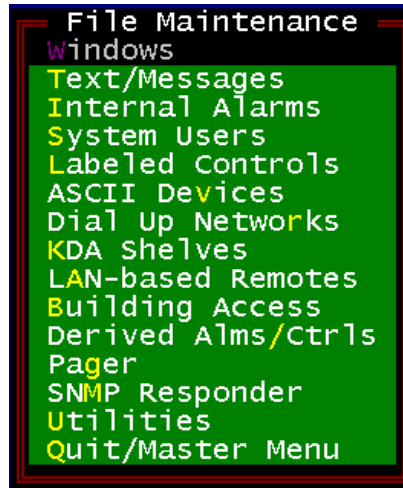
- ❑ Use the 'TAB' key to select "UDP".
- ❑ Set the TCP port to the same port number that you chose when configuring the NetGuardian (default is 2001).
- ❑ Press 'F8' to save your changes.
- ❑ Exit back to the Master Menu



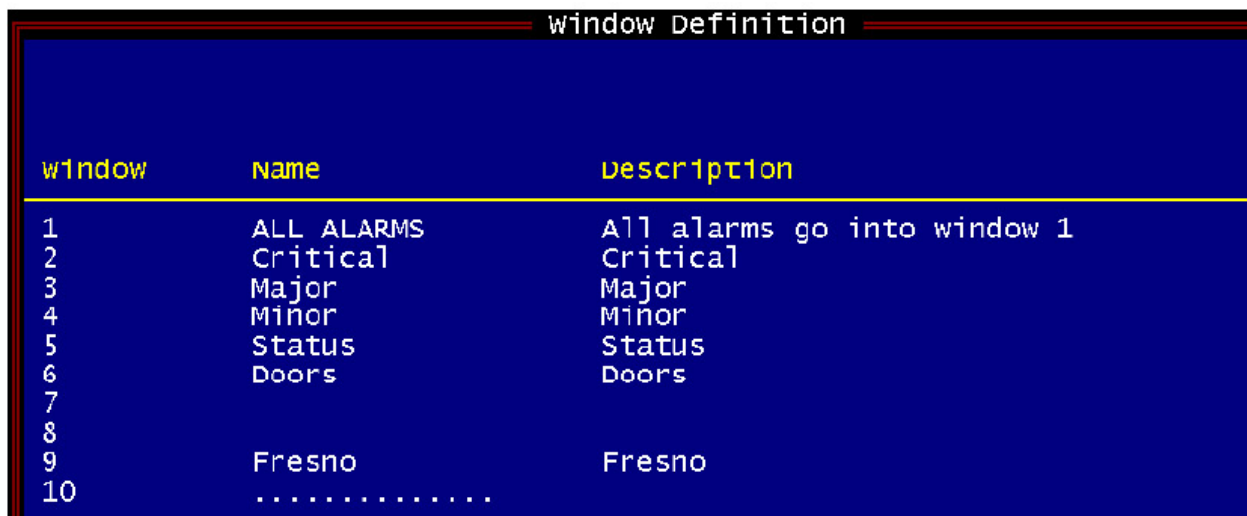
- ❑ Select 'Files' from the Master Menu to reach the Files Maintenance Menu.

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- Select 'Windows' from the menu to reach the Window Definition screen.



- From the "Window Definition" screen, you can set up an alarm window to send your NetGuardian's alarms to later in this procedure. To do so, simply move to the end of the list and enter a new name and description for your new alarm window.

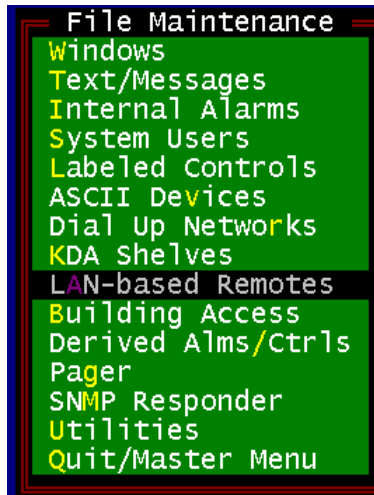


Window	Name	Description
1	ALL ALARMS	All alarms go into window 1
2	Critical	Critical
3	Major	Major
4	Minor	Minor
5	Status	Status
6	Doors	Doors
7		
8		
9	Fresno	Fresno
10	

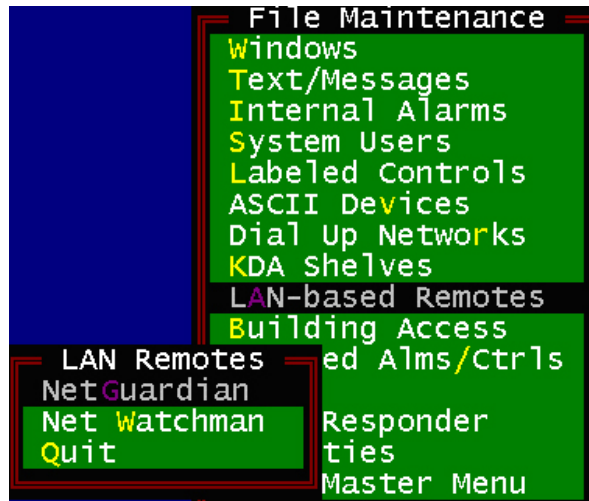
- Press F8 to save any changes on the "Windows Definition" screen and return to the "File Maintenance" menu.

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- Select “LAN-based” remotes from the “File Maintenance” menu:



- Select “NetGuardian” from the “LAN Remotes” menu:



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- Fill in the “NetGuardian Definition” screen appropriately for the NetGuardian you are setting up. An example is shown below:

NOTE: The “Base Addr” field should match the Unit ID number on the NetGuardian

```
Net Guardian Definition
Site Number      : 1
Description      : NETGUARDIAN in Relay Rack 4
Site Name        : Fresno
Password         : dpstelecom
Device Type      : FULL
Base Proxy Port  : 3000
Expansion Units  : 0
Expansion Modules : NONE

IP Address / Port : 126.10.230.193 / 2001

Dedicated Port   : 51   Base Addr: 1   Exp Addr #1: N/A   Exp Addr #2: N/A
Dialout Port     : 2     Phone: 4541677           Test: 0
Polling Type     : PERIODIC           Polling Interval : 0 (mins)
Scheduled Days   ---> SUN:   MON:   TUE:   WED:   THU:   FRI:   SAT:
Scheduled Hours  :
Scheduled Minute :

F)ind, E)dit, D)delete, N)ext, P)revious, Q)uit : _

F1=Device, F2=Global Options, F3=Firmware, F10/Esc=Exit
```

- Press F1 to reach the “NetGuardian Address Definition” screen.
- Enter the firmware version currently loaded on your NetGuardian
- Enter the Address Defaults settings (see page 7-11 in the T/MonXM User Manual for details)

```
Net Guardian Address Definition

Port      : NG      NETGUARDIAN
Address   : 1

Displays  : 1-11
Firmware Ver : 2.5D
Poll Type : U
Refresh Rate : 101

Log Undefined: Y

----- Address Defaults -----
Polarity   : B      Windows      : 2,6
Logging    : L      Message      : 0
History    : H
Level      : A
Status     : A
Reverse    : N
Description : (Undefined)

E)dit, N)ext, P)rev, Q)uit : _

F1=Pnts, F5=ALG, AF1=TL1, F10/Esc=Exit
```

Unable to Setup a NetGuardian with T/Mon

- Press F1 to reach the “Point Definition” screen. This screen will default to display 3, which is the start of the 1st analog channel for the NetGuardian.

```
Point Definition
Port : NG Site: 1 Disp: 3 Display Desc :
P L H L S R
O O S e t v
P t l g t v s s Description Fail Clear
1 B L H C A N Analog - Channel 1 Minor Under
2 B L H C A N Analog - Channel 1 Minor Over
3 B L H B A N Analog - Channel 1 Major Under
4 B L H B A N Analog - Channel 1 Major Over
5 B N N D A N Analog Data - Channel 1
6 B N N D A N Analog Data - Channel 1
7 B N N D A N Analog Data - Channel 1
8 B N N D A N Analog Data - Channel 1
F)ind, E)dit, D)elete, N)ext, P)rev, Q)uit :

Message

F10/Esc=Exit
```

Unable to Setup a NetGuardian with T/Mon

- Use the 'F' key to find Display 1 for the NetGuardian, which contains the discrete alarm inputs.
- Input data for your discrete alarm points similar to the example screens below (refer to page 7-13 of the T/MonXM User Manual for details):

```
Point Definition
Port : NG Site: 1 Disp: 1 Display Desc :
P L H L S R
O o s e t v
Pt l g t v s s Description Fail Clear
1 B L H A A N Illegal Entry .....
2
3
4
5
6
7
8
```

```
Point Definition
Port : NG Site: 1 Disp: 1 Display Desc :
P L H L S R
O o s e t v
Pt l g t v s s Windows Msg Qual Counter Pager
1 B L H A A N 2,6,9 1 0 0 1.
2
3
4
5
6
7
8
Enter pager profile number (1-99), (0=none) Current : email

Message
This Door has been open after hours.
Call the Fresno Police Dept at 454-1681
Location address 4955 E. Yale Ave. Cross steets
Fine and Yale

Up Arrow=Previous Field, F10/Esc=First Field
```

- Exit to the Master Menu.
- Select "Initialize"
- Select "Monitor"

Your NetGuardian should now be correctly set up within T/Mon.

Unable to Setup a NetGuardian with T/Mon

To verify that your NetGuardian is being correctly polled by T/Mon, you may wish to perform the check described below:

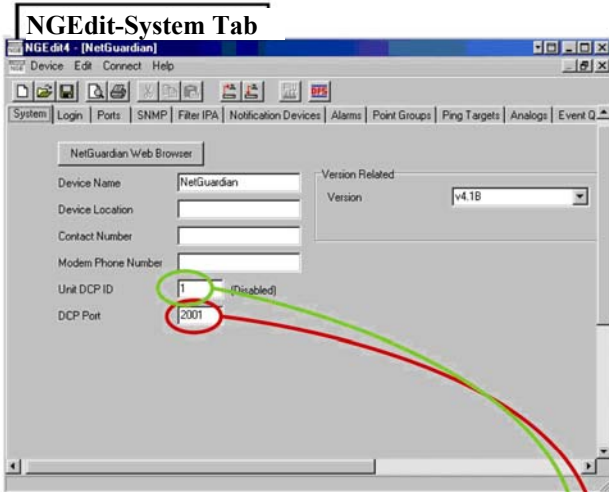
- ❑ From the Alarm Summary screen in Monitor Mode, press Shift+F6 to reach the Site Statistics screen
- ❑ Adjust view to NetGuardian polling leg. You should see the number of polls rising as the new NetGuardian is polled by T/Mon.

If the polls are failing, try to ping the NetGuardian's IP address.

If the NetGuardian responds to pings but is not being polled correctly, check its configuration settings. The most common errors are an incorrect TCP port or Unit ID.

The following page has a reference to assist you in correctly filling in these fields.

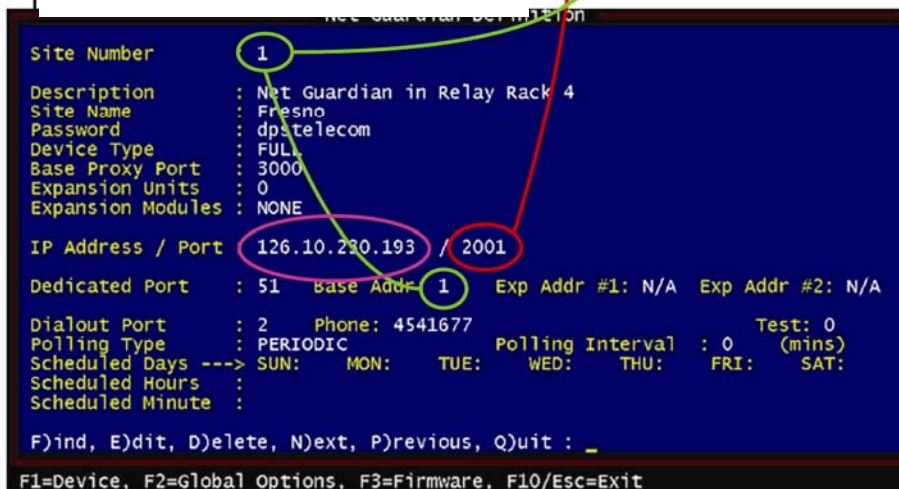
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NetGuardian Web Interface – System Tab



T/Mon – NetGuardian Definition Screen



NOTE:

The UnitID, SiteID, and DCP Port fields indicated in red and green below should match.

The IP address circled in pink must also match the IP address configured on the 'Ports' tab of NGEedit or the NetGuardian Web Interface.

If you continue to have issues setting up a NetGuardian within T/Mon, please contact DPS Telecom Tech Support.