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**Accessing **Envisalink** for Status, Programming & Troubleshooting**

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This application note outlines how to access **Envisalink** locally to obtain status information, for programming purposes, and for troubleshooting purposes. To access **Envisalink** locally, it must be on the same network as the computer from which you are accessing it.

**Obtaining the **Envisalink** IP Address and Access Module**

To obtain the IP address for your **Envisalink**, 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 your **Envisalink**, and their leased IP addresses on your network. As IP addresses are dynamically assigned, the **Envisalink** IP address can vary. It is assumed that your DHCP server is your router; this may not be true on more complicated networks.

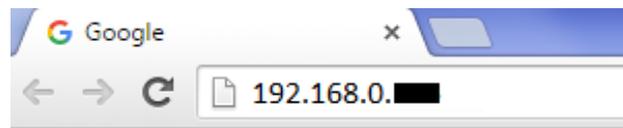
1. **Login** to your router.
2. Once logged in, the DHCP table should appear. Look for the device **Envisalink**, and record the IP address listed.

**DHCP Clients**

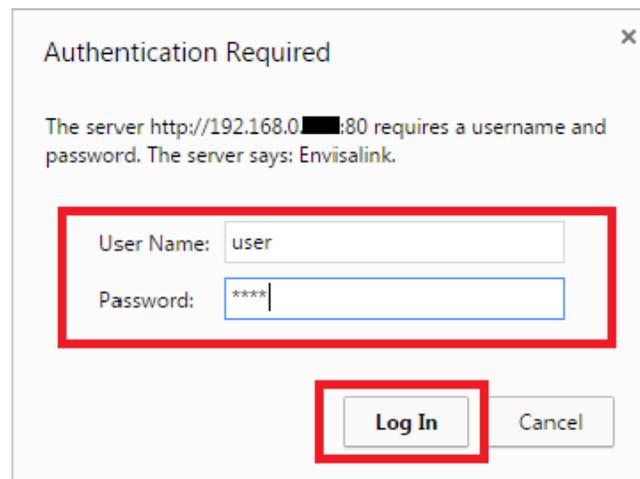
Hostname	IP Address	MAC Address	Client Lease Time	Delete
Polycom_0004f28cf849	192.168.0.139	00:04:F2:8C:F8:49	0 days 01:05:00	
nexus	192.168.0.133	BC:AE:C5:7C:94:19	0 days 01:05:00	
Thermostat	192.168.0.75	88:30:8A:97:E6:6B	1 day 00:00:00	
<b>EnvisaLink</b>	192.168.0.█	00:1C:2A:00:67:2A	0 days 01:05:00	

**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 **Envisalink**, open a Browser Window and enter the **Envisalink** 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**.



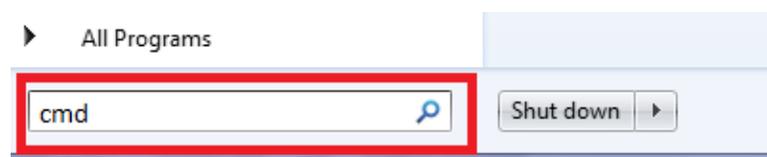
## Method 2: Lookup up the IP address using command-line NetBIOS Tools

### Windows Users:

1. Open the command window on your 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.

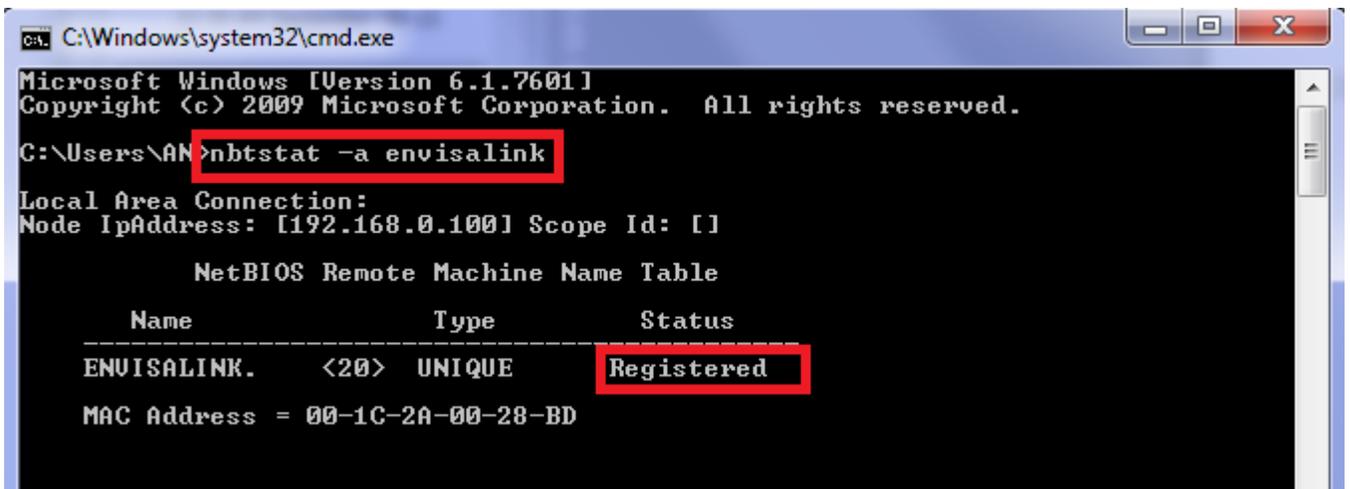


3. Press **Enter** and the following command window should appear:



```
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 Envisalink` on the command line.



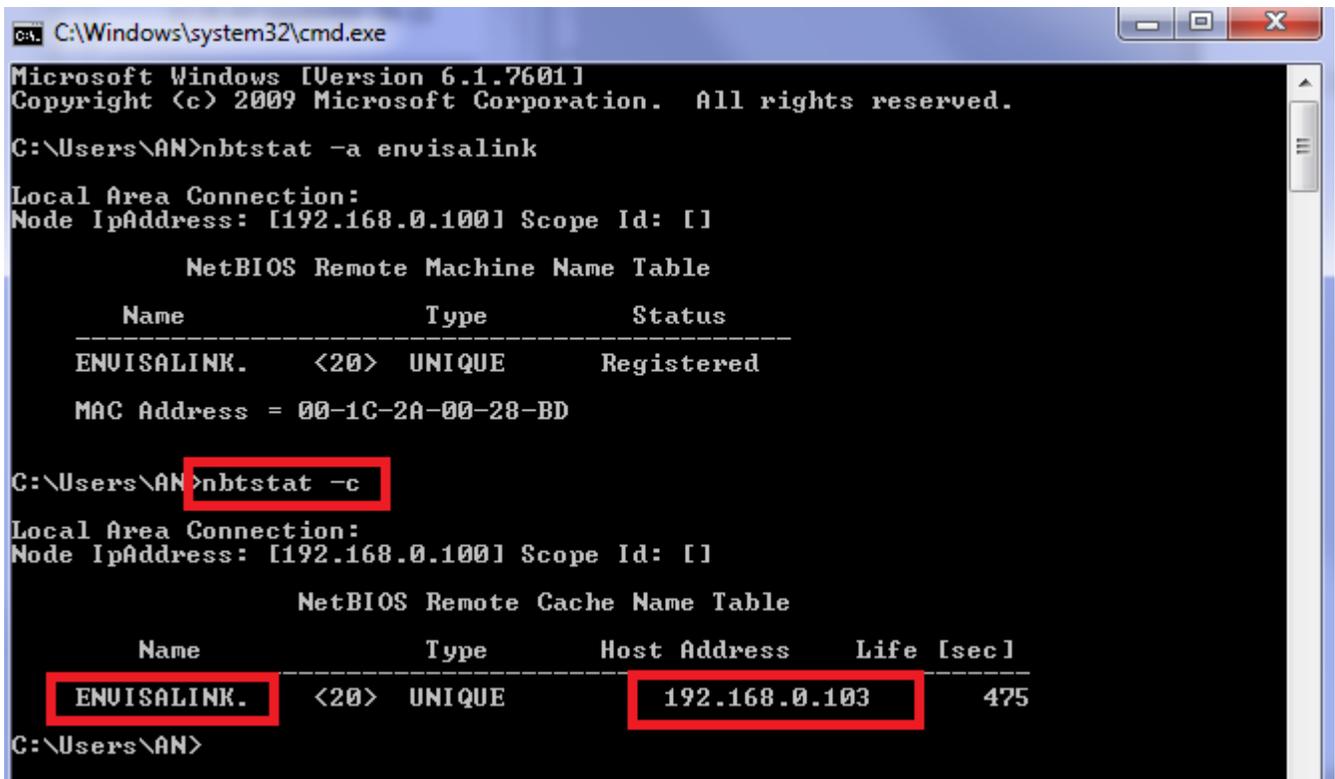
```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\AN>nbtstat -a envisalink
Local Area Connection:
Node IpAddress: [192.168.0.100] Scope Id: []

    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.

- To access the name cache and retrieve the **Envisalink** 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

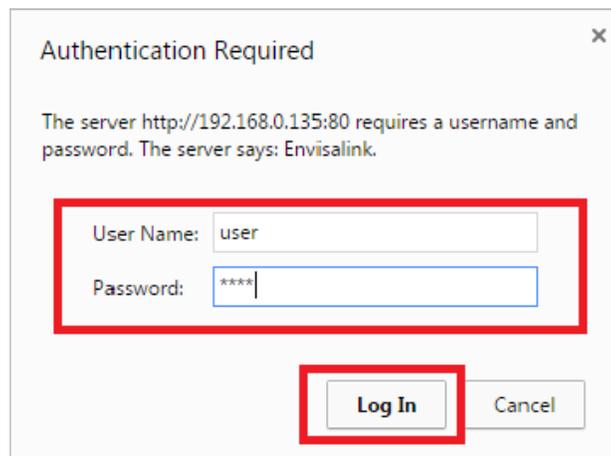
    Name                Type               Host Address      Life [sec]
    -----
    ENVISALINK.         <20>              UNIQUE            192.168.0.103    475

C:\Users\AN>
```

- Enter the **Envisalink** IP address into the Brower Window.



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



## Linux Users:

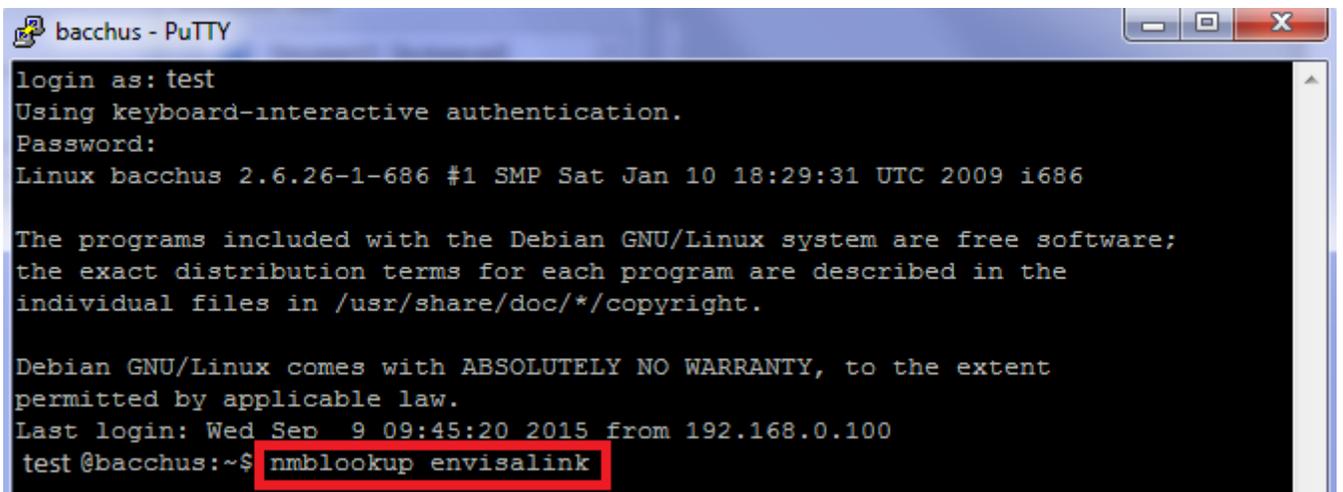
Before following the process below, ensure that you have the SAMBA suite installed on your LINUX machine. If you do not, you will need to install SAMBA first.

1. Open a terminal window and login using your credentials.



```
login as: █
```

2. From the command line, enter `nmblookup Envisalink`

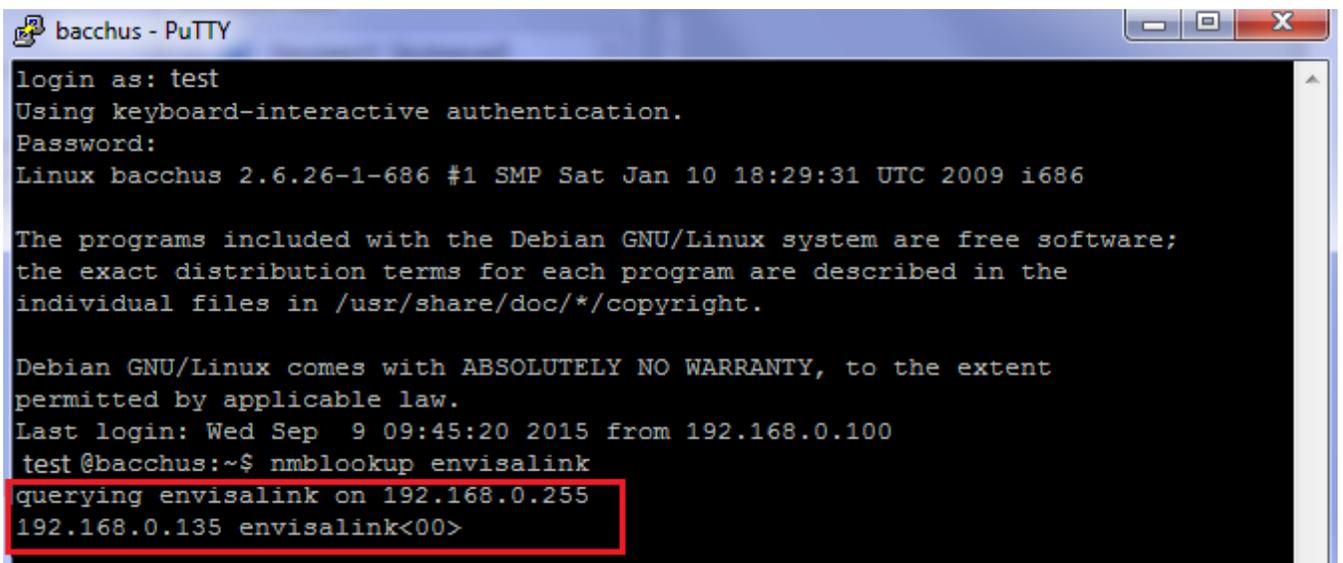


```
login as: test
Using keyboard-interactive authentication.
Password:
Linux bacchus 2.6.26-1-686 #1 SMP Sat Jan 10 18:29:31 UTC 2009 i686

The programs included with the Debian GNU/Linux system are free software;
the exact distribution terms for each program are described in the
individual files in /usr/share/doc/*/copyright.

Debian GNU/Linux comes with ABSOLUTELY NO WARRANTY, to the extent
permitted by applicable law.
Last login: Wed Sep  9 09:45:20 2015 from 192.168.0.100
test@bacchus:~$ nmblookup envisalink
```

3. An example of what should appear is below. On your computer, the network and **Envisalink** IP address will be different.



```
login as: test
Using keyboard-interactive authentication.
Password:
Linux bacchus 2.6.26-1-686 #1 SMP Sat Jan 10 18:29:31 UTC 2009 i686

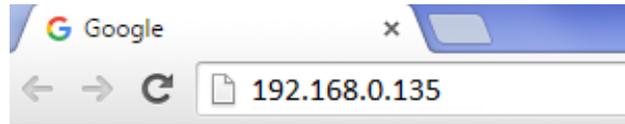
The programs included with the Debian GNU/Linux system are free software;
the exact distribution terms for each program are described in the
individual files in /usr/share/doc/*/copyright.

Debian GNU/Linux comes with ABSOLUTELY NO WARRANTY, to the extent
permitted by applicable law.
Last login: Wed Sep  9 09:45:20 2015 from 192.168.0.100
test@bacchus:~$ nmblookup envisalink
querying envisalink on 192.168.0.255
192.168.0.135 envisalink<00>
```

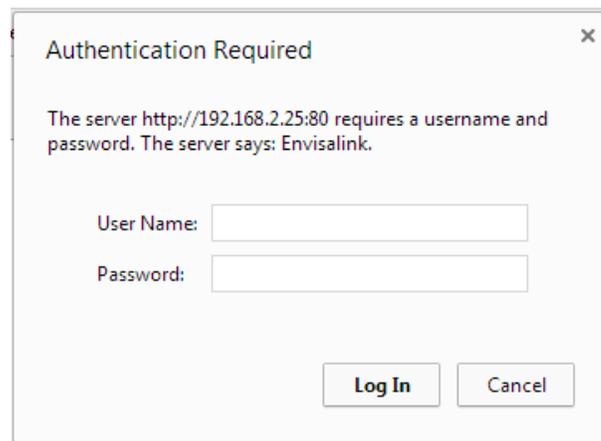
The message “**querying Envisalink on 192.168.0.255**” indicates that your computer is looking for your **Envisalink** on your network. In this example **192.168.0.255** is your network’s IP address.

“**192.168.0.135 Envisalink<00>**” is your **Envisalink**. **192.168.0.135** is your **Envisalink’s** IP address.

4. Enter the **Envisalink** IP address into the Brower Window.



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



## Understanding the Envisalink Home Screen

Once you have logged into your **Envisalink**, 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 you to change keypad addresses for each partition (See Programming: Honeywell Key Pad Address Changes on page 9). It is also the point from which you can access the Network Screen for Troubleshooting Purposes.

EnvisALERTS 

**Envisalink 4**

2015-09-10 16:23 - System Time

Home | Network

### Security Subsystem - Honeywell

Zone Status

System Status

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

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 you can access the Network Screen for Troubleshooting Purposes.

EnvisALERTS 

# EnvisALink 4

2015-09-09 10:19 - System Time

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

### Security Subsystem - DSC

Zone Status

System Status

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

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 your Honeywell 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 Envisalink 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 **Envisalink** supports.

The screenshot displays the 'EnvisALink 4' Network Parameters page. At the top, it shows the EnvisALERTS logo, the system time '2015-09-09 10:37 - System Time', and navigation links for 'Home' and 'Network'. The main content area is titled 'Network Parameters' and contains the following information:

IP Address	192.168.0.103
Network Mask	255.255.255.0
Gateway	192.168.0.1
DNS Server	192.168.0.1
DHCP Status	BOUND - 00561
Make Network Settings Static?	<input type="checkbox"/> SUBMIT

Below the network parameters, there is a 'Change User Password' section with an input field and a 'CHANGE' button.

The page is divided into three status sections:

- EnvisAlerts Status:** Shows 'Envisalerts Server' with IP '184.106.215.218' and a status of 'ONLINE'.
- EnvisAlarm Status:** Shows 'Not Subscribed' and 'Account#: 0000 COM#: 01'.
- EnvisALink TPI Status:** Shows 'ONLINE' and 'Client: 192.168.0.176'. Below this is an option to 'Enable TPI Session Alerts' with an unchecked checkbox and 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 your 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 **Envisalink**. The **EnvisAlerts** status can be in one of three states:

- ONLINE – Normal Operation
- OFFLINE – No communications with the server
- NOT ENABLED – Your **Envisalink** is communicating with the server but you do not have an account with an **EnvisAlerts** service provider.

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

## EnvisAlarms Status

If you have 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 – You haven't subscribed to Central Station Monitoring

If subscribed, your customer-account number and which communicator (COM Number) your **Envisalink** is currently connected to will appear. During a service call, you may need to give this information to your service professional.

## Envisalink TPI Status

TPI stands for Third Party Interface. If you have installed a third-party “app” on your mobile phone, or have a networked home automation system, these applications will connect to your security system via the **Envisalink** TPI.

If an application is attached to the TPI, the status will show ONLINE, and give you 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 your **Envisalink** is functioning properly.

If the **EnvisAlerts** server status is shown as OFFLINE, then you need to determine what is preventing communications between your **Envisalink** 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 **Envisalink** uses the primary DNS server provided by your DHCP server. Typically two servers are provided, a primary and a secondary. When the primary server goes down, everything on your network will automatically switch to the secondary server. However, due to software limitations, the **Envisalink** will only use the primary DNS server.

If the primary DNS server is down or the IP address is incorrect in your router, the **Envisalink** 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 your ISP that your primary and secondary DNS server settings are correct in your router. If they are correct, swap the primary and secondary DNS servers in your 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 Envisalink 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 your router, or a separate appliance. Specific information on how to disable your 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 your **Envisalink** 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 **Envisalink** 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 your router, and then remove the Ethernet cable from the **Envisalink** for 30 seconds and re-insert. This will force the **Envisalink** to renew its DHCP lease.