



Install new configuration or firmware

How to report a problem / bug / get an explanation

Issues connecting to the web interface ?

Goto the end of this doc

Rev 3 - 2021 Oct

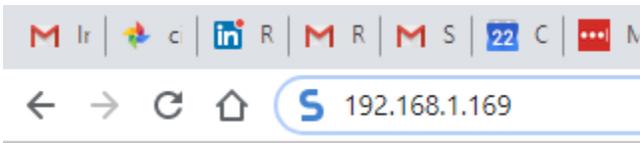
Simplified Support

<https://store.chipkin.com/support/chipkin-simplified-support>

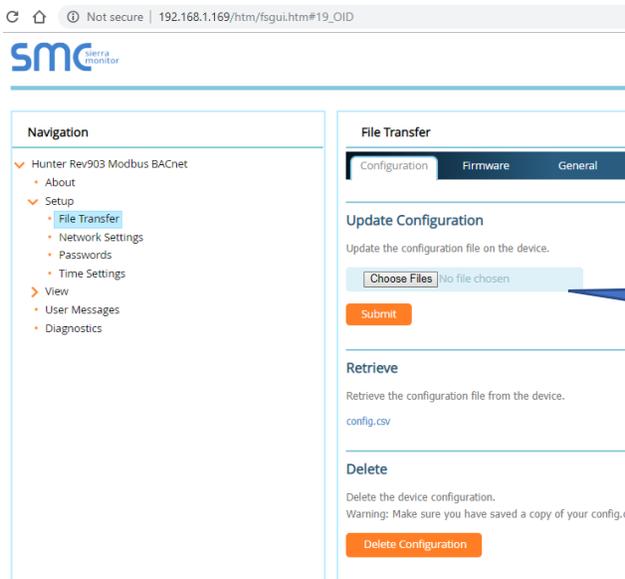
Install a new configuration file



1. Open browser



2. Type in IP Address of gateway



3. Navigate to Setup / File Transfer / Update Configuration

4. Choose the config file and then SUBMIT

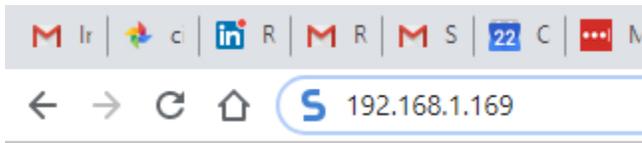


5. Restart the System

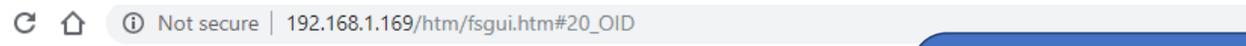
Install new firmware



1. Open browser



2. Type in IP Address



3. Navigate to Setup / File Transfer / Update Firmware



Navigation

- ✓ Hunter Rev903 Modbus BACnet
 - About
- ✓ Setup
 - **File Transfer**
 - Network Settings
 - Passwords
 - Time Settings
- > View
 - User Messages
 - Diagnostics

File Transfer

Configuration | **Firmware** | General

Update Files

Update a file on the device.
When updating firmware, please select a "-armv7.img" or ".bin" file.

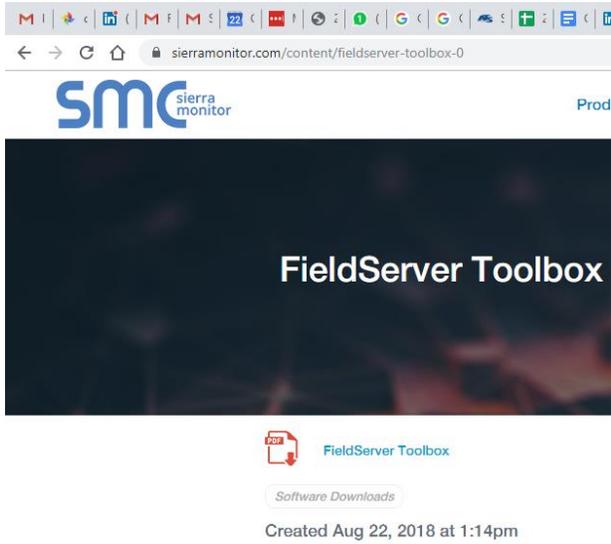
No file chosen

4. Choose the config file and then SUBMIT

Cant find the tab to download firmware?
http://192.168.2.194/htm/fsgui.htm#20_OID
Or https

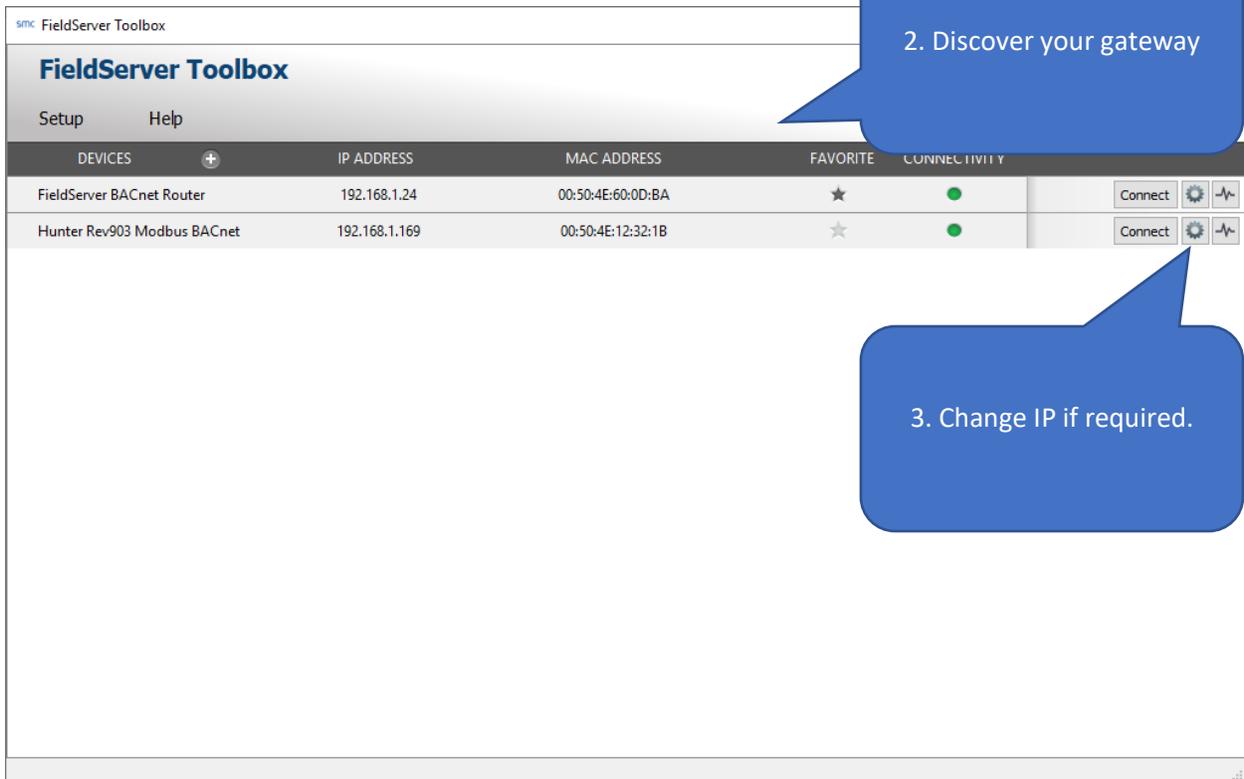
5. Reboot the system when you load an simg file. Else restart

Find your gateway



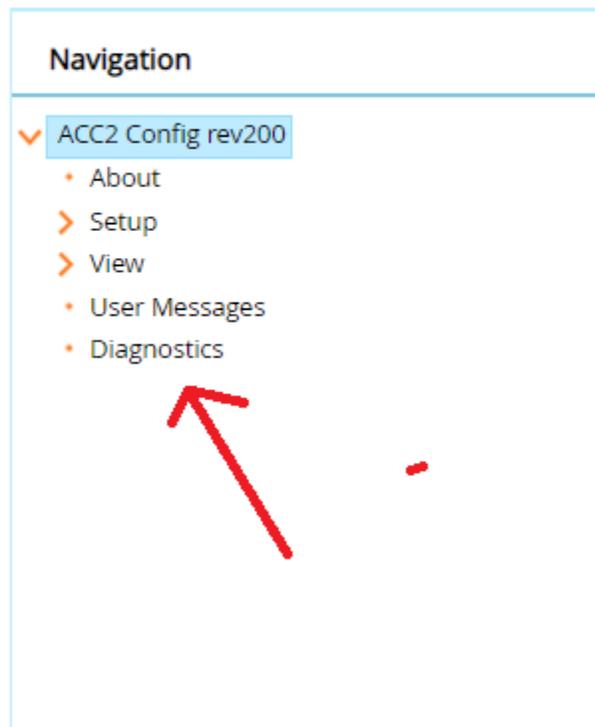
1. Download and Install

Google "FieldServer Toolbox" with the quotation marks.



Reporting a Problem / Getting an answer

Help us help you by providing the data we need to resolve your issue. This process gives us the files we need, all the data from the Data Arrays as well as capturing message.



Full Diagnostic

Set capture period (max 1200 secs):

Start



Start the log – wait for 1 minute – now repeat the action that caused the problem – if its not too hard, do it more than once – wait for the log to end. Send or share the log file. We will need a description of the problem.

Using the Legacy Tool – Ruinet

Google “Chipkin ruinet download” with the quote marks

Ruinet -i1.2.3.4 -u0 -lconfig.csv

1. Config - Download config.csv from the current folder on the computer to the gateway.

Ruinet -i1.2.3.4 -u1 -lconfig.csv

2. Config - Transfer config from gateway to computer

Ruinet -i1.2.3.4 -u0 -labc.csv

3. Config - From the local folder on the computer, take the file abc.csv and send it to the gateway as config.csv

Ruinet -i1.2.3.4 -u0 -lfserver.bin

4. Firmware - From the local folder on the computer, take the firmware

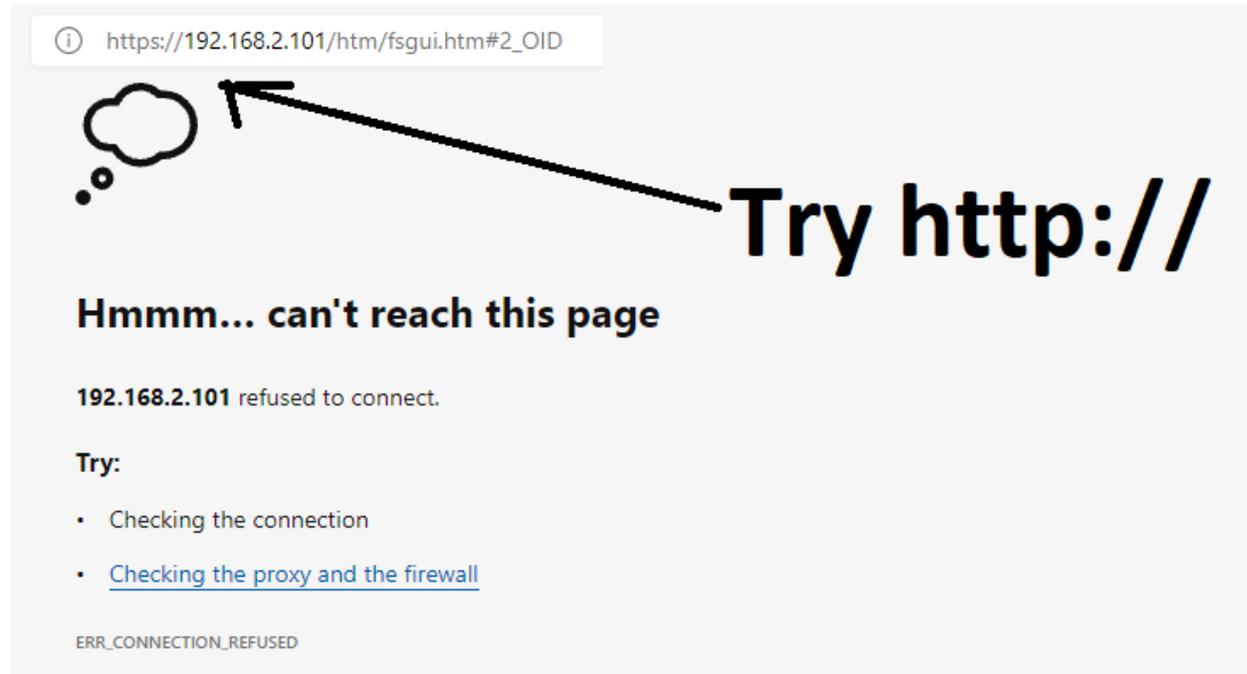
Ruinet -i1.2.3.4 -b

5. Restart the gateway – gives effect to new config or firmware.

You cannot connect to secured gateways with the legacy tool

Issues connecting to the gateway web interface

You may be trying to connect with https and the gateway may have been setup as simple http



 https://192.168.2.101/htm/fsgui.htm#2_OID



Try http://

Hmmm... can't reach this page

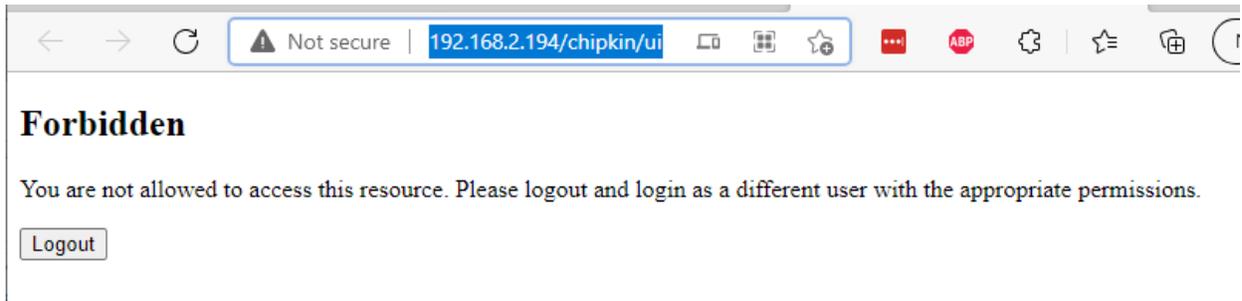
192.168.2.101 refused to connect.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)

ERR_CONNECTION_REFUSED

If you see this



Then try this:

