AlarmNet Internet Connectivity Test

Computer to AlarmNet – or – Device to AlarmNet

The TELNET tool at the DOS Command Prompt can be a useful tool to diagnose connectivity problems. It works in a way PING would not. The command would look like: telnet <IP> <PORT>

Test Procedure:

1. Open a DOS command prompt window. To do this, click "Start", then click "Run". When the dialog box opens type, "cmd" and press <enter>.

2. At the DOS prompt, "C:\>", type the following:

   telnet 204.141.57.100 443 <ENTER>
   {IP Address} {Port}

   After entering the Telnet command at the command prompt the window should "blank out" and the cursor will return to the top left and flash.

3. Next, type about 15 – 20 characters, you will see the socket quickly close and your command prompt will return, "C:\>". This indicates connectivity is working.

NOTE: Older versions of AlarmNet-i products use Port 80 for communication, where current products use Port 443. Therefore, both Ports 443 and 80 should be tested when connectivity is a problem. Older 7845i devices can be upgraded via the Shift {C} command.

If there is a problem

1. "Connecting to 204.141.57.100…" followed about 30-60 seconds later by "Could not open…" In this case, there was a full failure to connect to the IP address requested. The customer (Network Administrator) should check that their router settings to verify ports 80 and 443 are not blocking outbound traffic.

2. The window does "blank out" but when you type a bunch of characters and hit <ENTER> you get an HTTP-type long error page. There is likely a PROXY server between the computer being used to TELNET and the Internet. In general, *our equipment won't work behind a Proxy*, but there may be some network engineering that can be done at the site to work around this, depending on the equipment being used.

While our units were designed to work behind Firewalls and usually require no additional ports to be opened, there are some networks that use security measures that will prevent our units from working, these may include:

- Proxy Servers
- Stateful Packet Inspection (SPI)
- Packet or IP filtering
- Any software that attempts to open or look inside our encrypted data packets.

The customer could contact their network administrator and inform them that our IP addresses need to be excluded from SPI and/or PROXY. Our IP addresses are listed below:

Redir 1 ..... 204.141.57.100 (auiredir1.alarmnet.com)
Redir 2 ..... 204.141.57.101 (auiredir2.alarmnet.com)
Redir 3 ..... 204.141.57.102 (auiredir3.alarmnet.com)
Redir A..... 12.149.218.73 (auiredirA.alarmnet.com)
Control Server ..... 204.141.58.115 (controlserver.alarmnet.com)
Data Server1 ..... 204.141.58.80 (dataserver1.alarmnet.com)
Data Server2 ..... 204.141.58.81 (dataserver2.alarmnet.com)

Redir IP Address for Reporting

The IP Addresses below are used for alarm reporting. These can be tested using the 7720P programmer via Network Diagnostics; Shift {F}. They should also be excluded from SPI and/or PROXY.

Redir 1 ..... 204.141.57.100 (auiredir1.alarmnet.com)
Redir 2 ..... 204.141.57.101 (auiredir2.alarmnet.com)
Redir 3 ..... 204.141.57.102 (auiredir3.alarmnet.com)
Redir A..... 12.149.218.73 (auiredirA.alarmnet.com)

To test the data server (for Compass Connect and/or Optiflex troubleshooting) you will also need to test the Dataserver public IP address (*204.141.58.80*) as described above.

Note: If you try "telnet 12.149.218.2 80" from inside the Honeywell network, you will see the failure described in #2 above.

Compass now allows you to change the Port that is uses. This setting is found in the "download.ini" file. Port 443 is the port used for secure web browsing (https://). These internet based devices send to AlarmNet servers at IP addresses 204.141.57.100, 101, and 102. Application code is downloaded on Port 8001.

Static or DHCP Settings

AlarmNet Internet products can use either DHCP or Static IP addressing. If problems occur due to automatic IP releasing[‡] on the network, the AlarmNet device should be switched to a Static IP. If static IP's are being used, the following information is needed from the Network Administrator before installation:

- Static IP address for the AlarmNet device
- Subnet Mask
- Default Gateway
- DNS IP Address

[‡] Automatic IP Releasing: AlarmNet Internet products ping AlarmNet every 20 seconds to verify connectivity; therefore, it releases the previously assigned IP address at the end of its session and requests a new one each time it checks connectivity.