WeBeHome LS-10 Network Module Configuration Instructions

SECURITY & SMART HOME
LS-10 Network Module Configuration
Instructions

WeBeHome Network Module Configuration Guide for LS-10/LS-20/BF-210

Contents

Introduction

WeBeHome is a powerful cloud-based service for the AlarmBox LS-10/LS-20/LS-30. Using the cloud service you can control and monitor your solution via iPhone, iPad, and Android Apps as well as a web portal for the administration of your solution.

An IP connection is opened from the local Network module to WeBeHome via Internet which has 2 very important advantages:

1. It is not and should not be possible to instantly connect to the LS-10/LS-20/LS-30 since the network adapter is not configured to accept incoming connections and it should be placed behind a firewall.

2. The local Network module connects itself to WeBeHome which removes the need for configuring firewalls with

port forwarding rules and it does not matter if the public IP of the router changes or if the Box is moved to a new location.

For security reasons we strongly recommend that the Network module/Box is placed behind a firewall/router so no one can reach it from the Internet.
Most routers today have a built-in firewall and have the local network separated from the Internet so by default it will not be possible to reach the security solutions Network module.
When a Box is connected to WeBeHome all changes of settings should be done via the WeBeHome user interface. Changing settings directly in the Box might lead to unexpected and unwanted behavior. It is especially important to never change the CMS1 field and the CMS reporting settings.

Configuration of Network module

The LS-10 and LS-20 have a BF-210 Network module included in the box. (LS-30 needs an external network module like BF-210 or BF-450)
Step 1: Plug in and power up
First, plug in the network cable between the LS-10/LS20/BF-210 and your router.
Then plug in the power to the AlarmBox.
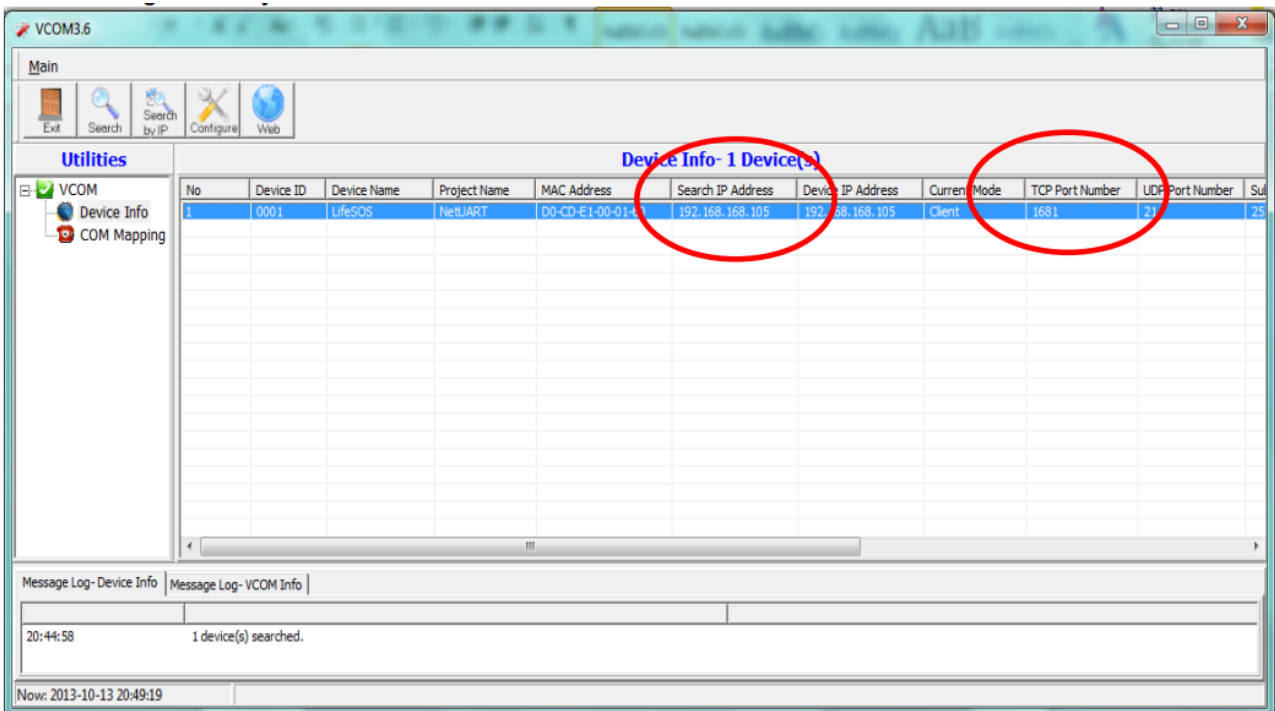**Step 2: Find the Network module on the network**
Install and start the VCOM software. (See alternative method to VCOM in chapter 4)
It can be downloaded from here https://webehome.com/download/BF-210_vcom_setup.rar
If no device appears in the list, here is some tip on how to find it
a. Check that the Link LED on the LS-10/LS-20/BF-210 is lit up or flashing
b. Try to search again
c. Disable firewalls etc on your own computer (remember to activate them immediately after configuration)
Note: In some cases, the VCOM hangs when searching, then try to use "Search by IP" and give a smaller range within your network.

Step 3 – Open the browser to the network module
This will work if the network module doesn't have port 80 as the TCP port number in the VCOM list.
Click on the WEB button in VCOM and the Internet Explorer will open with a Login window OR enter the IP-Address directly in Internet Explorer to open the Login window.
Do NOT use the Configure button in VCOM since it will not show correct values or make correct updates.
The standard User name is "admin" with the Password "admin
SPECIAL HANDLING if TCP-port is 80 on the network module
To enable access to the network module, the TCP port first needs to be changed using the VCOM software. Select

the network module in the list in VCOM and then click Configure.

Change the port number to 1681 and restart the network module (without changing any other settings)

The standard User name is "admin" with the Password "admin"

When the network module has restarted it should be possible to access it using a web browser.

Step 4 – Administrator Settings page

Open the "Administrator Setting" page and check "IP Configure", set it to DHCP

Administrator Setting

Kernel Version	V1.43.12 2012/03/22
MAC Address	D0:CD:E1:00:01:67
Nickname	WeBeHome
IP Setting	
IP Configure	○ Static ⊙ DHCP
Password Setting	
Username	admin max:15
Password Confirm	***** max:15 *****
	Update
Load Default Setting to EEPROM	Load

IMPORTANT – Change "IP Configure" only works well-using Internet Explorer. The factory default is DHCP and therefore it is usually not necessary to change it. But if it for some reason needs to be changed the user interface only works correctly in Internet Explorer.

Step 5 –TCP Mode page

Open the "TCP Mode" page and change the settings according to the picture below and the Network module will then make a connection to cluster001.webehome.com at port 80. Critical values are "Client" using port "1681" to remote server "**cluster001.webehome.com**"

If these are not set correctly, it will not be able to connect to WeBeHome.

TCP Control

Item	Value
Telnet Server/Client	○ Server ● Client ○ Disable
Port Number	1681
Remote Server IP Address	cluster001.webehome.com
Client mode inactive timeout	10 minute (1~99,0=Disable)
Server mode protect timeout	60 minute (1~98,0=Disable,99=Can't replace)
	Update

To save changes click "Update" and then "Reset" to take effect and the new settings will be used.
Step 6 – Strong recommendation: Change User name and Password
There is always a risk that non-authorized people try to get access to your Box
Therefore the default User name and Password can be changed under the "Administrator Setting" window.
Please use an 8-digit user name and an 8-digit password. Combine capital letters, lower case letters, and numbers in random order.
Done
When Step 5 is done, the IP Address is set automatically and no reconfiguration is necessary when installing the unit at different customer sites as long as there is DHCP support in the network connection

Alternative configuration with Fixed IP and/or Port 80

There is an alternative configuration where the Network adapter use fixed IP addresses on the local network. Such configuration eliminates some possible problems BUT needs to be changed if the Network adapter is moved to a different network or the router is replaced to one with different network settings.
We have noticed that the DNS function doesn't work for some routers unless static IP and a public DNS is used (like Google DNS at 8.8.8.8)
To change from Dynamic IP to Static IP of the Network module, change from DHCP to Static IP:
– IP Address = An IP on your local network that is free and outside the DHCP interval
– Subnet mask = Subnet of your local network, usually 255.255.255.0
– Gateway = IP of your router
– DNS = Use Google Public DNS 8.8.8.8
– Connection Port Number: Instead of 1681, port 80 can be used

Example: The IP address and Gateway needs to be adjusted to your network

Kernel Version	V1.43.12 2012/03/22
MAC Address	D0:CD:E1:00:01:67
Nickname	WeBeHome
IP Setting	
IP Address	192 . 168 . 1 . 251
Subnet Mask	255 . 255 . 255 . 0
Gateway	192 . 168 . 1 . 1
DNS	8 . 8 . 8 . 8
IP Configure	⦿ Static ◯ DHCP
Password Setting	
Username	admin max:15
Password	***** max:15
Confirm	*****
	Update
Load Default Setting to EEPROM	Load

An alternative method to find the network module

To be used in case the VCOM doesn't find the network module or if it is not possible to run VCOM on your computer.
Use an IP scanner software to find the IP address of the network module.
This is software that works on Windows **https://www.advanced-ip-scanner.com/**
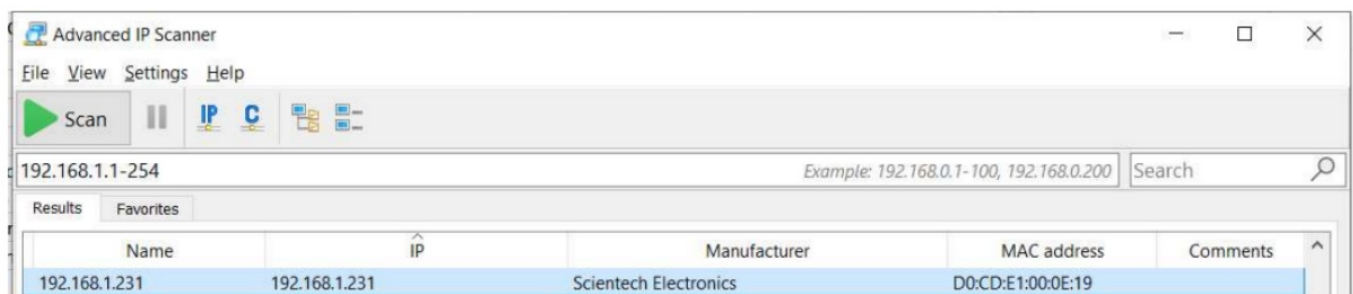
Similar software can be found for Mac and Linux.
The MAC address for the network module starts with "D0:CD"
Open a web browser towards the IP that is shown. In this case it should be open to **http://192.168.1.231**
Continue with Step 4 in Chapter 4.

FAQ

1. **"No new Base Unit found!" is displayed on the web page "Add new Box to the customer"**

This message is displayed when:

• The new LS-10/LS-20/LS-30 is not connected to WeBeHome (see causes below)

• Your computer is not connected to the Internet from the same public IP address as the Network module. For example, if you are located somewhere else when pairing the LS-10/LS20/LS-30 or if you use mobile internet and the Box use a fixed internet connection

2. **I have a Thomson TG799 router**

For some reason, the router Thomson TG799 sometimes doesn't assign an IP address to the network module. If it happens you have to set a fixed IP address to the network module. Go to chapter 3, an Alternative configuration, and use the values below.

The column IP Address is probably set to 0.0.0.0. If you are using the default setup of the router and don't have any devices manually configured, you can set:

IP Address: 192.168.1.60

Subnet mask: 255.255.255.0

Gateway: 192.168.1.1

DNS 8.8.8.8

3. **The alarm has been connected but is now OFFLINE in WeBeHome**

The network connection has probably been lost for some reason (the Internet is by default not 100% stable).
Try the following:

a) Restart the Network module

- For LS-10: Unplug the power cable. Wait about 20 seconds and then plug the power cable back again.
- For LS-20: Unplug the power cable to the LS-20 and press the BAT button on the back of the LS-20. Wait about 20 seconds and then plug the power cable in again and wait for a few minutes
- For BF-210/BF-450: Unplug the cable that goes to the AlarmBox LS-30. Wait about 20 seconds and then plug the cable in again and wait for a few minutes

b) Restart the Network module and your router

- For LS-10: Unplug the power cable.
- For LS-20: Unplug the power cable to the LS-20 and press the BAT button on the back of the LS-20.
- For BF-210/BF-450: Unplug the cable that goes to the AlarmBox LS-30.
- Unplug the power to your Router and wait about 20 seconds.
- Plug the power back to the router and wait about 5 minutes so the router can get online again.
- Plug the LS-10/LS-20/BF-210/BF-450 again and then wait a few minutes

c) Check if you have access from your network to the Internet from a computer by connecting the network cable that goes to the LS-10/LS-20/BF-210/BF-450 to your computer. Then open an internet browser and check that you get access to the internet.

4) I have manually changed the settings and the LS-10/LS-20/LS-30 is now OFFLINE
WeBeHome use for example CMS1 and some other settings in the LS-10/LS-20/LS-30 to identify it. If these are changed manually (not via WeBeHome) then WeBeHome will no longer recognize the LS-10/LS-20/LS-30 and then assign new CMS1 etc to the system. It will then behave like a new LS-10/LS-20/LS-30 and the old one will be forever Offline. We strongly recommend to only using WeBeHome to change settings and never changing any settings direct to the LS-10/LS-20/LS-30. You need to add a new location (from the Customer page) and then add your AlarmBox like it was a brand new one.
**5) I have made a Reset of my LS-10/LS-20/LS-30 and it is now OFFLINE**

It will behave like a new LS-10/LS-20/LS-30 and the old one will be forever Offline. You need to add a new location (from the Customer page) and then add your AlarmBox like it was a brand new one.

6) Everything looks OK but the AlarmBox is offline

Try to make reset of the network module using the "Reset device" from the web interface of the network module. Follow these steps:

– Press the "Reset" button

– Wait about 20 seconds

– Restart the network module using instructions in point 4 above. This is important since it sometimes does not release network information unless this is done

– Configure the network module again according to chapter 2.
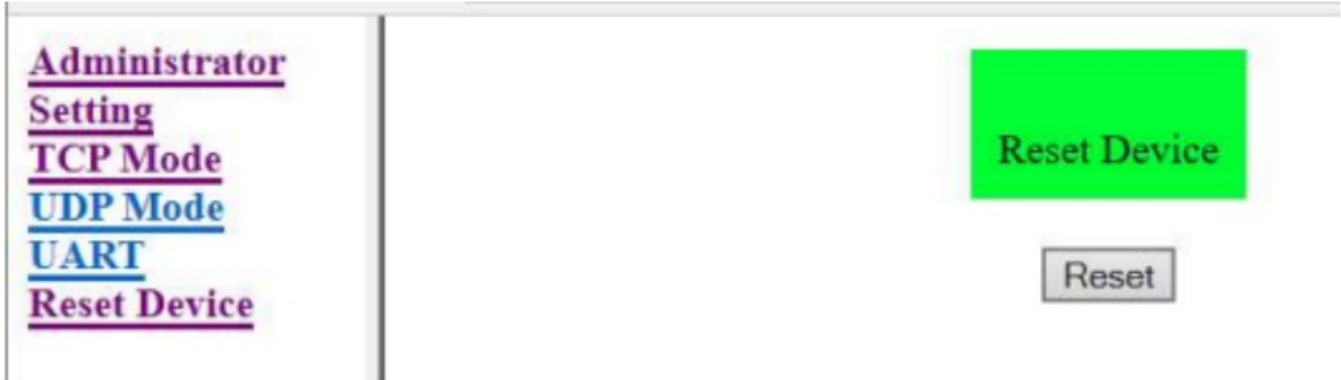
7) The alarm is causing network problems in my local network

A possible reason is that the DHCP handling with Router isn't working as it should, a solution is to set static network addresses of the network module as shown in the Alternative configuration above.

If the network module already has static IP addresses, then the configuration of the static IP is probably not correct.

8) The connection to WeBeHome is not stable

Enter Static IP addresses which can remove some kinds of network-related problems. See chapter 3.

9) There are several "Reconnections" in the event log in WeBeHome

A reconnection is when the LS-10/30 BF-210/450 has been completely disconnected and a new connection is established within a few minutes.

That is pretty common. Even with good network connections that will happen from time to time. If there are more than 10 to 20 reconnections per 24 hours, then there is a reason to be worried.

10) There are several "New connections" to WeBeHome

When the LS-10/30 BF-210/450 has been completely disconnected and a new connection is opened. Usually, a new connection is done on the next event from the LS-10/30 which should be within 6 minutes. If there are a lot of these kinds of disconnections and new connections every day, then something is wrong in the network/internet connection and should be taken care of.

11) There is a connection problem and none of the above helps

There are several ways a router/firewall and internet operator can disturb or block the connection.

Here is a list of potential issues:

– Packet inspection is turned on which inspects communication between the alarm and the cloud which blocks/removes the content. Turn packet inspection off in the router/firewall will solve this issue.

– Outgoing traffic is blocked, either completely or for some devices. Check rules for blocking

outgoing traffic in the router/firewall and make sure no rule affects the alarm connection.

– The router/firewall or internet provider could have a rule that closes connections that have been

open for longer than a certain time. Disable such rules to avoid disconnections.

12) The connection to WeBeHome is not stable

Enter Static IP addresses which can remove some kinds of network-related problems. See chapter 3.

Documents / Resources

WeBeHome Network Module Configuration Guide for LS-10/LS-20/BF-210	**WeBeHome LS-10 Network Module Configuration** [pdf] Instructions LS-10, LS-20, BF-210, Network Module Configuration, Network Module, Module Configuration, LS-10

References

- **WeBeHome - Alarm and Smart Home supplier, worldwide**
- **webehome.com/download/BF-210_vcom_setup.rar**
- **Advanced IP Scanner - Download Free Network Scanner.**