

Sensors & Controls

connecDIM on-premise

connecDIM Updater



TRIDONIC

With the connecDIM Updater it is possible to create backups from gateways and restore broken gateways with the previously created backup file. In addition, it is also possible to update gateways to the latest firmware version.

1. How to move a gateway from cloud to on-premise

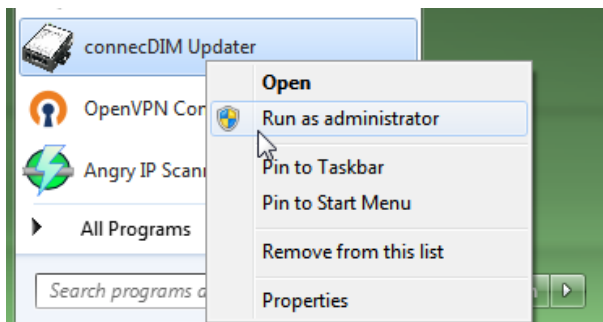
Follow these steps to move your gateways to the on-premise version.

1. Create a backup of the existing gateway, see [Backup a gateway](#), p. 3
2. Update the gateway to the on-premise firmware version, see [Update firmware](#), p. 6.
3. Create a new backup of the gateway which now has the on-premise firmware version, see [Backup a gateway](#), p. 3
4. Check installation

2. Install the program

Once you have downloaded the software, extract the folder and install the program on your PC.

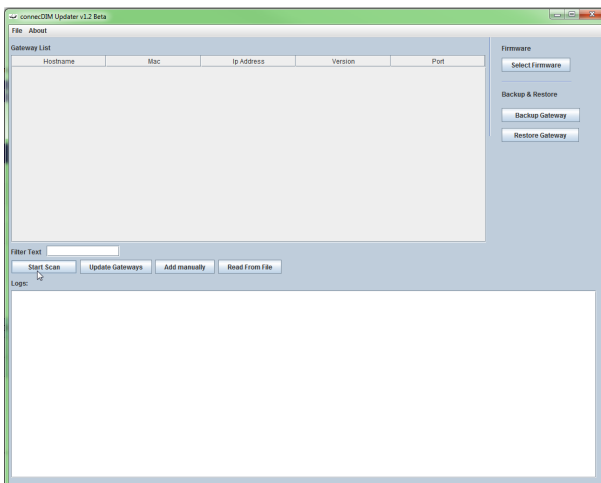
3. Scan the local network for gateways



In order to see all the connecDIM gateways connected to your local network you need to start the connecDIM Updater by selecting "Run as administrator".

NOTICE

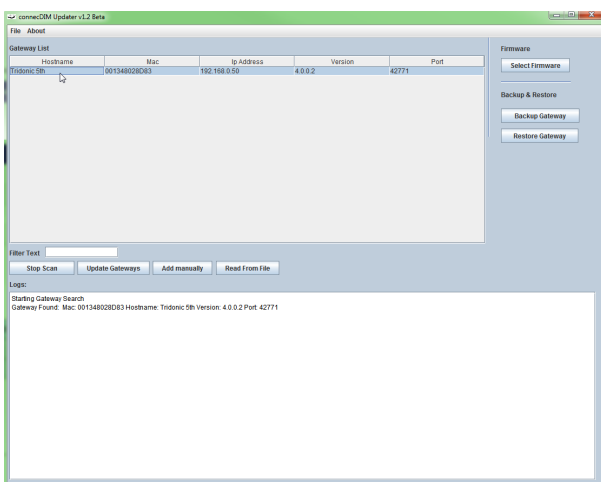
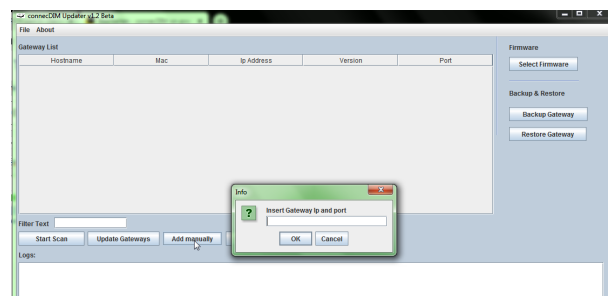
You must be connected to the same network where also the connecDIM gateways are connected to.



Select "Start Scan"

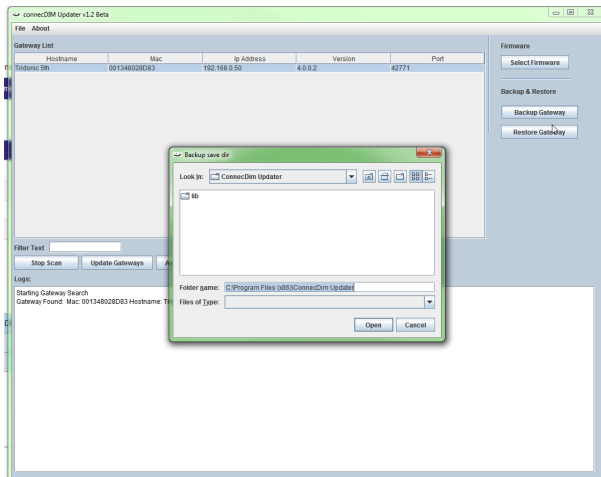
When the scan is finished you will see all the gateways visible in the local network.

If no gateway is visible in the local network make sure that the DHCP is activated in your router and the gateway has a valid IP Address. Also make sure that Broadcast commands are not restricted within the network. If the gateway is not visible you can also select "Add manually" in case you know the IP of the gateway. The IP of the gateway should be at least visible if you connect to your local router.



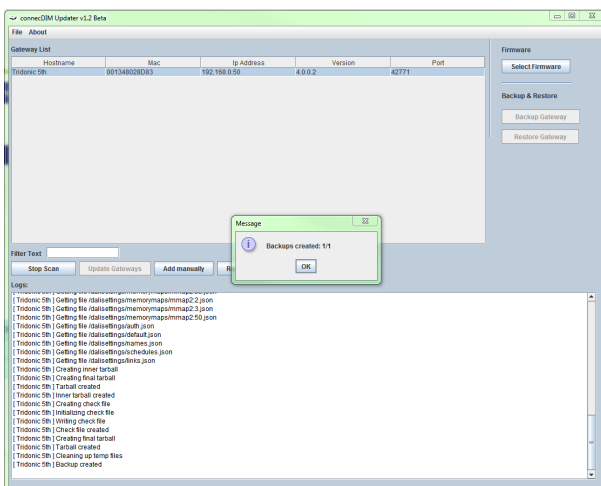
Select the gateway which you would like to create the backup from, restore or which needs a firmware update.

4. Backup a gateway



Make sure the gateway you would like to create the backup from is selected. Multiple gateways can be selected at the same time.

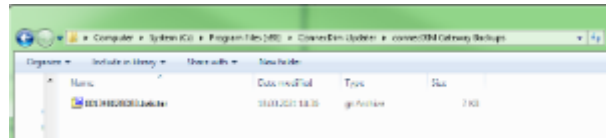
- _ Select "Backup Gateway".
→ A new window opens.
- _ Select a folder where the backup should be stored



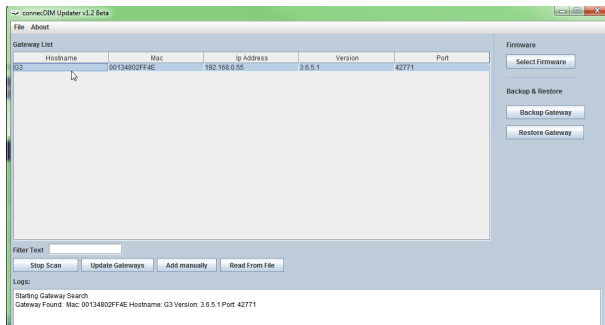
The backup starts.

When finished, the backup file is stored in the previously selected folder.

If you have selected multiple gateways a separate file will be stored for every single gateway.

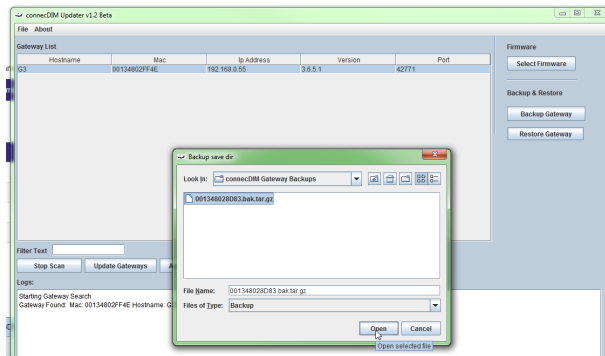


5. Restore a gateway

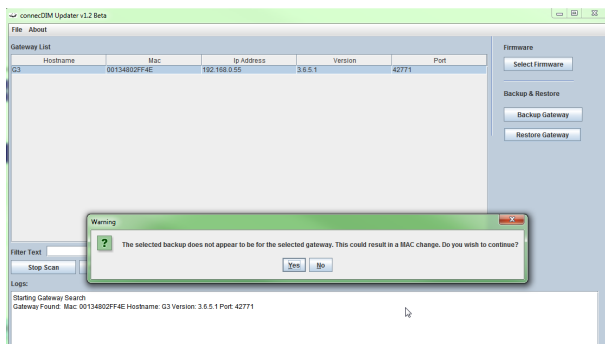


To restore a gateway you need to connect the spare gateway in the exact same order the broken gateway was connected in the installation.

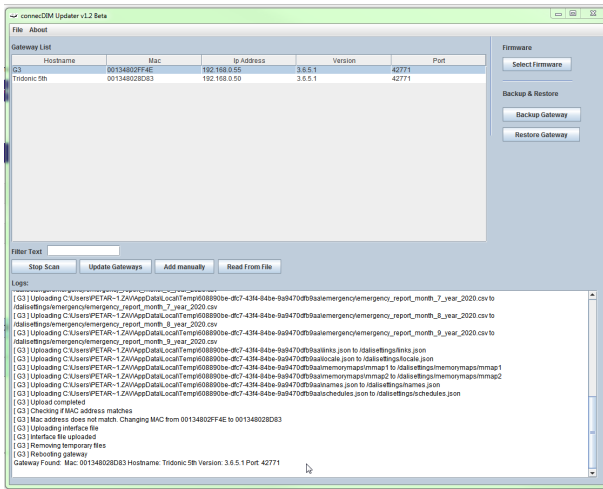
- _ Start the connecDIM Updater.
- _ Scan the local network for gateways.
- _ Select the spare gateway which will replace the broken gateway.



- _ Select "Restore Gateway".
- _ Select the backup file of the gateway you need to restore.
- _ Select "Open".

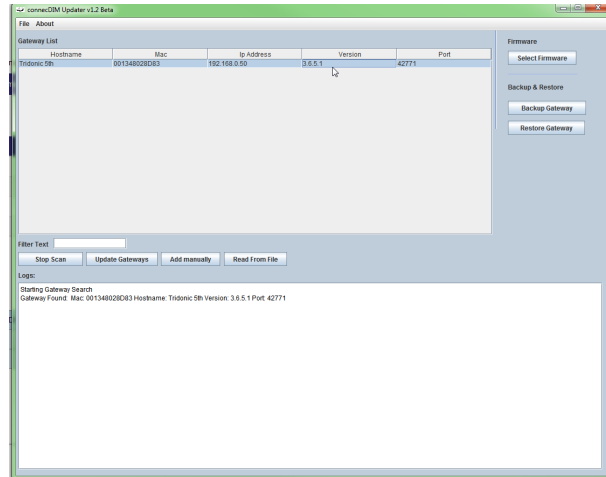


During the backup the MAC address of the spare gateway will be changed to the MAC address of the broken gateway. For that reason you will get a warning message and you need to select "Yes" in order to start the backup process.

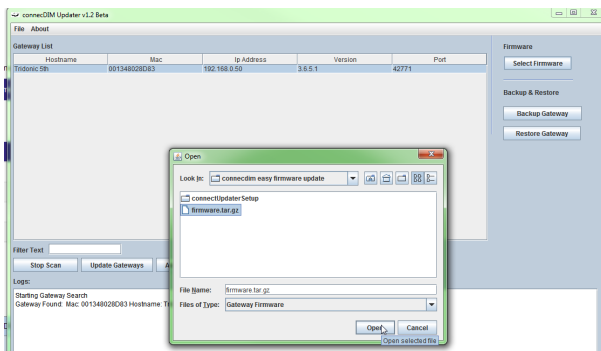


Once the backup is done, you will be informed in the app and the gateway will reboot with the new MAC address.

In the overview you may still see both gateways. If this is the case, you need to select "Stop Scan" and start scanning again. After that you will only see the gateways who are currently connected

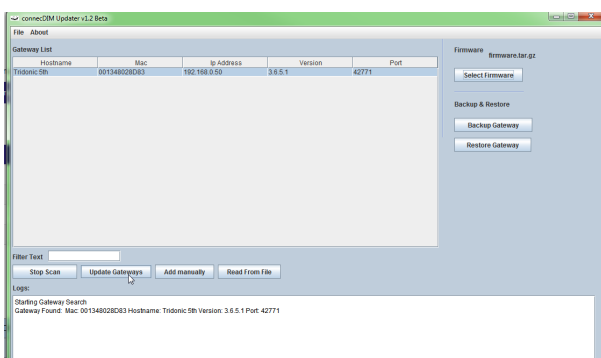


6. Update firmware

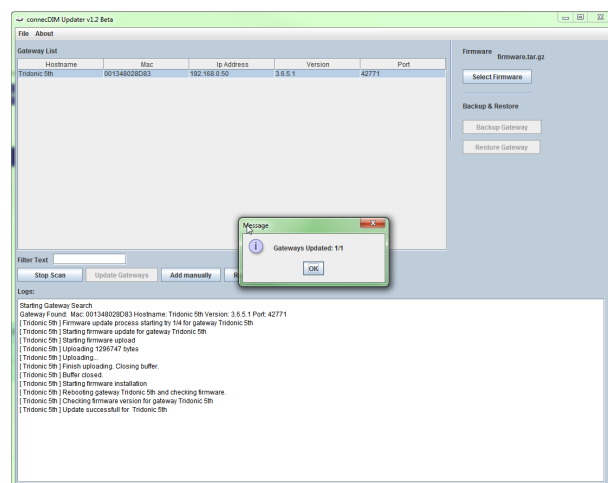


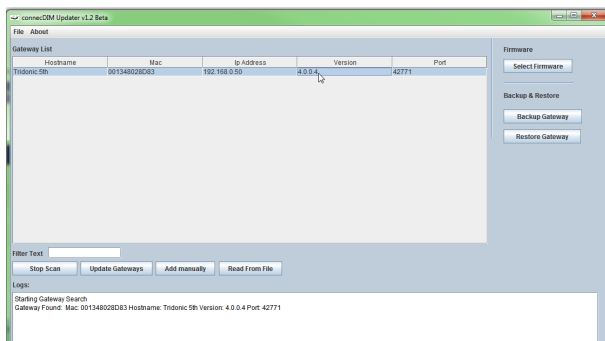
If your gateway's firmware is out of date, you need to update the firmware to the latest version.

To update the firmware, select the gateway and select the firmware (latest firmware is included with this software. If you need a different firmware than the one included, please contact your local Tridonic support)..

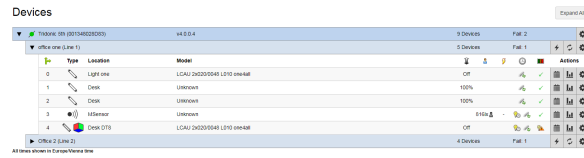


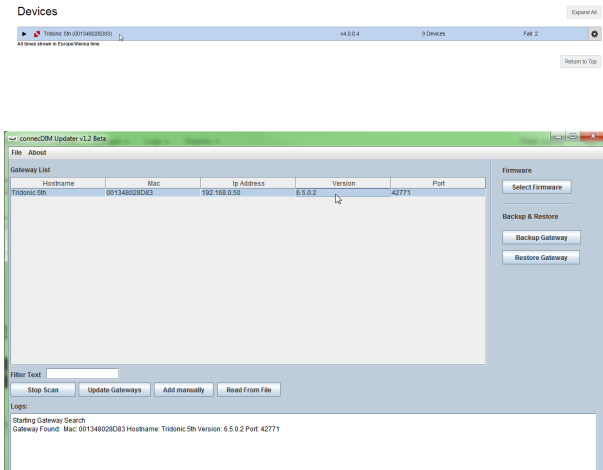
- _ Select the gateway which needs a new firmware.
- _ Select "Update Gateways".
 - The firmware update will start.
 - You will be informed in the app when the update is done.
- _ Select OK.
- _ Restart the connecDIM Update in order to read out the gateway again.





After restarting the connecDIM Updater you see that your gateway has the right firmware, in this case 4.0.0.4 because the gateway is still connected to the cloud.





Once you have updated your gateway to the on-premise version, the gateway will be shown as offline in the cloud but with the connecDIM Updater and connecDIM Architect app you will still see your gateway in the local network.

