WeBeHome Network Module Configuration Guide for BF-450

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1. Introduction

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

An IP connection is opened from the local Network module to **WeBeHome** via Internet which have 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 connection and it should be placed behind a firewall.

2) The local Network module connect itself to **WeBeHome** which removes the need for configure 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 setting changes should be done via **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.

2. Configure the BF-450 Network module

Step 1: Plug in

Plug in the BF-450 with one cable to the LS-30 Base Unit and one cable to your network. The LINK led should be turned on and SPEED led should be turned on or flash.

Step 2: Find the BF-450 Network adapter on the network

If you already know the IP-address of the BF-450, please go to Step 2

Start the program IPLocator.exe (or IP-Search.exe) software.
It can be downloaded from here: https://webehome.com/Download/IPLocator.exe

If no BF-450 appears in the list, here are some tips on how to find it
  a. Check that the LEDs on the BF-450 is light up or flashing
  b. Press Refresh button several times
  c. Disable firewalls etc on your own computer (remember to activate then immediately after configuration)
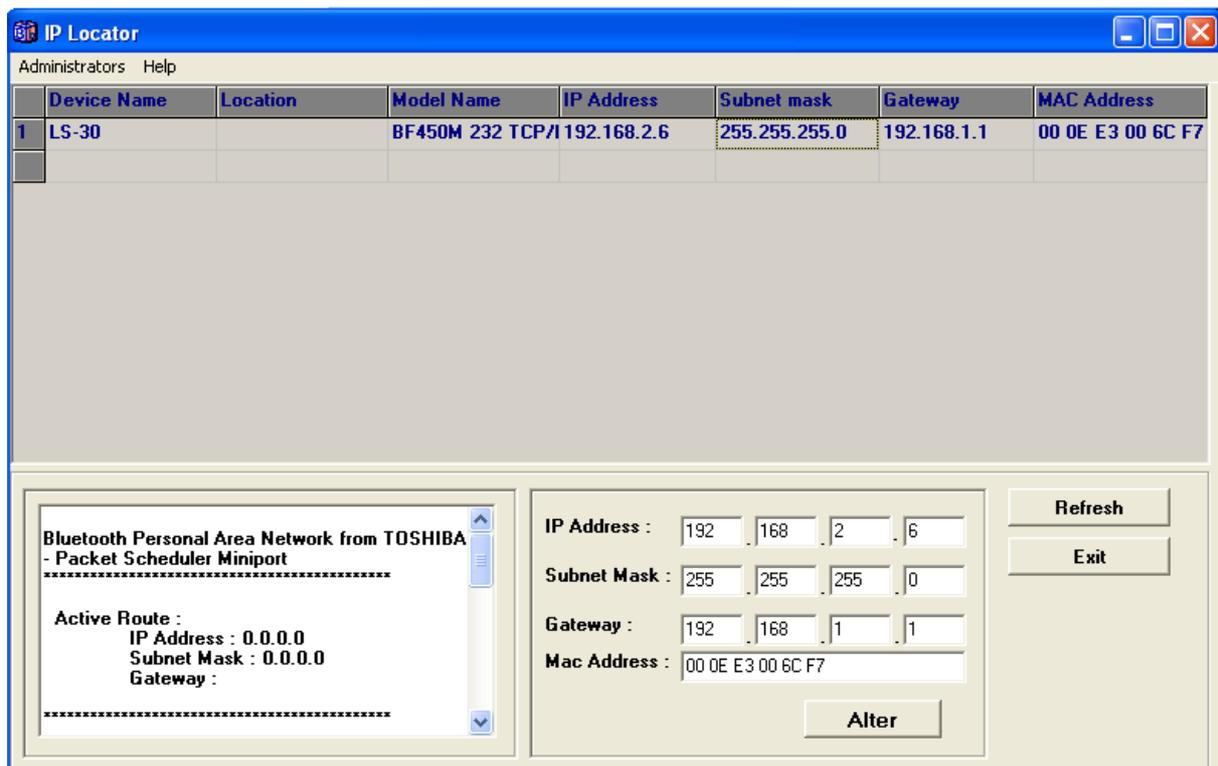
If the IP Address is not within your own IP network range change the IP Address. Click once on the row with the LS-30 which then displays the IP Address in the bottom half of the screen. Type a valid network address within your network and then press the Alter button.

The BF-450 will then reboot with the new IP-address. Start again from Step 1.

Step 3 – Log in to the BF-450

Double click on the line in IP-Locater and Internet Explorer will open with a Login window OR enter the IP-Address directly in Internet Explorer to open the Login window.

It is **important to use Internet Explorer or Microsoft Edge** since the BF-450 configuration pages does not work with all browsers.

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

Step 4 – Upgrade firmware (if needed)

Open the System Status window, the firmware **should be " 1.16.00,Feb 20 2011" or later**.
If firmware is older, then open the Update Firmware window and do an update.
The firmware can be downloaded from:
https://webehome.com/download/BF450M-Scintec-Ver1.16-0220-2011_code.bin

Step 5 – Change Operation Mode

Open the Operation Mode tab and change the settings according the picture below.

MODE: **TCP CLIENT**
Remote connection Port Number: **1681**
Remote Host IP/Domain Name: **cluster001.webehome.com**
TCP Connection: **Start up**

The BF-450 will then make a connection to port 1681 on cluster001.webehome.com
The connection will be from inside your local network to our cloud service. No port forwarding or similar should be done in the router to get access to the BF-450 from internet since that is a security risk.

Step 6 – Change TCP settings

Change the settings according to the picture below.

Change to   **TYPE: DHCP CLIENT**

The device will then reboot and the new settings will be used.

Step 7 – Recommendation: Change User name and Password

There is always a risk than non-authorized people try to get access to your BF-450
Therefore the default User name and Password can be changed under the Device Admin window.

Please use an 8 digit user name and an 8 digit password. Combine large letter, small letters and numbers in a random order.

Done

When Step 6 is done, the IP Address set automatically and no reconfiguration is necessary when installation the unit at different customer sites as long as there is DHCP support in the network connection.

3. Alternative configuration with Fixed IP and/or port 80

There is an alternative configuration where the Network adapter uses 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 different network or the router is replaced with one with different network settings.

We have noticed that the DNS function don't work for some routers unless static IP and a public DNS is used (like Google DNS at 8.8.8.8)

Change from Dynamic IP to Static IP of the Network module on "Administrator Settings" page:

- Change mode 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: **1681 (port 80 can also be used if there are problems)**

Below is an example how it looks like in the BF-450 (IP address and Gateway needs to be adjusted for your local network)

4. FAQ

"No new Base Unit found!" is displayed in 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 (se causes below)
- Your computer is not connected to Internet from the same public IP address as the Network module. For example if you are located somewhere else when pairing the LS-10/LS-20/LS-30 or if you use a mobile internet and the Box use a fixed internet connection

I have a Thomson TG799 router
For some reason the router Thomson TG799 sometimes don'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

The alarm has been connected but is now OFFLINE in WeBeHome
The network connection has probably been lost for some reason (Internet is by default not 100% stable). Try the following:
- Restart the Network module by unplug the cable to the Box and then plug it in again and wait for a few minutes (more recent Network modules has an built in restart function)
- Restart your router
- Check if you have access from your network to Internet from a PC

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 use WeBeHome to change settings and never change any settings direct to the LS-10/LS-20/LS-30

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.

The connection to WeBeHome is not stable
Enter Static IP-addresses which can remove some kinds of network related problems. See chapter 3.

There are several "Reconnections" in the event log in WeBeHome
A reconnection is when there is an open connection to **WeBeHome** and for whatever reason the Network module opens a new connection. Then the existing connection at WeBeHome is merged to the new connection.

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.

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 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.

There is 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 block/remove the content. Turn packet inspection off in 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 affect the alarm connection.
- The router/firewall or internet provider could have a rule that close connections that has been open for longer than a certain time. Disable such rules to avoid disconnections.