

Customer Advice Note

CAN #159

**MPI Update to
Communications.**

Date: March 2022

Introduction

This Customer Advice Note details the process for updating MAXPRO Intrusion communication settings for Alarm Signalling to Add Secure Server.

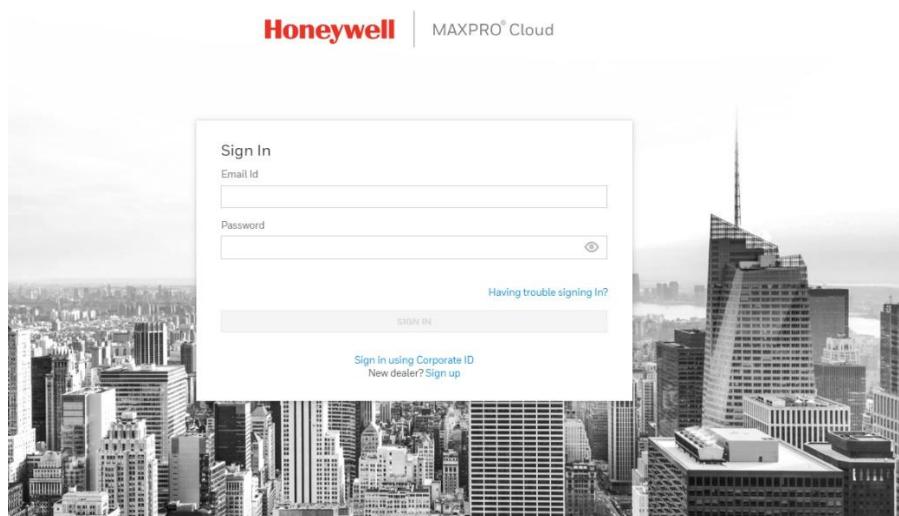
Planned Maintenance on the ADD secure Primary Receiver will be carried on Monday the 28th of March 9:30 – 11:30 CET, during this time the connectivity to the primary receiver will be interrupted.

Following this maintenance, the Certificate Name of the Primary receiver needs to be updated.

Take the following steps to update the Primary Receiver.

Steps

1. Login to MAXPRO Cloud.

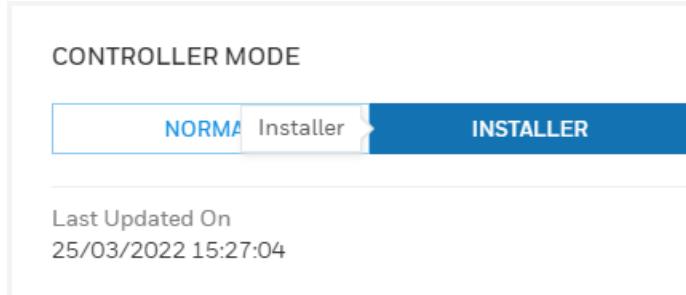


2. Go to customer Site then select controller

A screenshot of the MAXPRO Cloud interface. On the left, there is a sidebar with navigation options: Honeywell UK, Newhouse Office, Site Overview, Controllers (selected), Devices, Areas, Controller Rules, and Floor Plan. The main area shows a 'Controllers' list with two entries: 'MPIP3000E' (status: ONLINE) and 'NVR Newhouse' (status: ONLINE).

Category	Count
Controllers	2
Devices	16
Areas	5
Controller Rules	6
Floor Plan	1

3. Enter Installer Mode.



4. Click on the Alarm Signalling TAB and make sure the correct Alarm Report is selected on left hand pane.

The screenshot shows a configuration page for device 'MPIP3000E'. At the top, there are tabs: Overview, Settings, Communication Path, **Alarm Signalling** (which is highlighted with a red box), and Diagnostics. On the left, there is a list of 'Alarm Reports' with 1 Report selected: 'NH ARC' (Account Number: 4000, Status: **ENABLED**). On the right, there are input fields for 'Report Name' (empty), 'Account Number' (4000), and 'Notes' (empty). A checkbox labeled 'Enable Report' is checked.

5. Click on edit icon  then Manage Receiver.

Enable Report 

Report Name

Account Number 

Notes

Area (6/ 6 Selected) Select All

<input checked="" type="checkbox"/> A1 Common	<input checked="" type="checkbox"/> A2
<input checked="" type="checkbox"/> A3	<input checked="" type="checkbox"/> A4
<input checked="" type="checkbox"/> A5	<input checked="" type="checkbox"/> A6

Events Type (18/18 Selected) Select All

<input checked="" type="checkbox"/> System supervision reports	<input checked="" type="checkbox"/> System supervision restore reports
<input checked="" type="checkbox"/> Intrusion point reports	<input checked="" type="checkbox"/> Intrusion restore reports
<input checked="" type="checkbox"/> Fire point reports	<input checked="" type="checkbox"/> Fire restore reports

Show More

Alarm Receiver [Manage Receivers](#)

6. Locate your ARC Primary Receiver from the list and click on the [Edit](#) button.

AddSecure

[Edit](#)



7. A warning will appear Select YES to continue.

 Warning: Editing this field will also update all other system which are using this receiver. Do you wish to continue?

[NO](#) [YES](#)

8. Enter the pre provided Receiver Certificate Name from the service provider and change the port number to 4 random digits XXXX.

Receiver Configuration

Receiver Certificate Name

This field is required.

Receiver Name

 AddSecure

Receiver Address Type

 IP-Port

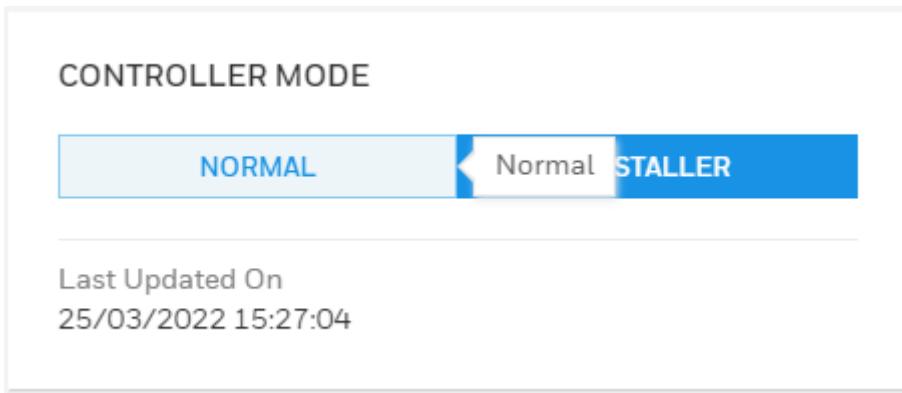
Receiver Address

 81.130.183.162 9800 CANCEL SAVE

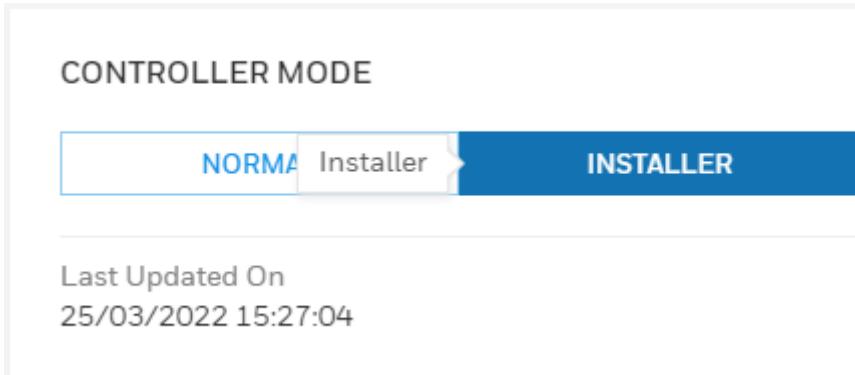
9. Remember to hit Save and then Save and Sync.

 SAVE AND SYNC

10. Switch the controller out of installer mode.



11. Next go back into Installer mode.



12. Go back to the Primary Receiver configuration and update port number to **9080**.

Receiver Configuration

Receiver Name

Receiver Address Type

Receiver Address

81.130.183.162	9080
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13. Remember to hit Save and then Save and Sync.

SAVE AND SYNC

14. **Note:** Panel might show offline for a few seconds in MPC.

15. Go to communication path and communication test, select communication test and hit test button, the status should be OK.

MPI Edit

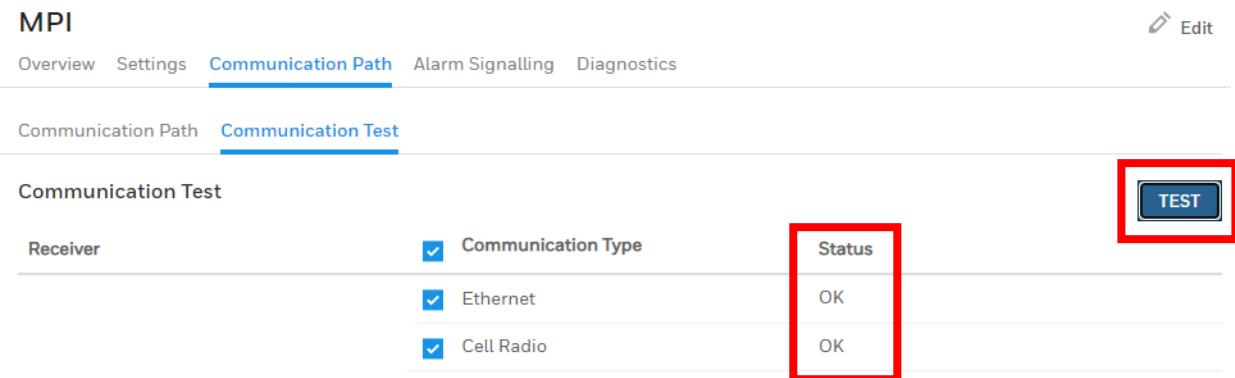
Overview Settings **Communication Path** Alarm Signalling Diagnostics

Communication Path **Communication Test**

Communication Test

Receiver	Communication Type	Status
	<input checked="" type="checkbox"/> Ethernet	OK
	<input checked="" type="checkbox"/> Cell Radio	OK

TEST



Self Service Tech Support Portal

<https://myhoneywellbuildingsuniversity.com/training/support>

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Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	n

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n