# Honeywell

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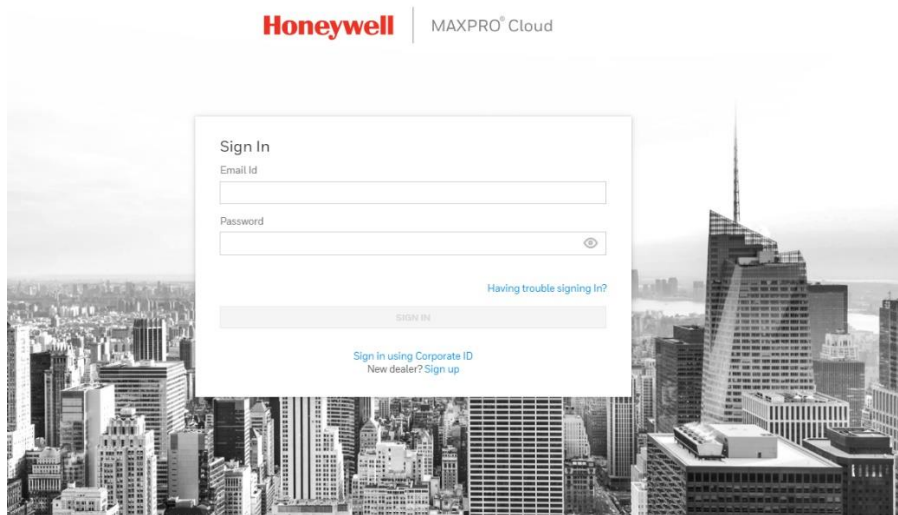
Planned Maintenance on the ADD secure Primary Receiver will be carried on Monday the 28th of March 9:30 – 11:30 CET, during this time the connectivity to the primary receiver will be interrupted.

Following this maintenance, the Certificate Name of the Primary receiver needs to be updated.
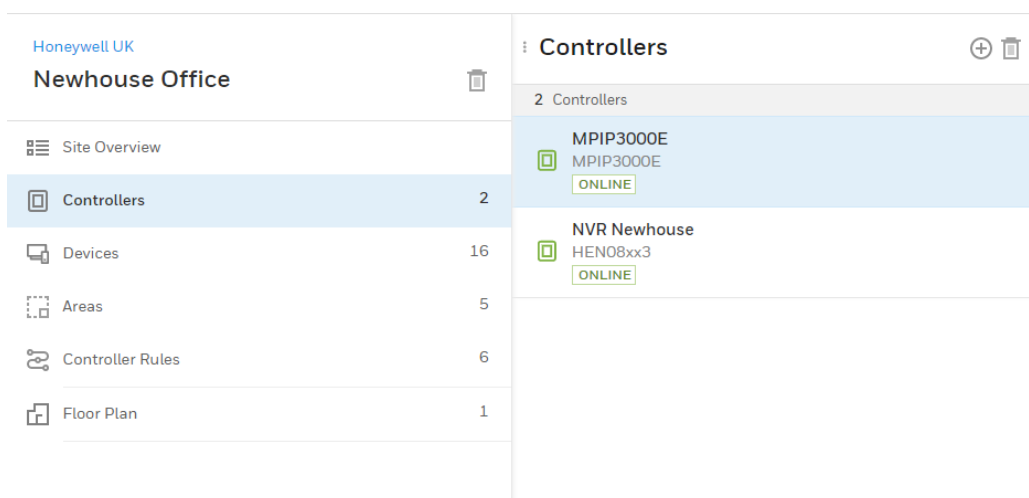
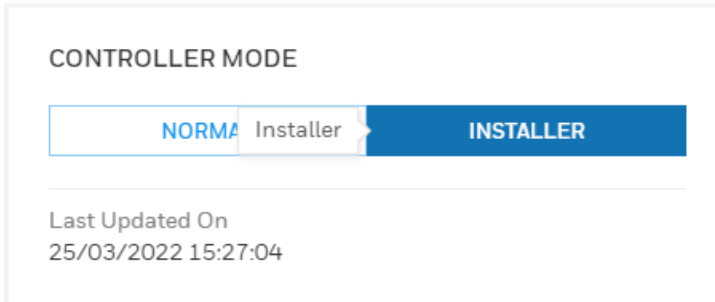Take the following steps to update the Primary Receiver.
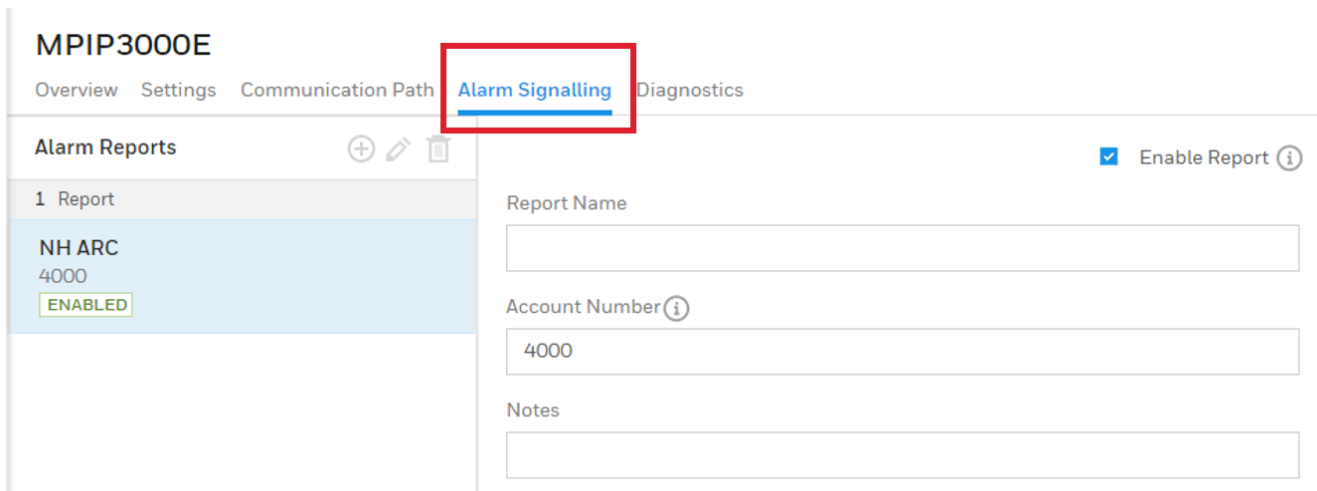
# Steps

1. Login to MAXPRO Cloud.



2. Go to customer Site then select controller

3. Enter Installer Mode.



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

5. Click on edit icon ✏ then Manage Receiver.



6. Locate your ARC Primary Receiver from the list and click on the Edit button.



7. A warning will appear Select YES to continue.

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.

CONTROLLER MODE

NORMAL    Normal STALLER

Last Updated On
25/03/2022 15:27:04

11. Next go back into Installer mode.



CONTROLLER MODE

NORMA Installer ▷ **INSTALLER**

Last Updated On
25/03/2022 15:27:04

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



## Receiver Configuration

Receiver Name

AddSecure

Receiver Address Type

IP-Port

Receiver Address

81.130.183.162                9080

CANCEL    **SAVE AND SYNC**

**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.

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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 |