

Connection Guide

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Model Types:





All URLS should be opened and viewed using Google Chrome or Mozilla Firefox

Return to the Troubleshooting Chart by clicking Return to Troubleshooting Chart

Third Party Contact Info (see Team Lead before contacting directly):

Meraki: (415) 432-1203

Netpulse: (415) 643-0223 ext 2 support@netpulse.com

Accucode: (303) 639-6111 fitnessorders@accucode.com





https://account.meraki.com/secure/login/dashboard_login

Username: service@johnsonfit.com

Password: Matrix123

Purpose: Used to verify if machines at a facility with a <u>wireless</u> setup are connecting to the access point

When to use: All 5X, 7X, and 7XE; wireless 7XI

What you see: Identifies wireless machines by MAC addresses in real time; self-generating units only appear when in use.

- 1. Log in using the information above.
- 2. Select "Johnson Fitness" organization: facilities with 7XI (most locations), 7XE, and 5X.

- Select "Netpulse" organization: facilities with 7XI (very few) and 5X/7XE.



3. After selecting the desired organization, select "Wireless > Access Points" on the left side of the screen.

disco Meraki	Johnson Fitness V	•		
Network-wide	Monitor	Configure		
Wirologg	Access points	SSIDs		
Wileiess	Map & floor plans	Access control Firewall & traffic shaping		
Help	Air Marshal			
	Location analytics	Splash page		
	Location heatmap	SSID availability		
	PCI report	Radio settings		
	RF spectrum			

4. Click the second dropdown menu and select either JHTNA (for MR24/26) or MR12 Asset Management, depending on the customer.





- 5. Type the facility name in the search field, if needed, to find a facility's access point (AP) and its status.
 - Green=access point is fully functional.
 - Yellow=an IT/networking problem with the access point has occurred.
 - Red=access point has not been active/connected for 2 weeks or less.
 - Gray=access point has not been active/connected for 2+ weeks or has never been active.
- 6. Click the name of the facility to verify how many machines are connected to the AP. Depending on the number of machines and facility layout there may be more than one AP per site.



7. A list will appear noting how many clients (machines) are connected at the moment. Each will be labeled with the MAC address of the Wi-Fi card in each machine*. If a client is labeled as "picard" click on it and the MAC address will appear on a new page.

Current clients (13) III				
Ethernet traffic: 4.6 Mbps (4	4.4 Mbps (48.3 Kbps 1)			
0 Mb/s				
4.5 Mb/s				
3 Mb/s				
1.5 Mb/s				
0 Mb/s	10:41:05	10:41:10		10:41:15
Description	Associated for		Usage *	SSID
78.92.9c c6.aa.1e	6.1 days		4.42 GB	npwireless
78 92 9c c3 05 30	6.3 days		3.54 GB	npwireless
78.92.9c c3:53 ba	6.1 days		3.41 GB	npwireless
78:92:9c:c2:fc:14	6.1 days		3.30 GB	npwireless
78.92.9c c6:34:4a	6.1 days		3.11 GB	npwireless
78 92 9c c3 53 16	6.3 days		2.60 GB	npwireless
78 92 9c c3 bb e6	6.3 days		2.43 GB	npwireless
78.92.9c.c0.4c.34	6.1 days		1.88 GB	npwireless
78.92.9c.c0.4c.5a	4.2 hours		472.3 MB	npwireless
78 92 9c c0 4c 82	4.2 hours		198.5 MB	npwireless
78.92.9c c0.49.3a	4.2 hours		32.6 MB	npwireless
78.92.9c c3.53.9e	42 hours		29.3 MB	npwireless.
picard D	4,2 hours		731 KB	npwireless

*To verify the MAC address of a machine: look at the Wi-Fi board connected to the UCB, obtain through the <u>service mode (5X) or network mode (7XE) on the console</u>, or use the Main Feed pages of the EC2 feed if the machine has connected before.























When to use: For all machines using Asset Management.

MAC address page:

http://ec2.netpulse.net/api/assets/history?mac=78:92:9C:c3:0d:8a&num_results=100&start_idx=&api_key=9%2BJKLSfizDw%3D

Purpose: Verify machine has reached Netpulse server by viewing by MAC address

What you see:

total= number of communications with server total="2757"
returned= communications visible on page returned="100"
date_time= when communication occurred date_time="2013-10-31 13:27:04"
ver= software version ver="App:1.1, I0:9.4,
serial=console serial number returned="CTM521130700108
frame_serial= frame serial number frame_serial="FTM501E130715559"
partner_location_id= club id partner_location_id="1108"

- 1. The **MAC** address is unique to every Wi-Fi board (machine) and cannot be edited inside the console.
- 2. In the URL field, input the MAC address after 'mac='



 To change the number of results visible, in the URL after 'num_results=' insert number between 1 and 1000 depending on how many records you wish to view. Below the URL has been changed to view 25 communications with the server.



4. Since the results are limited to 1000 results per page, you may have to change where your results begin. To change the starting point of communications with the server, change the number after the words 'start_idx=' to the desired amount. Hit F5 to refresh data. In the example below, the URL has been changed to view the next 25 communications with the Netpulse server after the 2,722nd instance of communication for MAC address 78:92:9C:C0:49:3A.





EC2 Feed

5. If a machine has never connected to the server it will not have any results to show and machine needs to be configured or there is a problem with the facility's firewall.
This XML file does not appear to have any style information associated with it. The document tree is shown below.

<response status="error" error="MAC address not found: 00:0d:f0:ab:7c:24"/>

 If a MAC address has communicated with multiple machines/serial #s it may show no results. This is because the Wi-Fi board has been associated with multiple serial numbers.
 This XML file does not appear to have any style information associated with it. The document tree is shown below.

<response status="error" "Multiple results were returned; only expected a single row. sql: /* com.netpulse.db.Asset.loadByFarams() */ select (as_r.id) as id, (as_r.equipment_id) as equipment_id, (as_r.mac) as mac, (as_r.frame_serial) as frame_serial, (as_r.create_date) as oreate_date, (as_r.lan_ip) as lan_ip, (as_r.update_date) as update_date, (eq.mfr) as equipment_mfr_id from asset as_r join equipment eq on as_r.equipment_id = e and ((as_r.mac = ?)) ; mac: 00:12:00:06:01:39"/>

Product page:

Purpose: Verify machine has reached Netpulse server by viewing by (programmed) frame serial number What you see:

total= number of communications with server total="2757"
returned= communications visible on page returned="100"
date_time= when communication occurred date_time="2013-10-31 13:27:04"
ver= software version ver="App:1.1, I0:9.4,
serial=console serial number serial="CTM521130700108
frame_serial= frame serial number frame_serial="FTM501E130715559
partner_location_id= club id partner_location_id="1108"

- Shows the number of times the frame serial has communicated with the server. Note: 5X and 7XI frame serials will appear beginning with an F.
- 2. In the URL field input the frame serial number after 'frame_serial='

😑 😋 🗋 ec2.netpulse.net/api/assets/history?frame_serial= <u>FTM501E130715559</u> #_results=100&start_idx=&api_key=9%2BJKLSfizDw%3D 😭
liss XML file does not appear to have any style information associated with it. The document tree is shown below.
<pre></pre>

Note: it has to be entered the same way it is entered on the console. If the serial was entered incorrectly (missing a letter or number) it is not possible do a general search via this product page. This search specifically looks for the serial number programmed in the console at any given time and will not show if a frame serial number was changed/updated

- 3. This will search the amount of times that a programmed frame serial has reached the server and will show the date a workout or error message occurred. **Hit F5 to refresh data.**
- 4. See previous page for instructions on changing the amount of communications to view (insert bookmark)

Updated 10/10/2016 by EM Return to Troubleshooting Chart

Main feed:

http://ec2.netpulse.net/api/assets/index?&num results=1000&start idx=&api key=9%2BJKLSfizDw%3 D http://ec2.netpulse.net/api/assets/index?&num results=1000&start idx=1000&api key=9%2BJKLSfizD w%3D http://ec2.netpulse.net/api/assets/index?&num_results=1000&start_idx=2000&api_key=9%2BJKLSfizD_ w%3D http://ec2.netpulse.net/api/assets/index?&num results=1000&start idx=3000&api key=9%2BJKLSfizD w%3D http://ec2.netpulse.net/api/assets/index?&num results=1000&start idx=4000&api key=9%2BJKLSfizD w%3D http://ec2.netpulse.net/api/assets/index?&num results=1000&start idx=5000&api key=9%2BJKLSfizD <u>w%3D</u> Purpose: When searching by MAC or frame serial numbers do not yield results and you have partial info. What you see: total= number of communications with server <a>Austral="4433" returned= communications visible on page returned="1000" mac=MAC address mac="78:92:9C:C0:49:3A frame_serial=frame serial number frame_serial="FIM501E130715559 create_date=first communication date/time with the server create_date="2013-10-31 13:27:02"

lan_ip=IP address lan_ip="10.17.15.73"

update_date=last communication date/time with the server [update_date="2014-06-25 13:00:26"]

1. Search using the **partial frame serial**, **MAC address**, **location id**, or **IP address** using Control+F. The frame serial will appear as it is programmed in the console.

E S C C cz.netpulse.net/api/assets/index?#_results=1000&start_idx=3000&api_key=9%2BJKLSfizDw%3D	
<pre><asset club_loc<br="" create_date="2013-11-22 09125155" frame="" id="2001" lan_1p="10.1/.16.152" location_id="1/5/" mac="/019219C:0619210C" serial="fix5012130/15361" update_date="2014-06-25 15:16:13">invites</asset></pre>	Left a M
stevens Foint" location time fone="Us/Central"/>	
<pre>casset id="1999" mac="78:92:90:00:A9:24" frame serial="fIN501E130715362" create date="2013-11-21 15:35:21" lan_jp="10.17.16.101" update_date="2014-06-25 13:25:27" location_id="1757" club location_name="16:101" update_date="16:101" update_date="</pre>	'YHCA Stevens Foint/YHCA -
Stevens Foint" location time zone="US/Central"/>	And and an
<pre>casset id="2005" mad="7819219C:C3195:64" frame serial="fitsoif15363" create date="2013-11-22 09:31:21" lan_jp="10.17.16.125" update date="2014-06-25 15:11:08" location id="1757" club location name=""""""""""""""""""""""""""""""""""""</pre>	'YHCA Stevens Foint/YHCA -
Stevens Point" location_time_rone="US/Central"/>	Construction of the second second second second second
<pre><asset 1d="2008" club_location_name="10.17.16.138" create_date="2013-11-22 10:14:20" frame_serial="FIM501E130715364" lan_ip="10.17.16.138" location_id="10.17.16.138" mac="78:92:9C:C6:SC:BC" td="" update_d<="" update_date="10.17.16.138"><td>"YHCA Stevens Point/YHCA -</td></asset></pre>	"YHCA Stevens Point/YHCA -
Stevens Foint" location_time_zone="US/Central"/>	
<pre><asset -<="" club_location_name="10.17.16.194" create_date="2013-11-22 09:34:47" frame_serial="fTM501E130715365" id="2006" lan_ip="10.17.16.194" location_id="1757" mac="78:92:9C:C3:06:22" point="" stevens="" td="" update_date="</td><td>" ymca=""></asset></pre>	
Stevens Foint" location_time_zone="US/Central"/>	
<pre>casset id="1992" mac="78:92:9C:C6:AB:E2" frame_serial="FTMS01E130715431" create_date="2013-11-21 14:44:04" lan_ip="10.17.16.67" update_date="2014-06-25 11:14:05" location_id="1757" club_location_name=""""""""""""""""""""""""""""""""""""</pre>	ANCA Stevens Point/YNCA -
Stevens Point" location_time_zone="US/Central"/>	
<pre>casset id="1995" mac="78:92:90:03:55:E5" frame_serial="FIN501E130715433" oreate_date="2013-11-21 15:42:27" lan_ip="10.17.16.79" update_date="2014-06-25 14:55:24" location_id="1757" club_location_name=""""</pre>	rMCA Stevens Point/YMCA -
Stevens Point" location_time_zone="US/Central"/>	
<pre><asset -<="" club_location_name="10.17.16.183" create_date="2013-11-21 14:33:36" frame_serial="FIN501E130715434" id="1984" lan_ip="10.17.16.183" location_id="1</td><td>" mac="78:92:90:03:55:20" point="" stevens="" td="" update_date="2014-06-25 14:52" ymca=""></asset></pre>	
Stevens Foint" location_time_rone="U3/Central"/>	
<pre><asset club_l<="" club_location_id="1757" club_location_name="10.17.16.119" create_date="2013-11-21 14:51:17" frame_serial="FINS01E130715435" id="1993" lan_ip="10.17.16.119" location_id="1757" mac="78:92:90:06:22:FA" td="" update_date="2014-06-25 15:21:34"><td>"YNCA Stevens Point/YNCA -</td></asset></pre>	"YNCA Stevens Point/YNCA -
Stevens Point" location_time_zone="US/Central"/>	
<pre><asset create_date="2013-12-17 10:47:56" frame_serial="FIM501E130715491" id="2306" lan_ip="10.87.62.233" mac="00:lE:C0:06:lE:56" update_date="2013-12-18 07:30:30"></asset></pre>	
<pre><asset frame_serial="FIN501E130715492" id="2165" lan_ip="10.72.104.221" mac="00:1E:C0:06:01:5F" oreate_date="2013-12-12 15:05:55" update_date="2013-12-18 07:33:46"></asset></pre>	
<pre><asset create_date="2013-12-12 15:06:21" frame_serial="FTM501E130715493" id="2169" lan_ip="10.136.196.144" mac="00:1E:C0:06:1A:A5" update_date="2013-12-17 11:33:14"></asset></pre>	
<pre><asset 1d="2170" create_date="2013-12-12 15:06:45" frame_serial="FTM501E130715494" lan_ip="10.185.47.204" mac="00:1E:C0:06:20:D8" update_date="2013-12-17 16:07:57"></asset></pre>	
<pre>casset id="2124" mac="00:1E;C0:06:01:1E" frame serial="FTM501E130715516" create date="2013-12-09 08:05:05" lan ip="10.15.5.29" update date="2014-05-07 05:44:40" location id="710" club location name="Bo"</pre>	obel's Germany/Bobbel's German;
<pre>location_time_xone="Europe/Berlin"/></pre>	
<pre><asset 1d="2031" create_date="2013-11-26 16:06:06" frame_serial="FIM501E130715517" lan_ip="10.76.86.177" mac="00:1E:C0:06:33:D7" update_date="2014-06-25 14:46:40"></asset></pre>	
<pre><asset create="" date="2014-01-03 12:14:26" frame="" id="2030" lan="" lp="10.16.226.114" mac="00:1E:C0:06:1F:C5" serial="FTM501E130715518" update=""></asset></pre>	
<pre>casset id="2028" mac="00:1E:C0:06:1D:D3" frame_serial="FTM501E130715519" create_date="2013-11-26 16:02:21" lan_ip="10.117.234.191" update_date="2014-06-25 14:49:15"/></pre>	
<pre><asset 1d="2027" 1p="10.2.193.10" create="" date="2014-05-08 11:36:41" frame="" lan="" mac="00:1E:C0:06:02:F1" serial="FTM501E130715520" update=""></asset></pre>	
<pre>casset id="1729" mac="78:92:90:00:40:34" frame serial="FTM501E130715556" create date="2013-10-31 14:02:27" lan ip="10.17.15.34" update date="2014-05-02 12:53:36" location id="831" club location name="¥</pre>	MCA South Valley/YMCA - South
Valley" location time zone="US/Pacific"/>	
<pre>casset id="1718" mac="78:92:90:C3:53:92" frame serial="FTM501E130715557" create date="2013-10-51 13:03:52" lan 1p="10.17.15.24" update date="2014-06-25 12:15:45" location id="831" club location name="Y</pre>	MCA South Valley/YMCA - South
Valley" location time rone="US/Pacific"/>	
<pre>casset id="1717" mac="78:92:9C:C3:05:30" frame serial="FTM501E130715558" oreate_date="2013-10-31 13:02:03" lan ip="10.17.15.110" update_date="2014-05-02 09:47:17" location id="831" club location name=""""</pre>	YMCA South Valley/YMCA - South
Valley" location time zone="US/Pacific"/>	
<pre><asset <="" club="" create="" date="2014-06-25 13:00:26" frame="" id="831" ip="10.17.15.73" lan="" location="" mac="78:92:9C:C0:49:3A" name="Y" pre="" serial="FTM501T130715559" update=""></asset></pre>	MCA South Valley/YMCA - South
Valley" location time zone="US/Pacific"/	

2. You may have to search **all main feed pages** to find the correct machine.



http://am.matrixfitness.com/en/user/login

Username: support email for each territory e.g. nwsupport **Password:** matrix

Purpose: The website the customer uses to manage their equipment.

When to use: After verifying the machines have communicated to the EC2 feed (5X, 7X, 7XE, 7XI) What you see: Frame serials, console serials, software versions, workout data, error messages

1. Search for the required facility by sorting the table by name or club id.

	Facilitie Show all facilities	S			Logged in as: nwsup	port Profile Feedback
ows	e Facilities				5	earch:
Jm.	Code Name	Name	Nick Name	Edit Facility	Upload Logo	Delete Facility
96	old_facility_296	Zoo Fitness	Zoo Fitness	Edit	Upload Logo	Delete.
00	old_facility_300	University of Washington	University of Washington	Edit	Upload Logo	Delete
140	four-seasons-resort- Ianai	Four Seasons Report Lanai		Edit	Upload Logo	Dotete
46	st-regis-princeville- resort	St. Regis Princeville Report		Eda	Upload Logo	Delete
95	500-terry-francois- fitness	500 Terry Francois Fitness		Edit	Upload Logo	Deinte
198	andaz-maui-at-wallea	Andaz Maul at Walea		Edit	Upload Logo	Delate
00	spring-hill-suites- vancouver	Spring Hill Suites - Vancouver		Edit	Uplond Logo	Delete
80	ymca-south-vailey	YMCA - South Valley		Edit	Upload Logo	Delete
62	mark-ludviksen	Mark Ludviksen		Edil	Upload Lego	Delete
74	ohlone-college	Ohlone		Edit	Upload Logo	Doleta

2. You can also use the search bar to find the facility needed. Click the name of the facility to select it.

Facil	lit	ies		Search: south
ID		Namo	Address	Tags
98		YMCA - Southdale	7355 York Avenue South, , Edina, Minnesota, 55435, United States	AM - Central United States Minnesota Edina, YMCA - Southdale, YMCA
102		YMCA - Blaisdel Primary	3335 Blaisdell Avenue South, , Minneapolis, Minnesota, 55409, United States	United States Minnesota Minneapolis, AM - Central, YMCA - Blaisdel Primary, YMCA
257		YMCA - Franklin Family	501 South Rayal Oaks Blvd, , Franklin, Tennessee, 37054, United States	United States.Tennessee.Franklin.YMCA - Franklin Family,YMCA,AM - Atlantic
273		YMCA - Greater Omaha - Southwest	13010 Alwood Ave., Omaha, Nebraska, 58144, United States	Greater Omaha, United States, Nebraska, Omaha, AM - Central, YMCA - Greater Omaha - Southwest, YMCA
1049		Downriver Family YMCA	16777 Northline Rd, , Southgate, Michigan, 48195, United States	United States, Michigan, All – Great Lakes, YMCA of Metro Detroit, Southgate, Downriver Family YMCA, YMCA
1108		YMCA - South Valley	5632 Santa Teresa Blvd, , San Jose, California, 95123, United States	United States, California, San Jose, YMCA - South Valley, YMCA, AM - Northwest, Silicon Valley YMCA

3. Verify all machines for the facility appear on the AM website and click each machine individually to verify they've connected recently.





4. If it is difficult to find the customer's facility page by searching in the facility list, look for the club id on the sales order of the equipment. It should be in the header comment.



5. Use the facility link below and input the club id in the url field after 'facility&id=' to find the club on AM



6. Underneath the facility name there should be a list of "tags" one of which indicate the AM service region. Notify a team lead if this is not on the screen.





http://ec2.netpulse.net/admin/login.jsp;jsessionid=14qaebem92ehh

Username: service@johnsonfit.com

Password: matrix1

Purpose: Verify if a 7XI console has been paired with the gateway and is currently connected. **When to use:** For <u>wired or wireless</u> 7XI only

What you see: Netpulse machine id; need to click into each id to find MAC, IP address, console serial, and gateway GID.

1. A list will display of every 25 customers along with the number of their locations and the number of machines belonging to that customer. Once the gateway has been configured properly and a machine has communicated with it, the gateway will appear on this site. Use the arrows at the bottom of the results to go the next page of customers. Once you have the location you're looking for, click on the # of machines it has in order to view the list of each machine sorted by Netpulse machine id along with the last time it communicated with the server.

							Machines									
							Company									
										Showing	machine	s 1 - 13 of 13				
							YMCA South Valley	YMCA - South Valley	20782	Embedded	٠	6117/6117	2.1.0353	10.17.15.110	6/30/14 12 16 PM	
							YMCA South Valley	YMCA - South Valley	20785	Matrix Embedded	٠	6117/6117	2.1.0353	10.17.15.27	6/30/14 12:16 PM	
		0					YMCA South Valley	YMCA - South Valley	20787	Matrix Embedded	٠	6117/6117	2.1.0353	10.17.15.24	6/30/14 12:16 PM	
		Com	panies	5			YMCA South Valley	YMCA - South Valley	20805	Matrix Embedded	٠	6117/6117	2 1.0353	10.17.15.73	6/30/14 12:16 PM	
	ID	Name 🔺	Status	Bundle	Locations	Machines	YMCA South Valley	YMCA - South Valley	20806	Matrix Embedded	٠	6117/6117	2.1.0353	10.17.15.10	6/30/14 12:16 PM	
	14	Showing compared	ioc 101	105 of 10	5		YMCA South Valley	YMCA - South Valley	20807	Matrix Embedded	٠	6117/6117	2.1.0353	10.17.15.36	6/30/14 12.16 PM	
	706	VMCA Comparing Mamorial	101-	103 01 10	4	5	YMCA South Valley	YMCA - South Valley	20813	Matrix Embedded		6117/6117	2.1.0353	10.17.15.86	6/30/14 12.16 PM	
	730	MACA Corpening Memorial			1	2	YMCA South Valley	YMCA - South Valley	20815	Matrix Embedded		6117/6117	2.1.0353	10.17.15.37	6/30/14 12:16 PM	
	622	YMCA South Valley	•		1	<u>13</u>	YMCA South Valley	YMCA - South Valley	20817	Matrix Embedded		6117/6117	2.1.0353	10.17.15.135	6/30/14 12.16 PM	
	621	YMCA Stevens Point	•		1	<u>12</u>	YMCA South Valley	YMCA - South Valley	20824	Matrix Embedded		6117/6117	2.1.0353	10.17.15.34	6/30/14 12:16 PM	
	290	Your Life Sportsclub			1	<u>2</u>	YMCA South Valley	YMCA - South Valley	20825	Matrix Embedded	٠	6117/6117	2.1.0353	10.17.15.161	6/30/14 12:16 PM	
	749	YWCA Metro Vancouver	0		1	<u>8</u>	YMCA South Valley	YMCA - South Valley	26911	Matrix Embedded		6117/6117	2.1.0353	10.17.15.35	6/30/14 12.16 PM	
TO.	TALS				131	2,316	YMCA South Valley	YMCA - South Valley	29792	Matrix Embedded	•	6117/6117	2 1.0353	10.17.15.22	6/30/14 12:16 PM	
	16	Showing compared	ioc 101	105 of 10	5		TOTALS	a da						1 H.		
	14	- Showing compar	101-	103-01-10	5			(91)		Showing	machine	s 1 - 13 of 13		MG		

2. By selecting the machine id you will be able to verify the console serial number*, machine type, MAC address, and IP address of that unit. It will also indicate if is connected wirelessly or via a wired connection. This can help in completing the checklist of the facility and ensuring all machines are connecting. *Console serial displays with the console serial prefix cut off and PCTVs do not provide a console serial number from this view.

Company*	YMCA South Valley	-
Location*	[YMCA South Valley] YMCA - South Valley	
Model*	Matrix Embedded	
Equipment*	Treadmill: Matrix T7xi	
Skin*	Matrix7xi	
Deinstalled 🔍	false	
Broken 🥥 *	removed from :	ise
LAN Connection*	known not to w	ork
Serial Number	130700108	
Asset Tag		
Inactive Msg		
Install Date	10/31/2013	
Comments		
Client Version	2.1.0353	
Skin Version		
OS Version		
LAN IP Address	10.17.15.73	
WAN IP Address		
MAC Address	78.92.9C.C0.49.3A	



3. To find the customer's gateway id (GID), click the number under the "Locations" column.

	Companies												
ID													
i t	+ + Showing companies 101 - 105 of 105												
736	YMCA Co	orpening Memorial	0		1	<u>5</u>							
622	YMCA So	outh Valley	•		<u>1</u>	<u>13</u>							
621	YMCA St	evens Point	۲		1	<u>12</u>							
290	Your Life	Sportsclub	۲		1	2							
749	YWCA M	etro Vancouver	•		1	<u>8</u>							
TOTALS					131	2,316							
14-	+	Showing compar	nies 101 -	105 of 10	5								

4. Then click the number in the "Gateways" column.

	Locations												
D													
	Showing locations 1 - 1 of 1												
831	YMCA South Valley	YMCA - South Valley	San Jose	US	0	<u>1</u>	<u>13</u>						
TOTALS						1	13						
	Showing locations 1 - 1 of 1												

5. The gateway's id number will appear on the far left under the "ID" column. Use this with the Gateway Status website (see next page) to verify the gateway is connected if the status is red.

	Gateways												
ID	Company							DHCP Router				Last Notified	
	Showing gateways 1 - 1 of 1												
892	YMCA South Valley	YMCA - South Valley	•	•	6117/6117	1.1.36	D2500 MB - 1TB HD - S/N: 2516480(IP & ssh OK) - Sticker II ? UL	10.17.15.1	10.17.15.1	39%	31%	6/30/14 12:37 PM	
TOTALS													
	Showing gateways 1 - 1 of 1												



http://ec2.netpulse.ws/s2/gatewayStatus

Purpose: Used to ensure the gateway is connected to the internet.

When to use: If the facility does not appear in the Netpulse website or all of a facility's equipment show as disconnected. For <u>wired or wireless</u> 7XI only.

What you see: If the gateway is connected at that moment; it does not provide a history

- 1. The GID is the id # or serial number designated for the gateway by Netpulse and is unique to each gateway.
- 2. This can be obtained right from the gateway itself, using the Netpulse admin page or can be obtained by Accucode (see Accucode section).



 Enter the GID into the search field and click ENTER. The site will give you a status of CONNECTED or NOT CONNECTED. If not connected Netpulse will need to work with the IT contact for setup instructions.

Gateway Id 892	Enter
	This gateway is CONNECTED This gateway is assigned to: YMCA - South Valley



http://accucodefitnessorder.appspot.com/

Username: JFService

Password: j0hns0nf!t

Purpose: Used to verify various aspects of Accucode involvement with a customer including site surveys, installation dates, or purchased packages (access points, switches, etc). **When to use**: As a last resort to verify how a customer is supposed to be wired or wireless.

What you see: GID, customer contact info, and network install date.

1. If you want to find a customer's GID you'll want to search for the customer in either the "Open Orders" window or the "Completed Orders" tab. Search for a keyword of the customer's name.

Cor	npleted (Orders				south valley	Add ord
	Order Ref	Site I	D	Site Name	Status	Date Order Completed	-300046026
_	(none) (138	orders)					
0	Q1296	2505		FIU	Completed	Jun 18, 2014	
ō	Q1292	2376		River Place	Completed	Jun 11, 2014	
0	Q1269	2484		Shoreline Wellness Center	Completed	Jun 27, 2014	
0	Q1232	2464		EDR Oxford - Campus Creek	Completed and Invoiced	May 20, 2014	
0	Q1223	2458		Enclave at Shrewsbury	Cancelled		
0	Q1208	2445		Kittitian Hill	Completed and Invoiced	May 15, 2014	
0	Q1193	2432		Four Seasons St. Louis	Completed and Invoiced		
0	Q1179	1417		YWCA of Minneapolis Downtown	Completed and Invoiced		
ō	Q1178	1416		YWCA of Minneapolis Uptown	Completed		
0	Q1175	2425		Virginia Gray Rec Center	Completed		
ō	Q1169	2421		Harborview Apartments	Completed		*
	4						*

2. When you've found the correct customer, click the black arrow to open their record.

	Older Kei	Site ID		Site Name	Status	Date Order Completed	Date installation Penormed	Customer Order Number	PO Number
	(none) (1 orde	er)							
0 0	Q716	2054	2	YMCA South Valley	Completed and Invoiced	Oct 28, 2013		1400018281	1400018281
0	pen order								

3. Information regarding the order, including the contact info, will appear in the middle of the screen. Note: older orders will not have all information available.

Project Name	Site Name	Inactive Until
Johnson Health Tech NA	YMCA South Valley	(none)
Group1	Site Address	Created date (system owned field)
Fitness Johnson Health Tech	5632 Santa Teresa Blvd	Sep 17, 2013 at 8:22 AM
N.America		
	Site City	Created by (system owned field)
Site ID	San Jose	Steven Meister
2054		
	Site State	Created By Email
Power Type	CA	(none)
Order Number	Site Country	Updated date (system owned field)
716	(and)	Jun 20 at 8:07 AM
	(0000)	
Order Pat		Last updated by (system owned field)
0715	Site Lip	Ryan Waxler
2710	96123	
1 million		Site Readiness Form Sent
otatus	Site Contact	(none)
Completed and invoiced	Julie Dougan	
		Date Pre-Installation Questionnaire was
Static Gateway Information	Site Phone	recieved from Site Contact
No Static Address Required	4085133152	(none)
		Table Field: Site Readiness Recieved
Shipping Deliver By	Tracking Vendor 1	
(none)		Tracking Vendor 2
	Tracking Number 1	
Ship Account Ship on Account		Tracking Number 2
(none)		
Ship Account Bill to Account		Tracking Vendor 3
(none)		Tracking Number 3
China Annual Annual Charles		restring resident a
Ship Account Account Gamer		Tracking Vendor 4
(none)		
Shipping Address		Tracking Number 4
YMCA South Valley		
Attn: Julie Dougan		Tracking Vendor 6
5632 Santa Teresa Blvd		
San Jose, CA 95123		Tracking Number 5
4085133152		



4. Scroll to the bottom of the page to look into the details of the order items and select the gateway information.

Order L	Line (7) 0	rder Note (1)						
• As	order line	rder lines link	ed by the Order #1	eld				
0	Order Ref Q716	Site ID 2054	Project Name Johnson Health Tech NA	Part CAT5e Cable Run - First Run	2	Link Q716 - CAT5e Cable Run - First	Description Cable installation of up to 250 feet of CATSe non-plenum rate cable § ¶ Most customers will not require this service. The access point installation services include a cable run § ¶ This on-site service is only available inside the continental United States.	Notes Quantity
• 0	Q716	2054	Johnson Health Tech NA	XXX Inactive - Lift or Ladder Fee	2	Q716 - Lift or Ladder	Additional cost for extended ladder or lift rental, delivery and pick up	1
80	Q716	2054	Johnson Health Tech NA	Meraki MR24 Pkg - Additional AP	2	Q716 Meraki MR24 Pkg - Addition	This package includes a Mexik MRQA access point with a 5-year usage locense. This also related so not ententiation, 11 This dates NDC includes a power microt. A power injection C PRE which handle to endered separativity 11 This is simply the combination of this following parts which can be ordered separately. 11 Netwish MRQA Access Point 11 Access Point Install - Additional AP 11 On-site service is only available inside the continental United States.	1
0	Q716	2054	Johnson Health Tech NA	Meraki MR24 Pkg - First AP	2	Q716 - Meraki MR24 Pkg - First AP	This package includes a Mexik MR24 access point with a 5-year usage longer. This algo includes on elementations 11 This daws ND21 include a power indicat. A power injection C PME which handle be ordered separately 11 This is align us combination of the following parts which can be ordered separately. If "Mexik MR24 Access Point 1" Access Point Install - First AP 11 Con-site service is only available inside the continental United States.	t
• 0	Q716	2054	Johnson Health Tech NA	8-Port PoE Switch	2	Q716 - 8- Port PoE Switch	An 6-port gapatit which, with power over etherner (PdE). This switch is recommended wireless installations with up 3 access points (or other PdE clients). This switch may alternatively be used for wired installations with up to 7 non-PdE clients.	1
0	Q716) Open order line	2054	Johnson Health Tech NA	Netpulse Media Gateway Pikg		Q716 Netpuls Media Gatewa Pkg	This package includes a Netgolar Media Gateway an E-port Dec gapate works, and on-site installation § 1 The package is simply the combands of average parts which may be indeed sparsared. "I "Interpace Media Gateway 1" E-Port Poc Swetch 1" Gateway Install 1 Grades installation service is only available inside the commenta United States.	1

5. Click Shipped Inventory and the gateway should display. If it does not, contact Jon Melone for this information. All installs prior to 2/1/2014 should contain this information.

Items to Ship (0)			
• Add Item to ship item	ns to ship linked by the	Item ID field	
Hide Items to ship▲			
GID (Gateway ID)	Gateway Serial #	Gateway IP Configuration	Gateway Static IP address
Data enor.			

6. Click

at the top of the screen to return to the main screen

You can view and search AP installation dates in the INSTALLATION CALENDAR for dates when Accucode has scheduled. This can be useful if a sales rep is inquiring about a particular customer or for planning to have a service provider on site after an install.



https://login.xirrus.com/ Username: service@johnsonfit.com Password: Matrix123 Purpose: Used to verify if machines at a facility with either a wired or wireless setup are connecting to the access point When to use: All Asset Management or 7XI locations What you see: Identifies wired and wireless machines by MAC addresses in real time

- 1. Log in using the information above.
- 2. Click Profiles and select the user from the dropdown.



3. Click the Access Points tab.

7xi North Am For all 7xi locations s	sold through JF	() ITNA					Configuration Access Points Clients
	General	SSIDs	Network	Policies	C Bonjour Director	A dmin	SAVE ALL
							Show Advanced

The access points assigned to the profile are listed on the page.

						Configuration Acce	ess Points Clie
Acce Manage	ss Points Assigned	to 7xi North A em, removing, and editing	America g them.				٩
₩-			B L	Export All	ADD ACCESS POINTS	View: 20 🔻 Showing	3 1-4 of 4 📘 of 1
	Access Point Hostname	Serial Number	Online	Tags	IP Address	Location	Status
	EMHHealthCenter	XR06350025CDE	Online		10.29.14.87	EMH Health Center	🖉 Error 🚯
	DQE-AP	XR07419029EB4	🔵 Offline 🕚		192.168.215		🔇 Activated
	CapitalFitnessWest2	XR0741902AAA0	Online		10.29.51.42	middle of room	🔇 Activated
	CapitalFitnessWest1	XR0741902AA96	Online		10.29.51.165	above stairwell	🔇 Activated
	<						>

4. Hover over the Access Point Hostname and click the Details button for access point details.

	CapitalFitnessWes	XR0741902AA96	Online	10.29.51.165	above stairwell	💙 Activated
--	-------------------	---------------	--------	--------------	-----------------	-------------

A Xirrus access point is shown below.



- IAP1 and IAP2: The green light means that the first radio is broadcasting at 2.4 GHz. The amber light means that the second radio is broadcasting at 5 GHz.
- GIG1 and GIG2: A flashing amber light means that the connection is good. (GIG2 will only be lit if a second network cable is plugged in.)
- STATUS: A solid green light means that the access point is fully functional. A flashing amber light means that there is a problem.
- 5. Click the buttons on the left for additional information or to submit a command. Or, if you need to reboot the AP, click the More dropdown and select Reboot.

	a	More The
Genera	Hostname:	CapitalFitnessWest1 Reboot Factory reset
-	Tags:	÷
Networ	k	Access point must be in a Profile with Network settings set to use a static IP address to edit the fields below.
	IP Address:	10.29.51.165
	Netmask:	255.255.255.0
	Gateway:	10.29.51.1

For complete instructions on using the Xirrus site, click **HELP** in the upper right corner.