Operations Manual

OM 1268-3

Group: **Controls**
Part Number: **OM 1268**
Date: **May 2022**

SiteLine™ for Dedicated Equipment

Gateway-on-the-Go™ Configuration Utility

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Revision History

OM 1268	December 2017	Initial release
OM 1268-1	February 2018	Added instructions for updating to compatible version of Microsoft NET Framework
OM 1268-2	April 2020	Updated to reflect new software version 4.0.0 supporting Generation 2 Gateway
OM 1268-3	May 2022	Updated Intelligent Equipment® branding to SiteLine™; Updated list of supported equipment

Reference Documents

Number	Company	Title	Source
IM 1332	Daikin Applied	Installation Manual	www.daikinapplied.com

Limited Warranty

Consult your local Daikin Representative for warranty details. To find your local Daikin Representative, go to www.DaikinApplied.com.

Notice

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Product Description

NOTE: The following Gateway-on-the-Go™ utility tool is available on both SiteLine and Intelligent Equipment®.

The SiteLine™ Gateway-on-the-Go™ configuration utility is a software tool used in conjunction with Gateway-on-the-Go hardware (Gateway) and the SiteLine cloud application (previously known as Intelligent Equipment). Gateway-on-the-Go hardware can be installed on Trailblazer® and Pathfinder® air-cooled chillers, MicroTech® II magnetic-bearing and oiled centrifugal chillers, MicroTech® E magnetic-bearing centrifugal chillers, Rebel®, Rebel Applied™, Maverick® II and RoofPak® rooftop air handlers, and offers direct visibility into unit operation. For MicroTech II magnetic-bearing and oiled centrifugal chillers, the HMI PC must be compatible with Gateway-on-the-Go. Please confirm the chiller has either the Axiomtek or Siemens HMI PC prior to installation of Gateway-on-the-Go. If the field chiller has an older-style OITS, the chiller can be made compatible with Gateway-on-the-Go by purchasing and installing HMI upgrade kit part# 300066560. Gateway-on-the-Go is typically installed for start up, commissioning, short-term, remote diagnostics and troubleshooting. The configuration utility configures the Gateway hardware, which provides access to Daikin Applied unit information via cellular, Wi-Fi, or LAN connectivity. For more information on configuring the Gateway for Wi-Fi or LAN applications, please see IM 1332.

The Gateway must be recommissioned each time it is moved from one piece of equipment to the next. This process includes erasing old data from the Gateway, commissioning the Gateway for the new unit, and updating unit information in the cloud application. The Gateway-on-the-Go Configuration Utility is an intuitive, Windows-based user interface that automates this configuration process.

NOTE: The gateway configuration utility will not complete the gateway configuration if the Daikin chiller or rooftop unit already has SiteLine for Dedicated Equipment either factory-installed or installed as a retrofit kit (with or without the energy management module). The gateway configuration utility can replace an existing Gateway-on-the-Go pairing of Daikin equipment with another Gateway-on-the-Go pairing to the same Daikin equipment.

The following document describes how to access, install, and commission/decommission units using the Gateway-on-the-Go Configuration Utility.

Getting Started

System Requirements

- Computer with:
  - Wireless network connection **or**
  - Two ethernet ports, one for connection to Gateway and one for connection to local network
  - Operating System: Microsoft Windows Windows 7 and newer
  - Microsoft .NET Framework: Minimum requirement of version 4.5.2 (version 4.7 or newer is preferred)

Hardware Requirements

- Ethernet patch cable (Cat 5, Cat 5E, Cat 6)
- Gateway power supply (12 or 24 VDC) – supplied with Gateway-on-the-Go hardware kit

Download the Gateway-on-the-Go Configuration Utility:

1. Go to https://oslo.daikinapplied.com/api/sharepoint/getdocument/Doc100/GOTG%204.0.0%20Install.exe.
2. Save the installer to a location on your hard drive.

Alternatively, you can browse to the download page to get the installer:

1. Go to the SiteLine for Dedicated Equipment page on the Daikin Applied website: https://www.daikinapplied.com/products/siteline/dedicated-equipment.
2. Click on the Resources tab.
3. Expand the Software section.
4. Click on the Gateway-on-the-Go link to download the installer.
5. Save the installer to a location on your hard drive.

Install the Gateway-on-the-Go Utility:

NOTE: It is strongly encouraged that you retain the default file location throughout the steps described in the following process.

1. Locate and double-click the Gateway-on-the-Go Installer icon.
2. Select a destination folder for the install, then click Next (Figure 1).

   Once the configuration utility software is installed, click Finish (Figure 2).

Figure 1: Configuration Utility Software Destination Folder

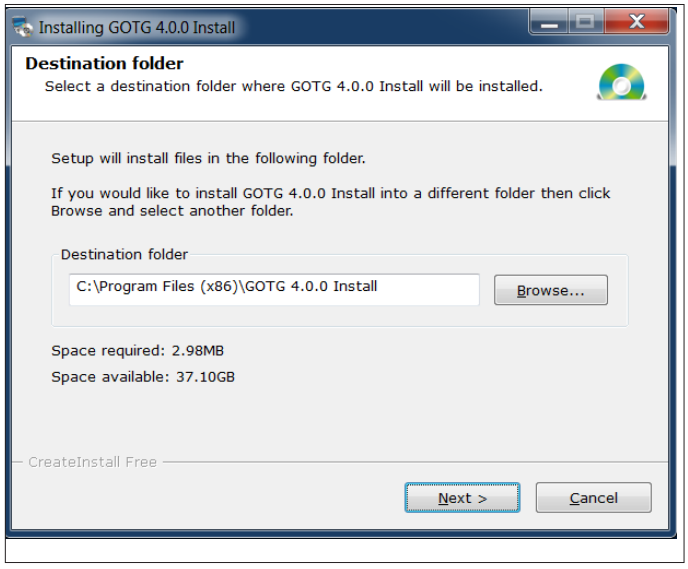


Figure 2: Configuration Utility Install Complete

Using the Gateway-on-the-Go Configuration Utility

The User Interface

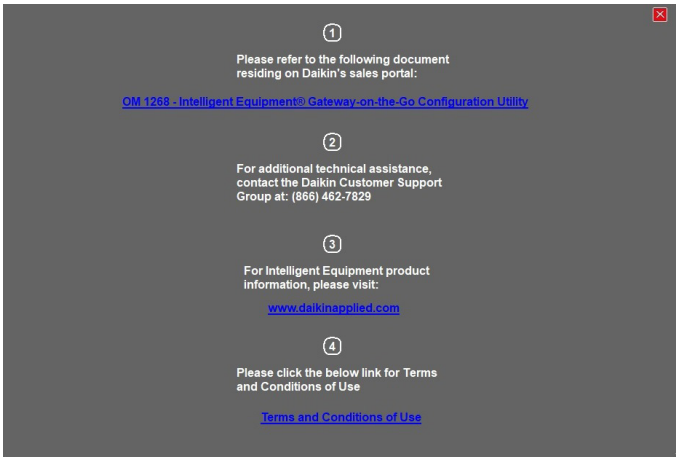
The configuration utility user interface consists of three main functional panels as shown in Figure 3.

Figure 3: Gateway-on-the-Go Configuration Utility User Interface

The Header Bar (1)

The top panel contains the software title, along with three application command buttons. The Help button opens a help screen (Figure 4) that provides a link to an electronic version of this OM, the Daikin Applied website and the Terms and Conditions of the software. It also provides the contact phone number for technical support. For additional information, consult the Troubleshooting and Getting Support section of this document. The Home button returns you to the first step in the configuration process. The Exit button closes the configuration utility. ***It is important to note that no changes are saved should you exit the configuration utility.***

Figure 4: Help Screen



The Progress Status Panel (2)

The left-side Progress Status panel indicates the current status of the Gateway reconfiguration process and the computer's internet connection status.

The Main Panel (3)

The main panel provides the necessary information to complete the current step within the overall reconfiguration process. It also contains a progress bar where applicable. The configuration utility software version is also shown in the lower right-hand corner of the screen.

Configuring the Gateway

NOTE: Internet connection to the computer is required in order to configure the Gateway.

1. Double-click on the desktop icon to launch the configuration utility.
2. The splash screen displays while the application is loading (Figure 5).

NOTE: Microsoft .NET Framework 4.5.2 or newer is required (version 4.7 is recommended) for the utility to correctly configure the Gateway. The utility automatically checks the Microsoft .NET Framework version while loading. If the version does not meet the minimum requirements, a pop-up message appears, directing the user to download Microsoft .NET Framework. The latest version of Microsoft .NET Runtime can be found at https://dotnet.microsoft.com/download. Click the OK button at the bottom of the message box to exit the configuration utility, then download and install Microsoft .NET Runtime before continuing.

3. If the computer is not connected to the Internet, an error message appears as shown in Figure 6.
4. Once the configuration utility has loaded, the Internet connection status is also indicated by a green square (connected) or red square (not connected) in the left panel of the utility window (Figure 7).

Figure 5: Splash Screen

Figure 6: Internet Connection Error

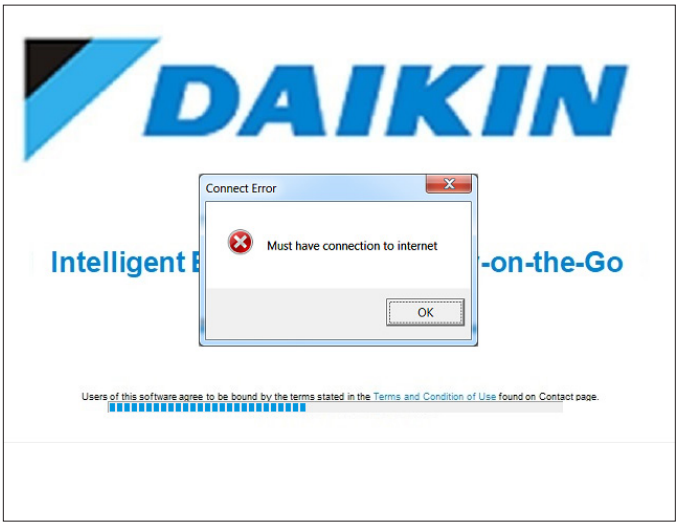


Figure 7: Internet Connection Status

5. Connect the Gateway to its power supply and connect the power supply to a standard outlet, then click Next (Figure 8).

   Note that the Progress Status panel updates to reflect the current step in the configuration process. A green check indicates completed steps, and a red “x” indicates remaining tasks.

6. Connect the computer to the Gateway using a standard Ethernet cable, then click Next (Figure 9). For a Generation 1 Gateway, connect the computer to the ‘ETH’ port on the Gateway using a standard Ethernet cable (Figure 10). For a Generation 2 Gateway, connect the computer to the ‘ETH1’ port using a standard Ethernet cable (Figure 11). **It is important to note that, in order for the configuration utility software to connect to the Gateway, your computer’s network adapter must be named, “Ethernet”, “Network”, or “Local Area Connection”.** For instructions on changing the network adapter name, please consult Windows Help.

7. Choose the type of Gateway hardware, then click Next (Figure 12). The utility automatically verifies the hardware connected and will generate an error message if the incorrect hardware is selected.

Figure 8: Connect Gateway Power Supply

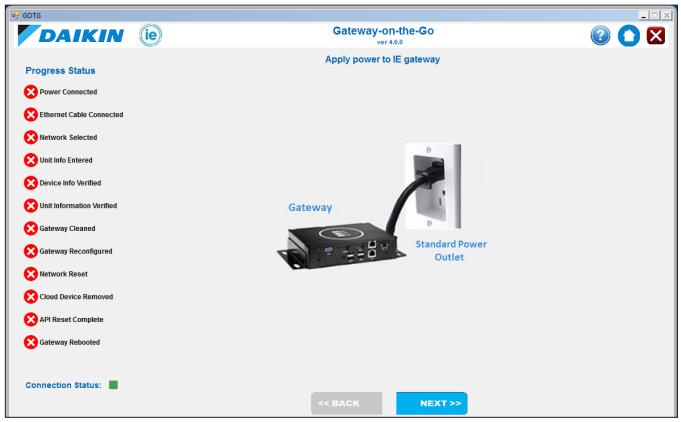


Figure 9: Connect Computer to Gateway

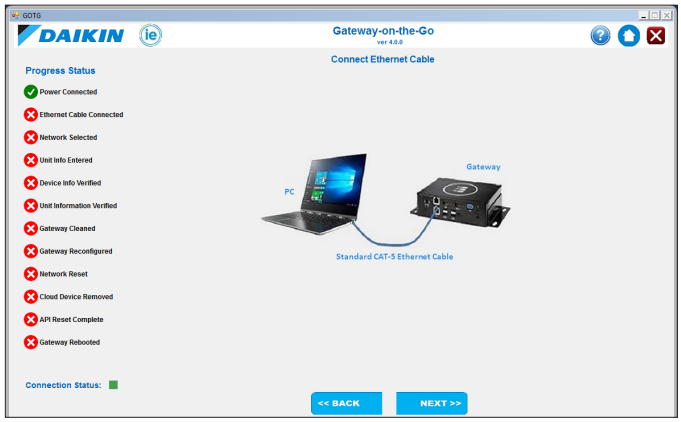


Figure 10: Generation 1 Gateway Connection

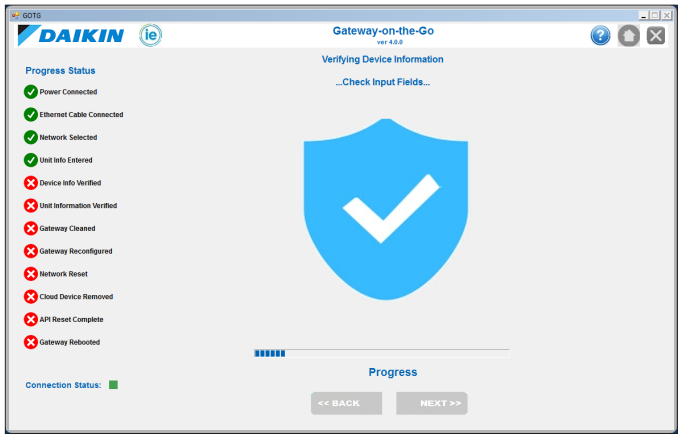
Figure 11: Generation 2 Gateway Connection

Figure 12: Gateway Hardware Selection

8. Enter the required fields as shown in Figure 13. These mandatory fields include: the Gateway serial number (located on the Gateway label), the unit serial number of the equipment on which the Gateway is to be installed, the time zone for the unit's physical location, and the user's email. **Important note:** the user configuring the Gateway must be an authorized user for the Gateway. Authorized users are typically setup when the Gateway-on-the-Go kit is ordered, but can be added at a later date. Multiple users can be authorized to configure a single Gateway. For more details, contact Daikin Applied Controls Customer Support group at 866-462-7829 or DaikinControls@daikinapplied.com.
9. Click Next. The Gateway-on-the-Go utility will connect to the cloud to verify the information about the Gateway and equipment (Figure 14). If any information is entered incorrectly or entered using an incorrect format, a specific error message appears directing the user to correct the specific problem.

Figure 13: Enter Required Information

Figure 14: Verifying Device and Equipment Information



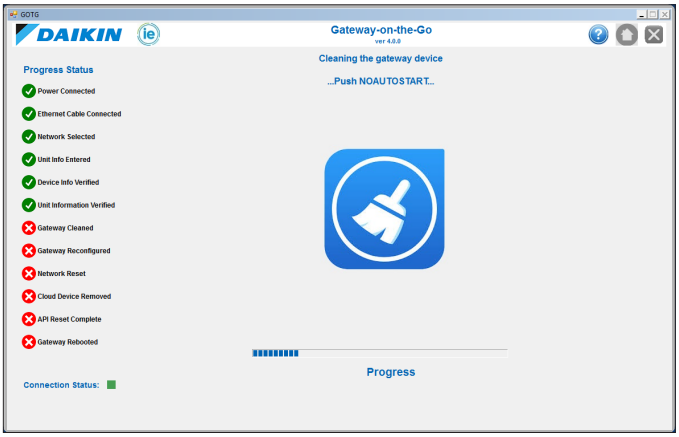
10. Once all information is gathered from the cloud, the user is asked to confirm unit information (Figure 15). If all information is correct, click Next.

NOTE: If the configuration utility determines the unit is already supported by SiteLine, it does not allow the Gateway-on-the-Go utility to continue configuring the unit. If any information is incorrect, click the Undo button (blue circle with white arrow) to return to the Unit Serial Number entry screen.

Figure 15: Confirm Unit Information

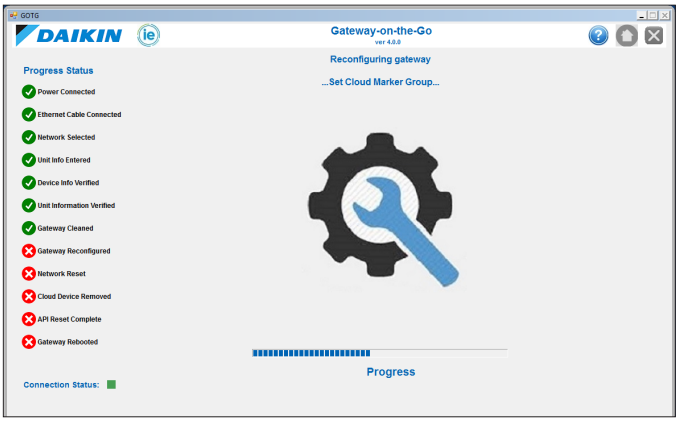
11. At this point, the configuration utility begins an automated sequence of steps to remove old data and reconfigure the Gateway.
12. First, old Gateway data is erased (Figure 16).

Figure 16: Erasing Gateway Data



13. After erasing the old data, the configuration utility reconfigures the Gateway for the new unit (Figure 17).

Figure 17: Reconfiguring the Gateway



14. Next, it resets the computer's network adapter (Figure 18).

Figure 18: Resetting Network Adapter

15. The old device data is then removed from the cloud (Figure 19).
16. Once the device data is removed from the cloud, the cloud API is reset (Figure 20).
17. Once the device data is removed from the cloud, the final step is for the configuration utility to reboot the Gateway (Figure 21).
18. Upon successful completion, each task in the Progress Status panel are verified with a green check. Once the confirmation screen appears (Figure 22), disconnect the Ethernet cable from the COMPUTER and the Gateway, disconnect the Gateway from the power supply, and disconnect the Gateway power supply from 120 VAC.

Figure 19: Removing Old Device Data from the Cloud

Figure 20: Resetting the Cloud API

Figure 21: Rebooting the Gateway

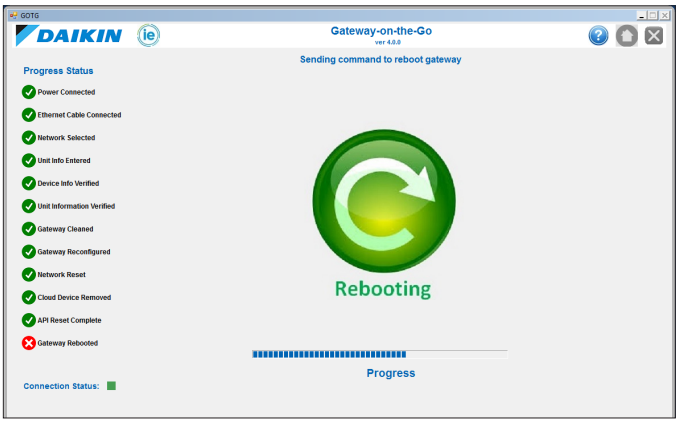
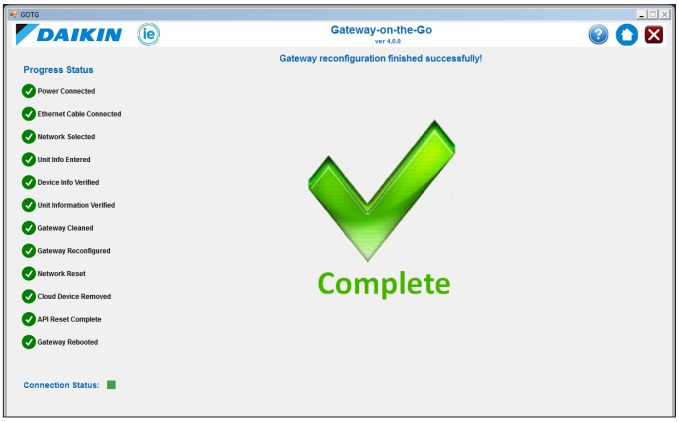


Figure 22: Reconfiguration Complete



Troubleshooting

1. If the configuration utility indicates that there is no Internet connection:
    a. If using Ethernet,
        i. Check that your computer is connected to a network hub or switch using an Ethernet patch cable.
        ii. Verify that the network hub or switch has Internet connectivity.
        iii. Try connecting the patch cable to a different port on the network hub or switch.
        iv. Go to the Windows Control Panel and verify that the computer's LAN adapter is enabled (consult Windows Help for more information).
        v. Go to the Windows Control Panel and verify that the computer's LAN IP address is compatible with the network's IP addressing scheme (consult Windows Help for more information).
    b. If using Wi-Fi:
        i. Go to the Windows Control Panel and verify that the computer's wireless adapter is enabled (consult Windows Help for more information).
        ii. Go to the Windows Control Panel and verify that the computer's wireless IP address is compatible with the network's IP addressing scheme (consult Windows Help for more information).
        iii. If using a Wi-Fi hotspot, confirm that the hotspot is enabled and connected to the Internet.
2. If the configuration utility window has extra space on the right side and bottom of the screen, or buttons and messages are hidden in the user-interface, try one or more of the following screen adjustments:
    a. Resize the software window vertically & horizontally.
    b. Windows Scaling - Go to the Windows Control Panel Display options and use a smaller scale.
    c. Windows Screen Resolution - Go to the Windows Control Panel Display options, adjust the resolution to a setting (e.g., change from 1600x900 to 1920x1080).

Technical Assistance

For additional assistance, contact the Daikin Applied Controls Customer Support group at 866-462-7829 or DaikinControls@daikinapplied.com.

Daikin Applied Training and Development

Now that you have made an investment in modern, efficient Daikin equipment, its care should be a high priority. For training information on all Daikin HVAC products, please visit us at www.DaikinApplied.com and click on Training, or call 540-248-9646 and ask for the Training Department.

Warranty

All Daikin equipment is sold pursuant to its standard terms and conditions of sale, including Limited Product Warranty. Consult your local Daikin Applied Representative for warranty details. To find your local Daikin Applied Representative, go to www.DaikinApplied.com.

Aftermarket Services

To find your local parts office, visit www.DaikinApplied.com or call 800-37PARTS (800-377-2787). To find your local service office, visit www.DaikinApplied.com or call 800-432-1342.

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