

Technote 33 – DNS Server Change.

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This document discusses the IP address change for the secondary name server change for AcquiSuite systems, and the effects on Obvius customers. The new secondary DNS server address is the Google Public DNS server.

DNS Server IP Address Change:

As of April 10, 2010, Obvius has been given notice that the IP address for our secondary DNS server will change.

The new DNS server address is 8.8.8.8

This address is currently active and is available for DNS services. Customers who using the old address 216.99.200.241 will need to change to the new DNS server address listed above as soon as possible. The old DNS server address will continue to operate as long as possible, however it is expected that the old server address will not run beyond April 2010.

Who is affected:

Most AcquiSuite and AcquiLite deployments use a DNS server address provided by the LAN administrator or the dialup service provider. Systems that are configured to use the LAN DNS server, DHCP, GSM/GPRS, or dialup service DNS servers are not affected by this change and should continue to operate normally.

Only customers who are currently using the old Obvius Secondary DNS server should update their configuration by the end of April to avoid interruptions of service.

Impact of the change:

The AcquiSuite data acquisition server uses the Secondary DNS server to locate the IP address of the data upload server and time server but only when the primary server is unavailable. If both the primary and secondary DNS server is not available, the AcquiSuite will not be able upload data to a database server or sync time with an Internet time server. No other Obvius products are affected by this change.



Building Manager Online customers:

Customers who have BMO accounts, and have an AcquiSuite or AcquiLite with remote configuration enabled are able to change the DNS server through the BMO service if the AcquiSuite or AcquiLite is configured to allow remote configuration. Use the AcquiSuite or AcquiLite overview page, and select the configuration tab. Edit the DNS field, and save your settings. The AcquiSuite or AcquiLite will download the new configuration option on the next upload session.

Firmware Update:

Firmware revision v02.10.0415 (A8812) and later provides an automatic fix for this issue. Upon startup, if the firmware detects the old DNS server address in the configuration file, it will automatically be replaced with the new DNS server address. You must reboot the AcquiSuite one additional time after the firmware has been installed for the DNS server change update to take effect.

Configuration Changes Required:

The following steps should be used to change the DNS address on any AcquiSuite data acquisition servers.

- 1) Using a web browser, connect to the IP address of the AcquiSuite. This address will be shown on the LCD console of the device. Login as “admin”.
- 2) Select the Networking option in the menu on the left of the screen. Select “Setup”
- 3) Locate the options for “DNS server #1 and #2”. If the address in this field is the old 216.99.200.241 number, update it to the new address **8.8.8.8**
- 4) Click the “apply” button to save your changes.

Revisions to this document:

Apr 27, 2010: initial publication.

Oct 6, 2010: updated footer with new Obvius company address. Noted Google Public DNS

