

## Service Bulletin 108

April 3, 2020

### Replacement Dynamic DNS for Gateway 485

Since 2016, tekmar has offered a complementary dynamic DNS service for use with the tekmarNet Internet Gateway 485 to provide remote access. We have been advised by the dynamic DNS operator, Oracle, that their service is being discontinued effective May 31, 2020. If you use the URL "***mylabel.tekmargateway.com***" where mylabel is a custom name for your gateway, then you need to take action to change your dynamic DNS provider, otherwise you will lose remote access.

Please note that local access to your Gateway 485 within your building and the operation of your heating and cooling system is not affected.

If you are not comfortable with computer networking, it is recommended to hire an IT professional to complete the following steps.

#### Steps to Replace Your Dynamic DNS Provider

Step 1: Subscribe to a dynamic DNS provider. A common provider is NoIP.com.

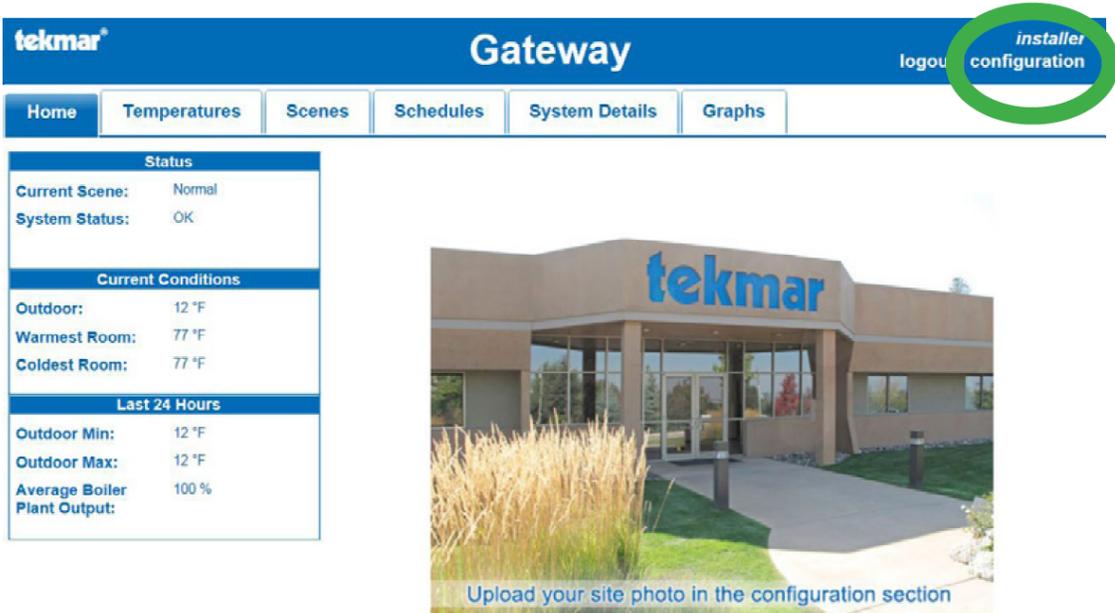
Follow the steps on the website need to create a new host name, username and password.

## Step 2: Change the Gateway 485 Network Configuration

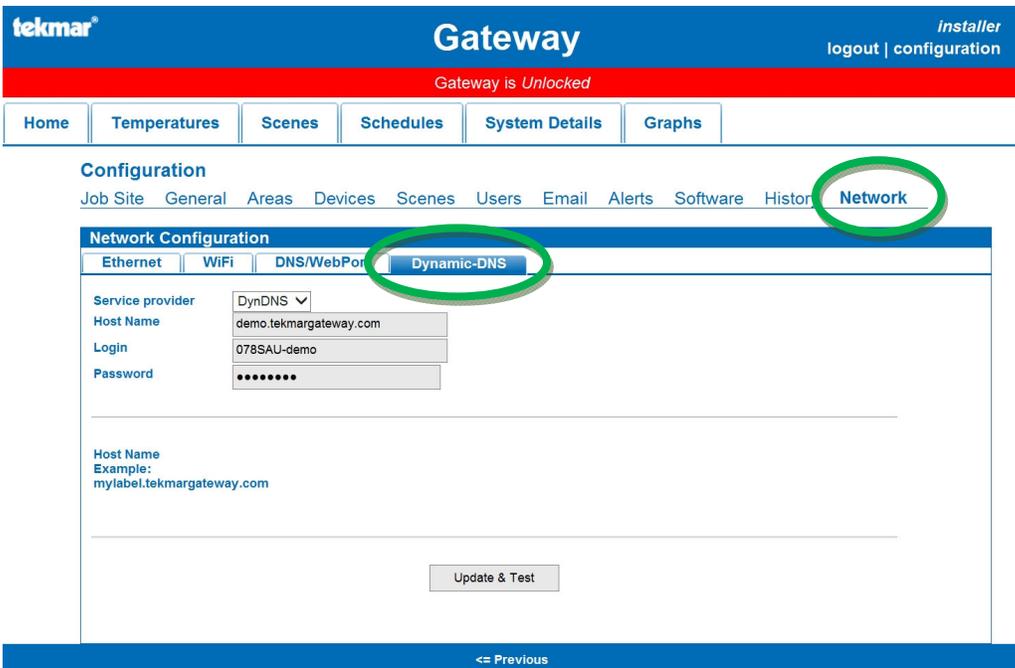
- a. Login to your Gateway 485, either locally or remotely

Local access: <http://tekmarginetway.local>

Remote access: <http://mylabel.tekmarginetway.com>, where mylabel is your custom name



- b. Click Configuration > Network > Dynamic DNS



- In Service Provider, select NoIP
- Enter your new host name, username and password
- Click the “Update & Test” button.
- The Gateway 485 will power off and reboot
- If completing the change locally, you will receive a message “DNS client configuration has updated successfully!”
- If completing the change remotely, the change will break your connection to the Gateway. Please see step 3.

Step 3: Login to the Gateway 485 remotely using the new host name URL to confirm the new dynamic DNS service is working correctly. Please allow the Gateway 485 3 to 5 minutes to complete the rebooting process.