

Weather Direct Post-US Migration Guidelines

Thank you for your patience in the last few weeks. The Weather Direct servers are now in the US, which shortens the path your data needs to travel to reach your devices.

For Future Reference

Whenever you see the server maintenance notice, the best thing to do is leave the gateway and devices alone. Most will recover within 48-72 hours without intervention. If users press buttons for updates, each request sends extra traffic to the servers and actually lengthens the server recovery time. Remember – the devices fill with 6 days of data. Each device will continue to display the forecasts it has until refilled.

Next are topics that may or may not apply to your situation.

Our Server IP has changed

If you use any IP filter settings in your router or firewall, then you need to update our IP address. We use normal http requests WITH put requests, so please authorize our new server IP: **63.239.62.14**. To repeat, if you specify http activity by command (beyond simple IP filtering), then re-check that **PUT** is authorized. **Note:** If you have the skills, request our more detailed *Router Trouble-Shooting Guide*.

Device Batteries

It is possible the server migration may have affected batteries in the devices. If you have blank days on the display, you may need to replace the batteries in your display(s) if they do not read 1.48 V of power. Remove the old batteries, press any button on the display 20 times, and re-insert fresh batteries (observing correct polarity). Devices will re-load forecast data within perhaps 15 minutes.

Gateway Blinks Red/Green

If this happens, please remove the gateway's power plug. Leave the gateway unplugged for 24-hours so it can completely empty all previous programming. Then re-insert the power plug to force the gateway to request a new configuration. It should go through the sequence of 1 blink, 2 blinks, then 3 blinks, before it stops at a solid red light. It can then take up to 24-hours for devices to get new data. If the gateway still blinks red/green, then skip to the DNS resolve and delete/re-register sections on page 2

Gateway Still Avoids Solid Red

To refresh your memory:

1 Blink – gateway checks for an Ethernet cable; if 1 Blink, what happened to the network cable?

2 Blinks – the gateway is trying to obtain an IP from the DHCP (Dynamic Host Configuration Protocol) server , which is usually located at your ISP (Internet Service Provider). Unless you changed your PC configuration (hopefully No), then the logical questions are: a) did your ISP have problems or b) does your router need a reboot?

3 Blinks – the gateway tries to find the Weather Direct server. Since we moved it, the question here is whether or not your DNS (Doman Name Services) resolve functions are working to allow the gateway to find it's new home ([see next section](#)).

DNS Resolve Services

When we moved the server, we sent the new IP to the entire internet. This process usually takes 24 hours to complete, but that should be ok now. The internet stores the IP addresses for all servers in the DNS (Domains Name Services) system. So, please check first that your local area is reading the new IP correctly.

On Windows XP, Vista or Windows 7, select **Start | Programs | Accessories | Command Prompt**. At the prompt in the window, type the command **nslookup box.weatherdirect.com** and press **Enter**. The reply should be similar to the response below, showing the new IP of **63.239.62.14**



```
C:\>nslookup box.weatherdirect.com
Server:
Address: This portion of data will vary by user.

Non-authoritative answer:
Name:    box.weatherdirect.com
Address: 63.239.62.14

C:\>_
```

If you see the new server IP, that is good. Then we know you can read the new IP.

If you still see the old IP **212.97.109.18**, then you are attached to a DNS server that is not updated (an issue beyond our control). Please contact your ISP, or if your weather direct device resides in a corporate environment contact your IT administrator, for assistance in updating to a current DNS server. **This is important as if your PC cannot find the new IP, the gateway probably can't either.**

If you are PC-skilled, additional information is provided in **Appendix A**.

Delete All and Re-Register

Note: If you are in the handful of customers who received an email advising you that your gateway has not been seen on the new servers, then you must delete and re-register your devices and gateway. Check your DNS Resolve (as above) first.

Reasons a user may need to delete and re-register:

- you cannot resolve the gateway to solid red
- all devices are stuck on some variation of the UPDATING command

Note: if only 1 device is stuck, delete and re-register just the problematic device.

Our full Weather Direct Registration document

<http://www.weatherdirect.com/pdfs/help/WeatherDirectRegistration.pdf> has pictures for each step.

The references to the sections that illustrate the task are in parenthesis. Concisely, the steps are:

1. Login in to your Weather Direct account.
2. Use the **Delete Device** button first (see registration pdf, Appendix E), then the **Delete Gateway** buttons (see registration pdf, Appendix B) to completely remove your items.
3. Run **Factory Reset** on all devices:
 - Non-Audios are reset by holding the SET + Alarm buttons at the same time until 2 beeps are heard. The unit will then scroll the message, “Press Gateway to register”.
 - Audios are reset by pressing the SET button until the RESET RUN option appears. Press the + side of the Volume button until you see YES, then press the + again to consent. The reset will run a minute or two, then scrolls “Press Snooze and Gateway to register”.
4. Run **Factory Reset** on the gateway:
 - Remove the power plug for a minute.
 - Hold in the grey gateway button while you re-insert the power plug. Keep holding the grey button through the cycle: red light on, red light off, red light on. You can then let go.
5. Re-register the gateway:
 - Select “Register gateway” in your account (see registration pdf, page 4). Where directed, press the grey gateway button until you see the gateway appear in the account.
6. Re-register the devices:
 - Select “Register device” under the gateway (see registration pdf, page 6). Where directed press either:
 - The grey gateway for non-audio devices.

➤The snooze button then the grey button for audio devices.

7. Proof-read the new registrations:

- Close the browser.
- Re-check the web site www.weatherdirect.com for the small WN on the screen.
- Log into the account with the re-registered materials.
- You should see dates and times on gateway and device that are today! This indicates the gateway has been forced to accept the new server IP and is now talking to it.

If you need help with anything other than a DNS resolve issue, please use the web site to request assistance: https://www.lacrossetechnology.com/support/contact_weatherdirect.php

Appendix A - DNS Resolve Failures

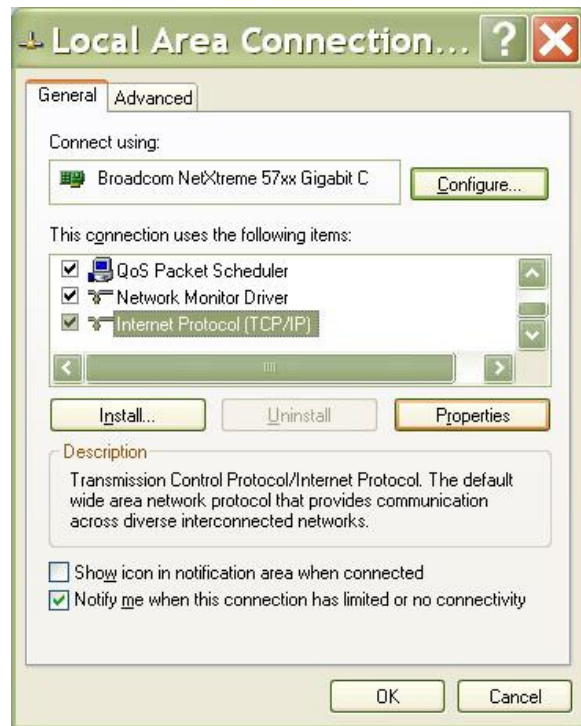


The next steps require more comfort with your Operating System. If you are not sufficiently experienced, please find someone who is or call Customer Support at 888-211-1923. *You can expect above-average wait times until user migration is complete.*

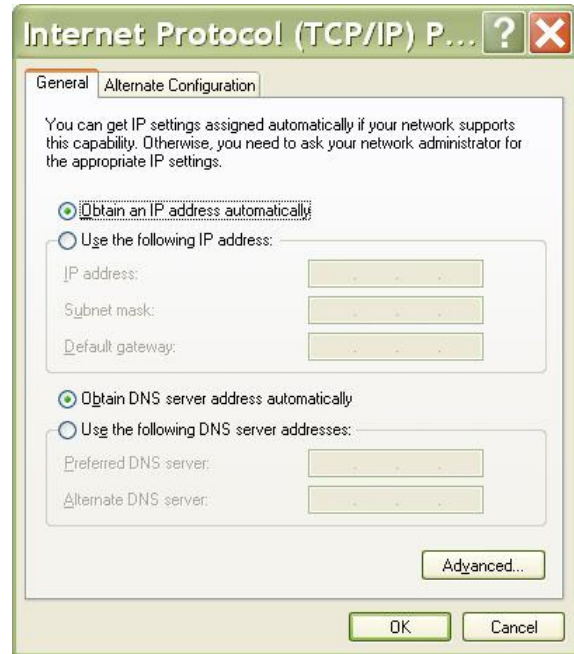
If you do not see the new IP, or if you remember in the past using our Gateway Advanced Setup software to modify the gateway for a specific **SERVER IP** (different from setting a static IP on the gateway), then some adjustment is necessary.

First, your PC needs to be reading the new servers so your web site account is accessible. If your environment is having difficulty resolving DNS names, we need to change the preferred DNS server . To do so (example is given for Windows XP – Vista and Windows 7 vary only slightly):

- Open **Control Panel** and select **Network Connections**.
- Right click on the **LAN Area Connection** (or the equivalent wireless icon active to access network communication for your PC) and select **Properties** on the menu.
- Highlight **Internet Protocol (TCP/IP)** in the box and **Select Properties** then select **OK**.



- On the Internet Protocol Tcp/IP screen, **PLEASE FIRST CAPTURE HOW YOUR SCREEN APPEARS NOW.** Note: Most users will allow the PC to locate an IP for itself automatically and find a DNS server automatically (like the example).



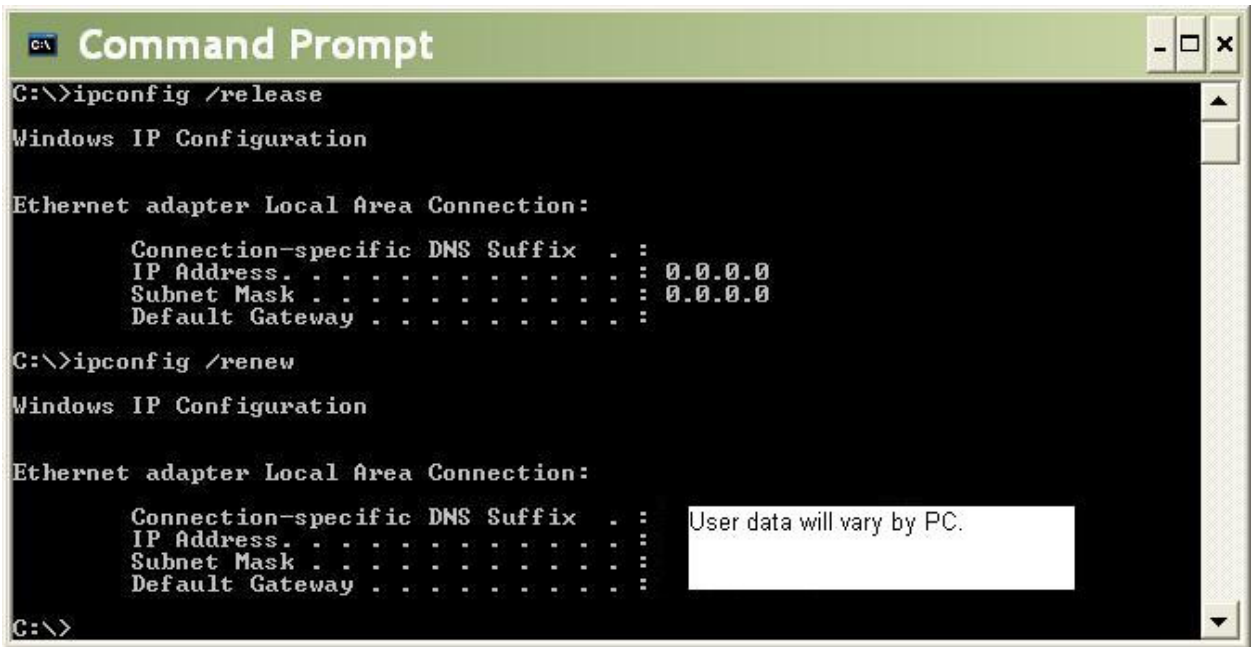
- Next try some public DNS servers. If none of these work, then you may be in an environment blocking access and need either your ISP or network administrator to resolve access for you. To use a public DNS server, change the DNS entry in the Internet Protocol window to **Use the following DNS server address.**

Possible DNS pairs to try:

Google 8.8.8.8 & 8.8.4.4
 Norton 198.153.192.1 & 198.153.194.1
 Open DNS 208.67.222.222 &
 208.67.220.220

To use a new DNS address, you must select OK in the window and at a command prompt release and renew the PC network configuration as below:





```
C:\>ipconfig /release
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . .               : 0.0.0.0
    Subnet Mask . . . . .             : 0.0.0.0
    Default Gateway . . . . .         : 

C:\>ipconfig /renew
Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . .               : 
    Subnet Mask . . . . .             : 
    Default Gateway . . . . .         : 

C:\>
```

A successful DNS resolve will now display the correct IP in the **nslookup** command:



```
C:\>nslookup box.weatherdirect.com
Server: This portion of data will vary by user.
Address:

Non-authoritative answer:
Name:    box.weatherdirect.com
Address: 63.239.62.14

C:\>_
```

The change allows you to find our web site again www.weatherdirect.com. **Note:** a small “WN” below the logo is temporarily visible to denote you have reached the new server.

Check Internet Delivery Speed:

Note: Right now the tracert times out; the server center’s ISP looking at the issue.

Since the command prompt window is still open, run an internet trace route. At the command prompt type **tracert www.weatherdirect.com** and press **Enter**. It should count the time each internet server takes between your location and our servers. A total millisecond (ms) count is then added up.... We’ve moved the servers closer, so the total should be less than the approximate 315 ms it used to take.

```
Command Prompt
C:\>tracert www.weatherdirect.com

Tracing route to weatherdirect.com [63.239.62.5]
over a maximum of 30 hops:

  0  <1 ms    <1 ms    <1 ms    10.1.1.254
  1  <1 ms    <1 ms    <1 ms    10.1.1.13
  2  <1 ms    <1 ms    <1 ms    24-177-133-1.static.eucl.wi.charter.com [24.177.
133.11]
  3  1 ms     <1 ms    <1 ms    crr01onlswi-gbe-6-0-0.eucl.wi.charter.com [96.34
.16.149]
  4  2 ms     2 ms     2 ms     crr01euclwi-gbe-6-0-0.eucl.wi.charter.com [96.34
.16.145]
  5  2 ms     2 ms     2 ms     edr01euclwi-gbe-7-0-0.eucl.wi.charter.com [96.34
.16.91]
  6  13 ms    12 ms    12 ms    min-edge-12.inet.qwest.net [67.130.30.137]
  7  13 ms    13 ms    13 ms    min-core-02.inet.qwest.net [67.14.21.114]
  8  20 ms    15 ms    17 ms    roc2-core-01.inet.qwest.net [205.171.8.61]
  9  15 ms    15 ms    15 ms    roc2-edge-01.inet.qwest.net [205.171.168.181]
 10  16 ms    16 ms    16 ms    65.116.48.210
```

Note: The ping command is blocked at the hosted center; it will time out if you attempt it.

Additional Technical Resources:

If you have the skill and configure your own firewalls and routers, please see our advanced *Router Trouble-shooting Guide* at <http://www.weatherdirect.com/help/>