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Device transfer to myREX24 V2 portal

White paper

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Notes

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Contents

1 General Information 4

1.1 Information about this white paper 4

1.2 Requirements 5

2 Device transfer in short form 7

3 Detailed description of the device transfer 8

3.1 V2 Update Check 8

3.2 Reachtest 9

3.3 Export the device configuration 9

3.4 Import the device file into the V2 portal 10

3.5 In Portal V1 trigger the transfer 12

3.6 Synchronizing REX routers in Portal V2 12

1 General Information

1.1 Information about this white paper

This document describes the steps required for the device transfer of the REX 100 and REX 300 routers from the myREX24 V1 to the myREX24 V2 Portal. The necessary basic knowledge for dealing with the REX routers is presumed.

We have checked the contents of this white paper to ensure that they match the hardware and software described. However, Helmholz GmbH & Co. KG can assume no liability for any existing differences, as these cannot be fully ruled out. When using your purchased products, please make sure to use the latest version of the manual, which can be viewed and downloaded on the Internet at www.helmholz.de.

CAUTION

Configuration, execution, and operating errors can interfere with the proper operation of the REX devices and result in personal injury, as well as property or environmental damage. Only adequately qualified personnel may operate the REX devices!

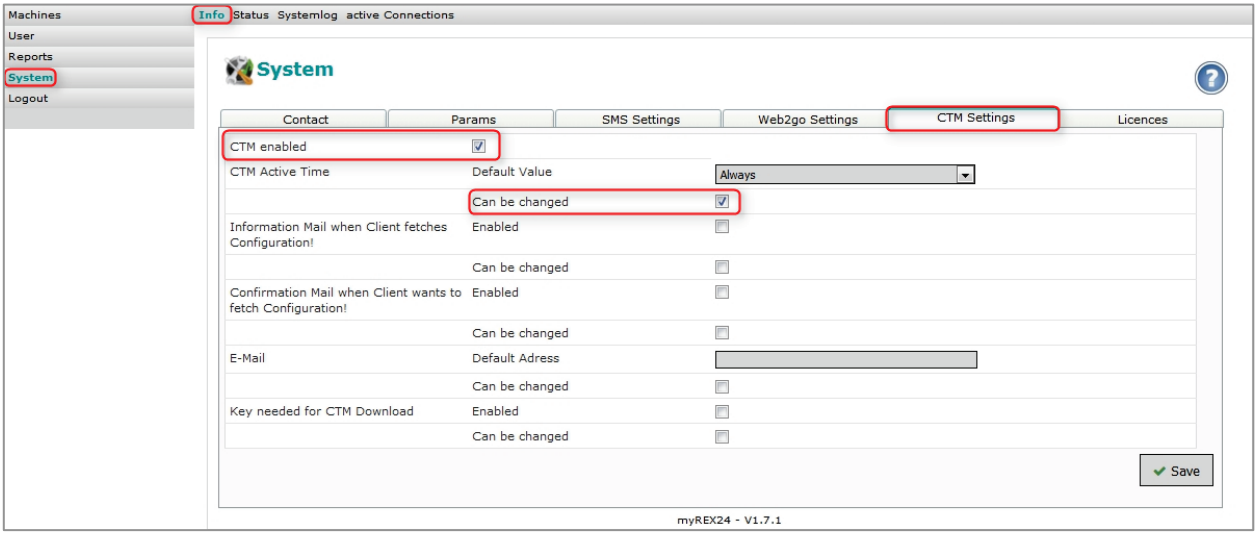
1.2 Requirements

To adopt already configured REX products that are also active in the myREX24 V1 portal to the new myREX24 V2 portal server, the following prerequisites/basic conditions for the device transfer are required:

- You also need a new account for the myREX24 V2 portal in addition to your current myREX24 V1 portal access. This access can only be requested at http://www.myrex24.net.
- The transfer can only be carried out by the myREX24 account administrator ("admin@account").

A transfer is only possible when the CTM (Configuration Transfer Manager) function is activated in the myREX24 portal. In addition, the option "Can be changed" must be active in the CTM settings.

Navigation: System → Info → CTM Settings



• REX 300 only: Ensure that CTM is also activated in the affected REX routers. This will also be checked during the "Update Check".

NOTE

The transfer refers not only to the REX hardware and the parameters stored in the router (e.g. Web2go connections, proxy and firewall settings, etc.). All user-specific account settings and device licenses activated within them remain unaffected.

- Ensure that the affected REX routers are online.
- The myREX24 V2 Portal must be accessible via the Internet.
- You can carry out the device relocation with the latest version of the remote client software DIAL UP (at least V3.6 or higher).
- Alternatively, you can do these tasks with a browser. Currently successfully tested: Firefox, Chrome, Edge and Opera.

The URL addresses are as followed:

https://web2go.myrex24.net	myREX24 V1 Portal
https://vpn-v2.myrex24.net	myREX24 V2 Portal

- The following router hardware supports the device transfer function

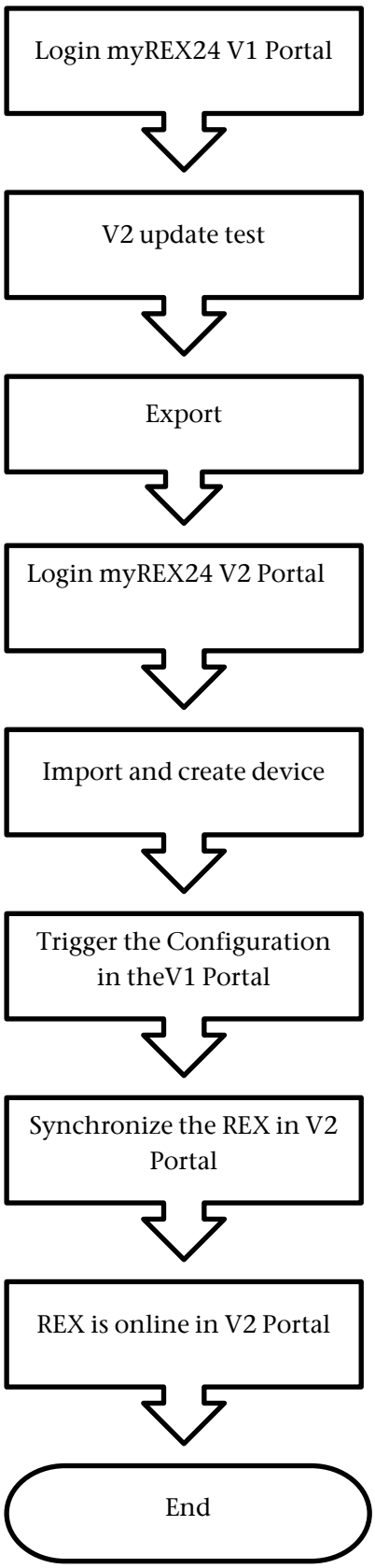
REX300 WAN	700-87x-WAN02	at least firmware status V3.5.0
REX300 MDM	700-872-MDM02	at least firmware status V3.5.0
REX300 UMTS	700-872-UMT02	at least firmware status V3.5.0
REX100 WAN	700-875-WAN01	at least firmware status V1.3.0
REX100 UMT	700-875-UMT01	at least firmware status V1.3.0
REX100 LTE	700-875-LTE01	at least firmware status V1.3.0
REX100 WIFI	700-875-WIF01	at least firmware status V1.3.0

NOTE

The required software and the respectively most up-to-date device firmware are available for download at www.helmholz.de.

2 Step by step diagram

The following block diagram shows the necessary steps for the device transfer, from the myREX24 Portal V1 to the myREX24 V2 portal:



Login as admin@account

Test whether the devices meet the requirements for adoption into the myREX24 V2 portal

Export and download the configuration file with the file extension: *.enc

Login as admin@account

Import of the previously saved *.enc file and create the REX in Portal V2.

Transfer the configuration via CTM in the V1 Portal. The REX now goes offline and logs on to the V2 portal.

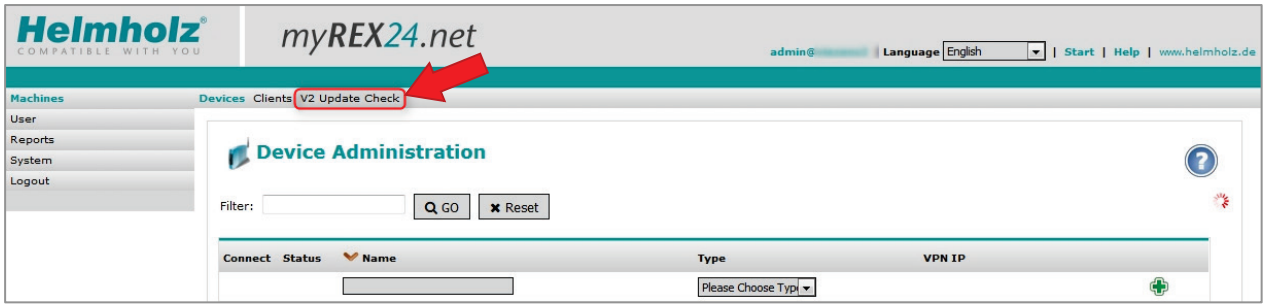
Wait in the V2 portal until the REX is online and then transfer the new configuration (synchronize).

As soon as the REX is online in portal V2, the relocation is completed.

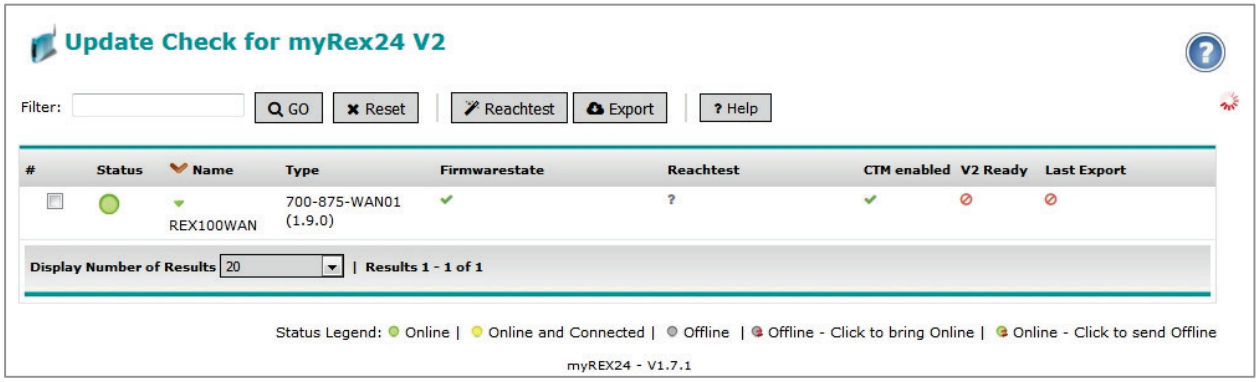
3 Detailed description of the device transfer

3.1 V2 Update Check

After opening your myREX24 V1 accounts with the shDIALUP software, you go to the system administration. In an additional tab you will find the "V2 Update test" activation, which is only visible to the Account Administrator. This function makes it possible for you to transfer already created and active REX routers to the new myREX24 V2 portal. If you would like to transfer one or more devices, click on the menu item "V2 Update Check".



The following overview lists all devices in your account. Here you can see whether a firmware update is still to be performed or CTM (only REX 300) must be activated in the unit.



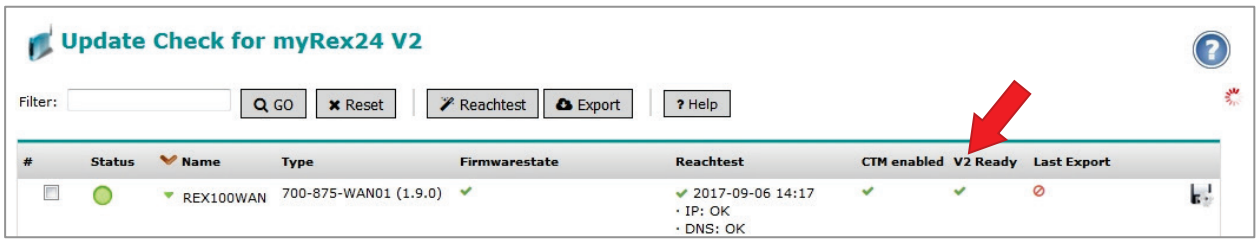
The following information is stored in the individual columns:

Column	Description
Status	Shows whether the device is currently online (green) or offline (grey).
Name	The name of the device.
Type	Display of the device type.
Firmwarestate	A green check indicates that the firmware status is adequate for a transfer. This will otherwise need to be updated.
CTM enabled	The transfer of the configuration is only possible with an active CTM connection.
Reachtest	Is provided with a green check if the presence check was successful.
V2-Ready	The status shows whether the device is compatible with the myREX24 V2 portal and whether an export is generally possible.
Last Export	Shows the date of the last export.

3.2 Reachtest

When the markings in the columns fulfill the required specifications, the V2 compatibility must then be verified via a reachability test. To this purpose place the check in the line of the corresponding device and then click the "Reachtest" button.

If all data is correct and the device is ready for the transfer, a green checkmark is set for "V2 Compatible". In addition, a disk icon appears on the right.

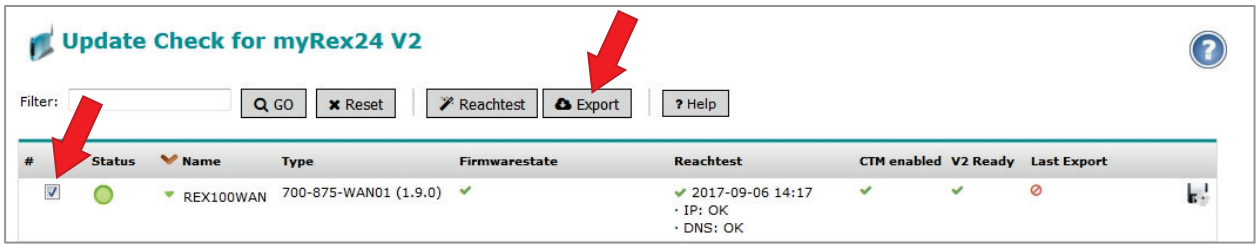


NOTE

In order to be able to carry out this check successfully, a green check must be visible in the "Firmware status" column.

3.3 Export the device configuration

With the "Export" button you create a device file for the myREX24 V2 portal. This must be downloaded and saved.



ATTENTION

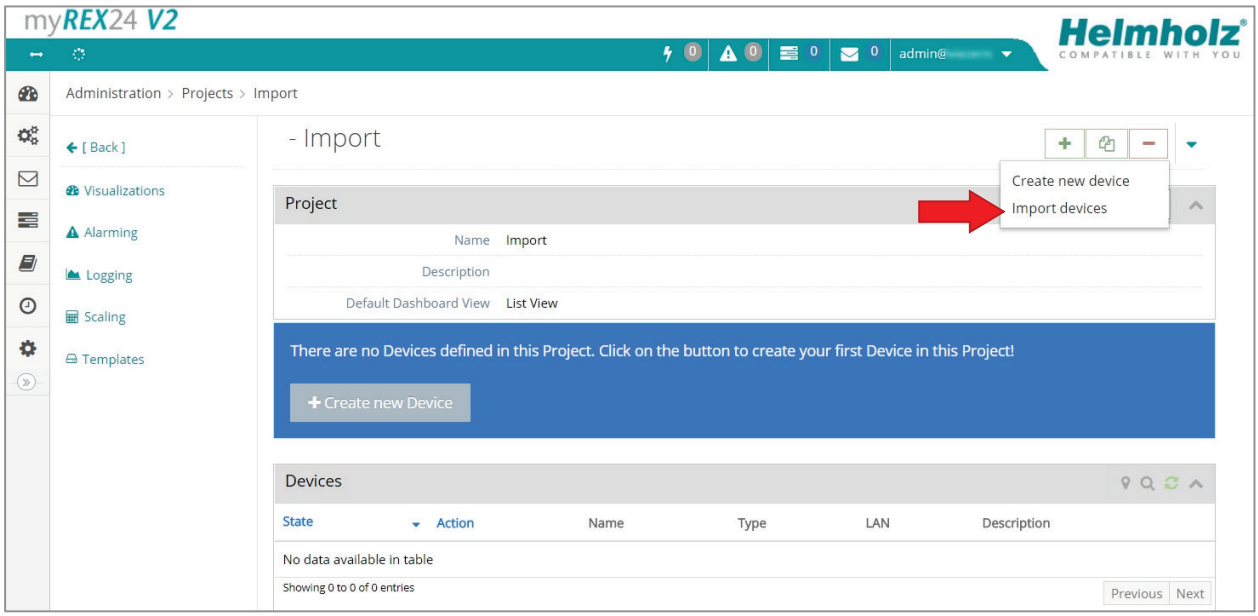
Import the file into the V2 portal first and then initiate the relocation in the V1 portal. See also chapter 3.5

3.4 Import the device file into the V2 portal

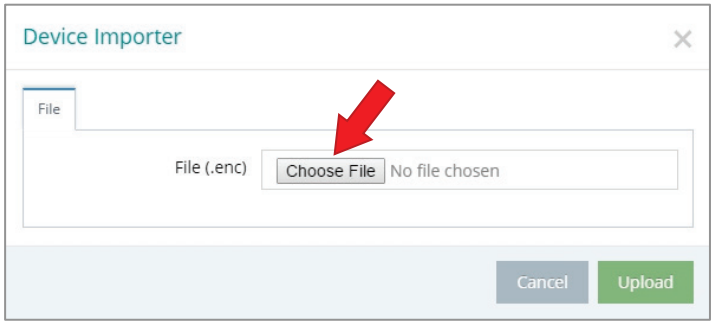
To this purpose log in to the myREX24 V2 portal with your access data. In order to import a REX router, an existing project must be opened or a new project created. The procedures required to do this are described in the corresponding Quick Start Guides of the devices.

NOTE The device import is only possible with the administrator access of the respective account.

To start the import function, click in the project view on the plus symbol + and select "Import devices" in the selection menu.



A dialog "Device Importer" appears, with the help of which the path to the *.enc file previously generated and saved by you.



When you have activated the "Upload" button, the most important information on the "import details" will be presented.

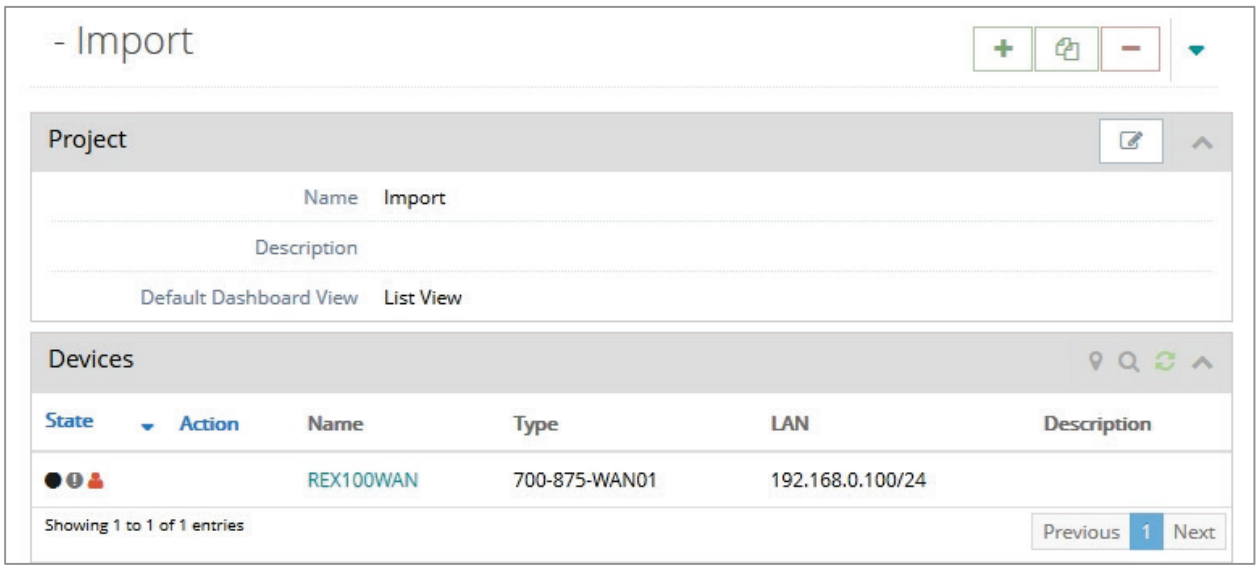
When a green check is shown in the status, the "Import devices" can be started with the button.

ATTENTION

It should be ensured that no duplicate names and serial numbers are present due to the device to be imported. No import is possible if the portal server detects a conflict here.

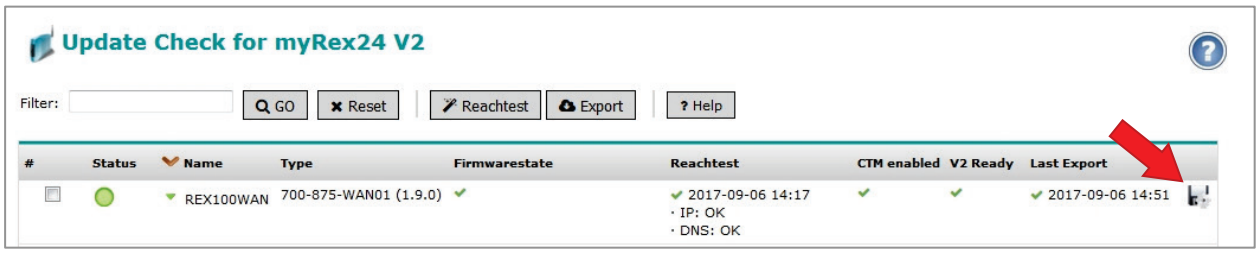
Confirm the following dialogue with "OK“.

Following a successful import, the "new" device will be displayed as follows in your project.



3.5 Trigger the transfer in Portal V1

The device data was successfully imported to the V2 Portal. In the myREX24 V1 portal the relocation can now be initiated. This is done by clicking on the disk icon.



A dialogue appears in which you are prompted to enter the **account name of the myREX V2 portal**. To finish, confirm with "Transfer configuration to the CTM".

ATTENTION

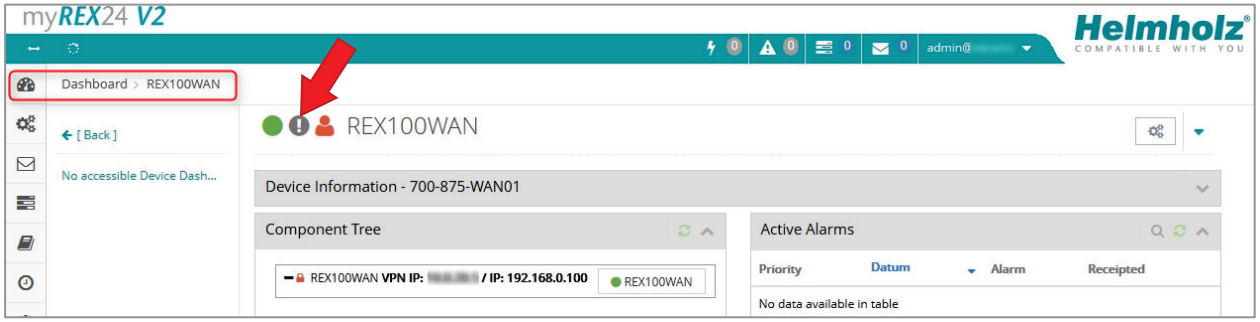
Only the account name of the **myREX V2 Portals** without users in front may be entered!
Example: only account is required from admin@account.

Finally, confirm with "Prepare for CTM". The successful action is confirmed with "Configuration on the CTM!" and "Configuration transfer on the device activated!". Ideally, this new configuration is immediately picked up by the REX router and transferred into the device. The router logs on to the V2 portal with the new access data.

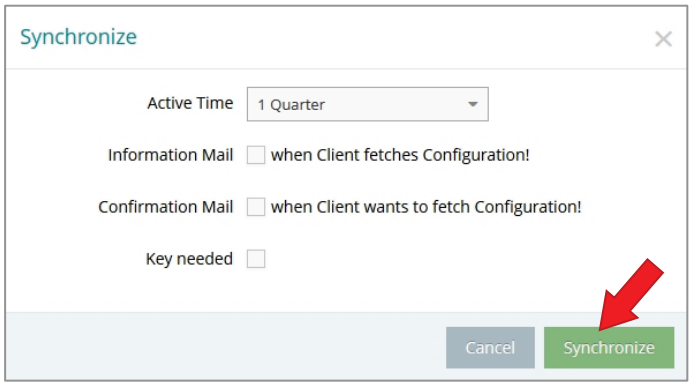
3.6 Synchronizing REX routers in Portal V2

Now register again on myREX24 V2 portal. After the affected device has logged on to the myREX24 V2 portal, the synchronization must be triggered. To this purpose click on the symbol with the exclamation mark.

Here in the Dashboard view of the REX:

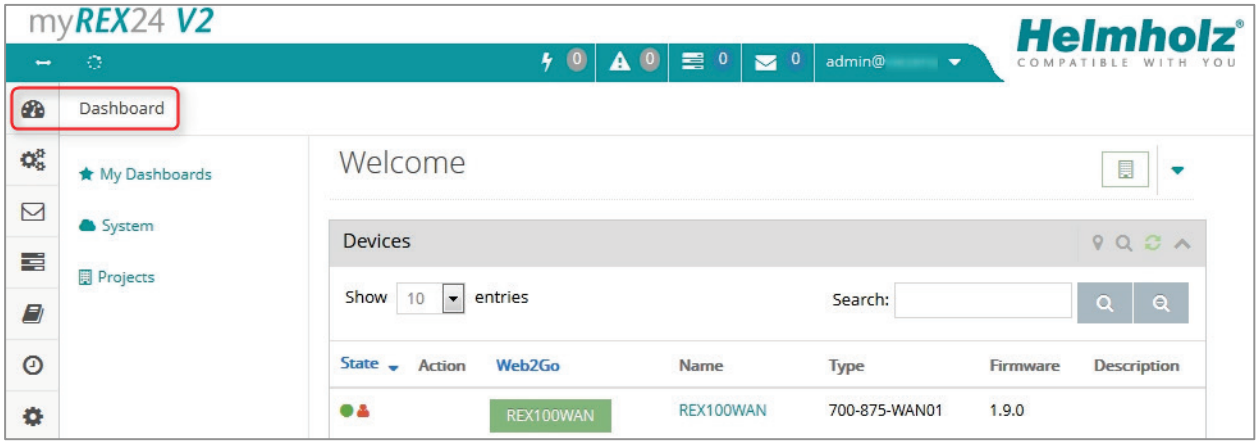


The synchronization function must always be confirmed through the following dialogue. In this you can also define additional security aspects as required.



The sync icon is now displayed in orange, i.e. the configuration has been provided. The REX retrieves the configuration, transmits the data and is going offline and again online once.

After successful synchronization the REX router is available in the V2 account. The device status is displayed with a green dot.



The relocation has been completed. The remote maintenance connection can now be used again as usual.

Following the transfer, the REX router is only still available in the myREX24 V2 portal. Usage in the myREX24 V1 portal is no longer possible.