

Technote 84 – DNS Server Change

This document discusses the address change for the default DNS server used by AcquiSuite and AcquiLite systems, and the effects on Obvius customers.

DNS Server IP Address Change:

As of July 1, 2013, Obvius will migrate away from offering an open DNS server. Customers should update AcquiSuite and AcquiLite systems to use local DNS servers (assigned by an IT administrator), or the following Google Public name servers:

The new DNS server addresses are 8.8.8.8 and 8.8.4.4

This address is currently active and is available for DNS services. Customers who are using the old DNS address 50.45.128.10 or 67.51.237.194 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 addresses will not run beyond September 2013.

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, cellular, 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 DNS server should update their configuration by the end of September 2013 to avoid interruptions of service.

Note: this change affects only Ethernet enabled Obvius products.

Impact of the change:

The AcquiSuite and AcquiLite data acquisition server (DAS) uses the DNS server to locate the IP address of the data upload server and time server. If both the primary and secondary DNS server are not available, the DAS will not be able upload data to a database server or sync time with an Internet time server.

Recommended solution:

For customers with current products, simply update your AcquiSuite or AcquiLite device to the currently available firmware.



Firmware Update:

Firmware revision v02.13.0712 (A8812, A8810, A7810) 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.

Older devices (A8801, A8811, A7801) must have their configurations updated manually.

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.

Manual Configuration Change procedure:

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

- 1) Using a web browser, connect to the IP address of the AcquiSuite or AcquiLite. 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 50.45.128.10, 67.51.237.194, 216.99.200.241, 70.99.203.62, or 198.107.56.37 address,

Change the DNS fields to the new address **8.8.8.8** and **8.8.4.4**

- 4) Click the “Apply” button to save your changes.

Update Oct 1, 2013: Obvius is planning to extend operation of the DNS server at ip address 67.51.237.194 temporarily after November 1. This will extend the time allowed for customers to migrate off the server to a local or public DNS server. The other Obvius DNS servers will not be extended. Customers are advised to update systems to local or Google DNS as described above.

Revisions to this document:

July 16, 2013: initial publication.

October 2, 2013: revised.

This document replaces Obvius TN-22 and TN-33.

