

Replacing an IXGW-(T)GW Gateway

Introduction

This guide shows how to replace an existing IXGW-GW gateway with a new one. It is assumed that the system has already been programmed and is otherwise working, and that a copy of its existing programming is available. The steps are the same whether the new gateway is an IXGW-GW or an IXGW-TGW. There will be additional steps for an IXGW-TGW to activate its telephony and 4G LTE features. Refer to the documentation included with the IXGW-TGW for those additional settings.

Saving the Existing Gateway *(optional)*

As an optional first step, it is possible to reuse the existing gateway as part of a different site. To do so, it will need to be removed from the existing site. Navigate on the top menu to [App Integration \(C\)](#), [Manual IXG Cloud Server and Gateway Sync](#). Select the existing gateway from the list and click **Delete information from Gateway and IXG Cloud Server**.

To ensure proper App functionality, the IXG Cloud Server and the Gateway settings must be synchronized.

Select	Gateway Number	Station Type	Status
<input checked="" type="checkbox"/>	1	IXGW-(T)GW	

Sync Delete information from Gateway and IXG Cloud Server

Using Station Replacement

Station replacement is the preferred method, when possible, since it automates the process. Unplug the existing gateway from the switch, and plug in the new one. Give it a few minutes to boot up. Navigate to [Connection\(S\)](#), [Station Replacement](#). A station search will begin automatically. After a few seconds, click **Cancel** to end the search.

Processing...

Searching for stations...

Cancel

Using Station Replacement (optional)

Select the gateway to be replaced from the first list on the page. Locate the new gateway from the second list. Click **Apply**. This will begin the station replacement process, which will take several minutes. Do not unplug the new gateway, since that will interrupt the process. When IXG Support Tool is done, a status message will appear showing either success or failure. If it was successful, skip to page 4. Otherwise, follow the steps in the next section.

1. Select the station to be replaced:

Station List							
Select	Building Nu	Unit Number	Station Name	Station Type	IP Address	Subnet Mask	MAC Address
<input type="radio"/>	01	100	Entrance Station1	IXG-DM7(-*)	192.168.1.20	255.255.255.0	00:0B:AA:41:05:85
<input type="radio"/>	01	200	PC Master Station1	IX-SOFT	192.168.1.25	255.255.255.0	
<input type="radio"/>	01	300	PC Master Station1	IX-SOFT	192.168.1.26	255.255.255.0	
<input checked="" type="radio"/>			Gateway Adaptor1	IXGW-(T)GW	192.168.1.23	255.255.255.0	00:0B:AA:4C:01:77
<input type="radio"/>			I/O Adaptor1	IXW-MA	192.168.1.27	255.255.255.0	

2. Select the replacement station:

☐ Enter Station ID and Station Password.

ID(Administrator)

Password(Administrator)

Station List				
Select	Station Type	IP Address	Subnet Mask	MAC Address
<input checked="" type="radio"/>	IXGW-(T)GW	192.168.1.15	255.255.255.0	00:0B:AA:4C:80:0E
<input type="radio"/>	IXG-2C7(-*)	192.168.1.160	255.255.255.0	00:0B:AA:3E:06:E6
<input type="radio"/>	IX-DV,IX-DVF(-*)	192.168.1.160	255.255.255.0	00:0B:AA:28:14:2A
<input type="radio"/>	IXG-DM7(-*)	192.168.1.160	255.255.255.0	00:0B:AA:41:05:85

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

Search

Apply

Manually Removing and Replacing the Gateway

If station replacement failed, the steps that make up station replacement can be done one at a time. In IXG Support Tool, navigate to Connection(S), Association Settings on the top menu. A station search will begin; click **Cancel** to end it early.

Processing...

Searching for stations...

Cancel

Manually Removing and Replacing the Gateway (continued)

Scroll to the Associated Stations List at the bottom of the page. Locate the existing gateway, select it by adding a check mark next to it under the Select column, and click **Remove Association**.

Station(s) that have been associated with a setting file are listed below.

Select	Building Nu	Unit Number	Station Name	Station Type	IP Address	Subnet Mask	MAC Address	Status
<input checked="" type="checkbox"/>			Gateway Adaptor1	IXGW-(T)GW	192.168.1.23	255.255.255.0	00:0B:AA:44:00:32	Success
<input type="checkbox"/>	01	200	Tenant Station1	IXG-2C7(-*)	192.168.1.21	255.255.255.0	00:0B:AA:3E:06:E6	Success
<input type="checkbox"/>	01	300	Tenant Station1	IXG-2C7(-*)	192.168.1.22	255.255.255.0	00:0B:AA:3E:07:D7	Success
<input type="checkbox"/>	01	100	Entrance Station1	IXG-DM7(-*)	192.168.1.20	255.255.255.0	00:0B:AA:41:05:85	Success

Remove Association **Retry Association**

Under Station List, click **Station Search**. This will initiate a broadcast, which should find the new IXGW-TGW. If it is new, it will not have a Station Name or Unit Number. If it has either of these, verify that the station had been removed from the prior system using the steps on page 1 of this guide.

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

Apply **Station Search**

Scroll back up the page. Select the existing gateway programming under Station Settings List. Then, find the new IXGW-TGW under the Station List. Select it, then click **Apply**. The station will reboot as it has its new IP address assigned to it. Wait for the status light on the gateway to be a solid orange or green.

Association Settings

1. Select the setting file to be linked with the chosen station.

Select	Building Nu	Unit Number	Station Name	Station Type	Hostname	IP Address	Subnet Mask	Associated
<input type="radio"/>	01	100	Entrance Station1	IXG-DM7(-*)		192.168.1.20	255.255.255.0	Yes
<input type="radio"/>	01	200	Tenant Station1	IXG-2C7(-*)		192.168.1.21	255.255.255.0	Yes
<input type="radio"/>	01	300	Tenant Station1	IXG-2C7(-*)		192.168.1.22	255.255.255.0	Yes
<input checked="" type="radio"/>			Gateway Adaptor1	IXGW-(T)GW		192.168.1.23	255.255.255.0	-

2. Select the station to associate with the setting file.

☐ Enter station MAC address:

☐ Enter Station ID and Station Password.

ID(Administrator)

Password(Administrator)

☒ Search and select station within local network:

Select	Building Nu	Unit Number	Station Name	Station Type	IP Address	Subnet Mask	MAC Address	Associated
<input checked="" type="radio"/>			Gateway Adaptor1	IXGW-(T)GW	192.168.1.23	255.255.255.0	00:0B:AA:44:00:32	-
<input type="radio"/>			Tenant Station1	IXG-2C7(-*)	192.168.1.22	255.255.255.0	00:0B:AA:3E:07:D7	Yes
<input type="radio"/>			Tenant Station1	IXG-2C7(-*)	192.168.1.21	255.255.255.0	00:0B:AA:3E:06:E6	Yes
<input type="radio"/>			Entrance Station1	IXG-DM7(-*)	192.168.1.20	255.255.255.0	00:0B:AA:41:05:85	Yes

If multiple NICs are active on this PC, designate the NIC that IXG Support Tool will use in "IXG Support Tool Settings" in the File menu.

Apply **Station Search**

Pushing Settings to the Gateway and Cloud

Navigate to Connection(S), Upload Settings. Select all stations in the system and click **Settings**. This will push the updated settings to the stations.

Setting File Upload

Select the station(s) to upload the Setting File(s):

Select	Building Nu	Unit Number	Station Name	Station Type	Status
<input checked="" type="checkbox"/>	01	100	Entrance Station1	IXG-DM7(-*)	-
<input checked="" type="checkbox"/>	01	200	Tenant Station1	IXG-2C7(-*)	-
<input checked="" type="checkbox"/>	01	300	Tenant Station1	IXG-2C7(-*)	-
<input checked="" type="checkbox"/>			Gateway Adaptor1	IXGW-(T)GW	-

Select Station by Type.
All

Select file type to be uploaded.

Navigate to App Integration(C), Upload Settings to IXG Cloud Server. Sign in with the account's credentials and follow the prompts to push the settings to the IXG Cloud Server.

IXG Cloud Server Administrator Login

IXG Cloud Server ID or Email Address

Password

[*Forgot password?](#)

Navigate to App Integration(C), Manual IXG Cloud Server and Gateway Sync. Select the Gateway and click **Sync**.

To ensure proper App functionality, the IXG Cloud Server and the Gateway settings must be synchronized.

Select	Gateway Number	Station Type	Status
<input checked="" type="checkbox"/>	1	IXGW-(T)GW	

i The status light on the IXGW-(T)GW needs to be solid green for this last step to work.

For more details about the features and information above, please contact Technical Support.

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