Mobile Access Portal Gateway User Guide

TL-MAP1810-0Px, TL-MAP-1810-0Sx Models

Johnson Controls

Contents

Mobile Access Portal Gateway Introduction

The Mobile Access Portal (MAP) Gateway is a pocket-sized web server that provides a wireless mobile user interface to Smart Equipment and Johnson Controls® branded system controllers and thermostats. Small, lightweight, and easy to use, the MAP Gateway joins the rapidly expanding list of Johnson Controls products that leverage the power of mobility and smart devices to improve daily operations. The MAP Gateway may be used as a portable device (carried from site to site, as needed by field personnel) or it may be permanently mounted on-site.

This document describes day-to-day use and features of the MAP Gateway, including where to find settings and how to navigate the screens, but does not address equipment controller details. For more information on individual controller and application settings, refer to the associated technical literature.

You can use the MAP Gateway to communicate with field controllers of several different systems, including *Metasys®*, *Facility Explorer®*, and *BCPro™*. The MAP Gateway can also talk to Smart Equipment rooftop units (RTUs) with Simplicity SMART Equipment (SSE) control boards. The MAP Gateway supports Johnson Controls branded BACnet MS/TP and BACnet IP field controllers, including FEC, FAC, VMA, PCA, PCG, and PCV Series devices. The MAP Gateway supports third-party equipment that meet the ASHRAE standard 135-2012. It also supports the TEC3000 Series Thermostats.

Notes:
- SSE control boards are also known as Unitary Control Boards (UCBs) in some instances.
- The MAP Gateway **cannot be used** on Smoke Control systems or *Metasys* for Validated Environment (MVE) sites.

Summary of Changes

The following information is new or revised:
- Section added on the MAP Update Tool (MUT), see Map Update Tool.
- Updated Table 2 to include information on the new Microsoft® Excel-based reports.
- Updated Main Menu to include information on the new features supported in Live Trend.
- Updated Table 2 to reflect updated access to the Terms and Conditions, and End User License Agreement (EULA).
- Updated Table 2 to reflect that the MS/TP Mac Address of the MAP Gateway can now be changed.

MAP Gateway UI and Navigation

The MAP Gateway User Interface runs in a secure web browser on your computer or mobile device. It is scalable to work on computer screens and the smaller screens of mobile devices. When you first log in to the MAP Gateway, you are presented with the Access Point Legal Disclaimer as well as the MAP Gateway and License information. You must agree to this information in order to access the MAP Gateway. When you click **I Agree**, you can log into the MAP Gateway to configure it and view the data of its discovered controllers. See Figure 1. The exact view on different web browsers and different devices may vary, but the basic layout and functionality is the same.

From the **Home Screen**, the left panel of the UI allows you to select a specific device from the **Choose a device** drop-down list, choose **Settings** to access and modify settings of the MAP Gateway, perform software updates and other administrative tasks depending on the user's role, or choose **Admin** to log out or change your password.

The right pane contains the full list of devices that the MAP Gateway has discovered. Each entry in the device list shows the device address, the name, a description, signal strength, and a label. A green label that says **Currently Connected** indicates that the MAP Gateway is connected directly to that device's SA Bus. If you are connected directly to the SA Bus of an SSE or UCB on Smart Equipment, you can see all devices on that network. If you are connected directly to the SA Bus on a field controller, you have the ability to see all the devices on the network, however, the device list is not automatically updated when new devices are added. Therefore, you need to click the **Rediscover Devices** button to get updates to the device list when connected to the SA bus of a field controller.

If the row is light blue and shows a down arrow icon, it indicates that the discovered device is online but its system points have not yet been read or discovered. Clicking the row instructs the MAP Gateway to retrieve the available views and points from that device. Until the device has had its points discovered, it is not selectable from the **Choose a device** drop-down list. Once the device points have been discovered, the icon changes to an arrowhead as shown in the following figures.

A light grey device list entry background with a Not Supported label indicates that the MAP Gateway identifies a device online but does not recognize it as a supported device.

Figure 1: MAP Gateway UI

The MAP Gateway uses colored bars to indicate the condition of points and alarms. These bars enable the user to quickly get the most important statuses from a long list of points. Points that are in an alarm status show red bars at left and right sides of that point's entry in the list. Points that are overridden or Out of Service show orange bars. Points that are Offline show black bars. These colors and rules match the default indicators in *Metasys* systems. Point values that are read-only show grey borders.

Navigating in the MAP Gateway UI

When using the MAP Gateway through a web browser on a computer, you see the entire user interface with the left side of the MAP Gateway dedicated to menu selections and the right side dedicated to equipment selections. You can select, view, or adjust the Device List, overall settings,

and Admin Options. When navigating to other menus, a menu button appears at the top of the list to allow you to return to the home screen.

ⓘ **Note:** If you use F5 to refresh your browser after you have entered data, that data is lost. Always click **Save** or **Done** after you enter data to ensure it is saved.

When viewing the MAP Gateway interface on a phone or mobile device, the screen displays either the menu selections on the left or the equipment selections from the right. You can slide the screen left or right to see the desired selections.

For information on MAP Gateway settings, see the MAP Gateway Settings section.

Security

The MAP Gateway uses security certificates to authenticate itself to web browsers. Refer to the *Mobile Access Portal Gateway Network and IT Guidance Technical Bulletin (LIT-12012015)* for information on installing and using security certificates.

The first time you log in to the MAP Gateway, the Change Password and Passphrase web page appears. You must change the Admin password and Wi-Fi passphrase. MAP Gateway passwords must have at least eight characters, at least one digit (0–9), and one upper case letter (A–Z). The Wi-Fi access point passphrase must have at least eight characters, but there are no other restrictions.

Follow these simple rules to add complexity to your password:

- Use a password that is at least eight (8) characters in length (and preferably longer than eight characters).
- Do not use dictionary words in your password.
- Use uppercase and lowercase letters.
- Use numbers.
- Use symbols such as $, %, &.

If you forget the Admin password, you can reset the MAP Gateway to the factory password that is located in the original Quickstart Guide. For this reason, you should maintain physical security of the *Mobile Access Portal Gateway Quick Start Guide (Part No. 24-10737-16)* with the passphrase on it to discourage unauthorized attempts to access equipment.

Configuration Tool

Field controllers use the Configuration Tool (CCT or PCT) to configure content displayed for the MAP Gateway. You can configure the display after you select the hardware in the Hardware Definition Wizard of the Configuration Tool. Once a display is configured for and downloaded to a controller, a MAP Gateway is able to use the configuration data to determine what information it shows for that controller.

ⓘ **Note:** The default controller setting of the CCT/PCT divides configured points into generic sections of Input, Output, and Miscellaneous. These sections do not always match what is shown in the MAP Gateway. Therefore, some points displayed in the Inputs list in the CCT/PCT may show up in the Parameter Category in the MAP Gateway. However, you may use a custom display object in the CCT/PCT to define how the groupings of points appear in the MAP Gateway.

For more information on how to use CCT/PCT, see *Control Tool Help. (LIT-12011147).*

Display Configuration

Use a custom display object to determine how information displays in the MAP Gateway UI.

For the MAP Gateway, the Display Configuration allows you to:

- define which folders and points appear on the home page

- define the order and groupings of folders and points on the home page
- edit point user names and descriptions using the Mass Edit feature

After you configure the display and download the application to the controller you can then click **Rediscover Devices** in the MAP Gateway Device List page. The MAP Gateway is refreshed and reads the new display information.

MAP Update Tool

The MAP Update Tool (MUT) is a software application that provides major software updates to a range of MAP devices. You must use the MUT to update your devices to MAP 5.0. For more information about the MUT, refer to the *MAP Update Tool User's Guide (LIT-12012979)*.

Main Menu

Table 1: MAP Main Menu Descriptions

Menu Selection	Description
Device List	When the MAP Gateway is connected to a network, it detects the devices on that network and populates the Device List. You can select individual devices to view or command directly from the list or by using the **Choose a device** drop-down list. Selecting a device takes you to that device's home page.
	If a device in the **Device List** has a down arrow icon and the device row is light blue, its points were not downloaded to a MAP Gateway. Click the device to read and show the points. A right pointing arrow in a white device field indicates that the points have been read and may be viewed or edited by clicking the device row. If a device row is grey, the device is seen on the network, but is not supported by MAP and its points cannot be viewed or edited.
	If you do not see devices that you believe should be on the network, or that have been added to the network since a MAP Gateway was added - click the Rediscover Devices button to have the MAP Gateway clear and repopulate the device list.
Tools, Sites, and Trunks	MAP provides a framework for technicians, installers, and balancers to perform basic commissioning and validation steps.
	ⓘ **Note:** Data which is part of Tools is stored in the web browser's cache. If you clear website data from your browser, the Tool's sites, trunks, and commissioning data are lost.
	For more information on Tools, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.
	Sites and Trunks
	A site is a freely definable organizational unit for Tools that maintains a list of the trunks you have assigned to each site. A site and its trunks are usually associated with a certain location in your facility and are used to associate trunks with certain equipment.
	For more information on adding **Sites and Trunks**, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109 .

Table 1: MAP Main Menu Descriptions

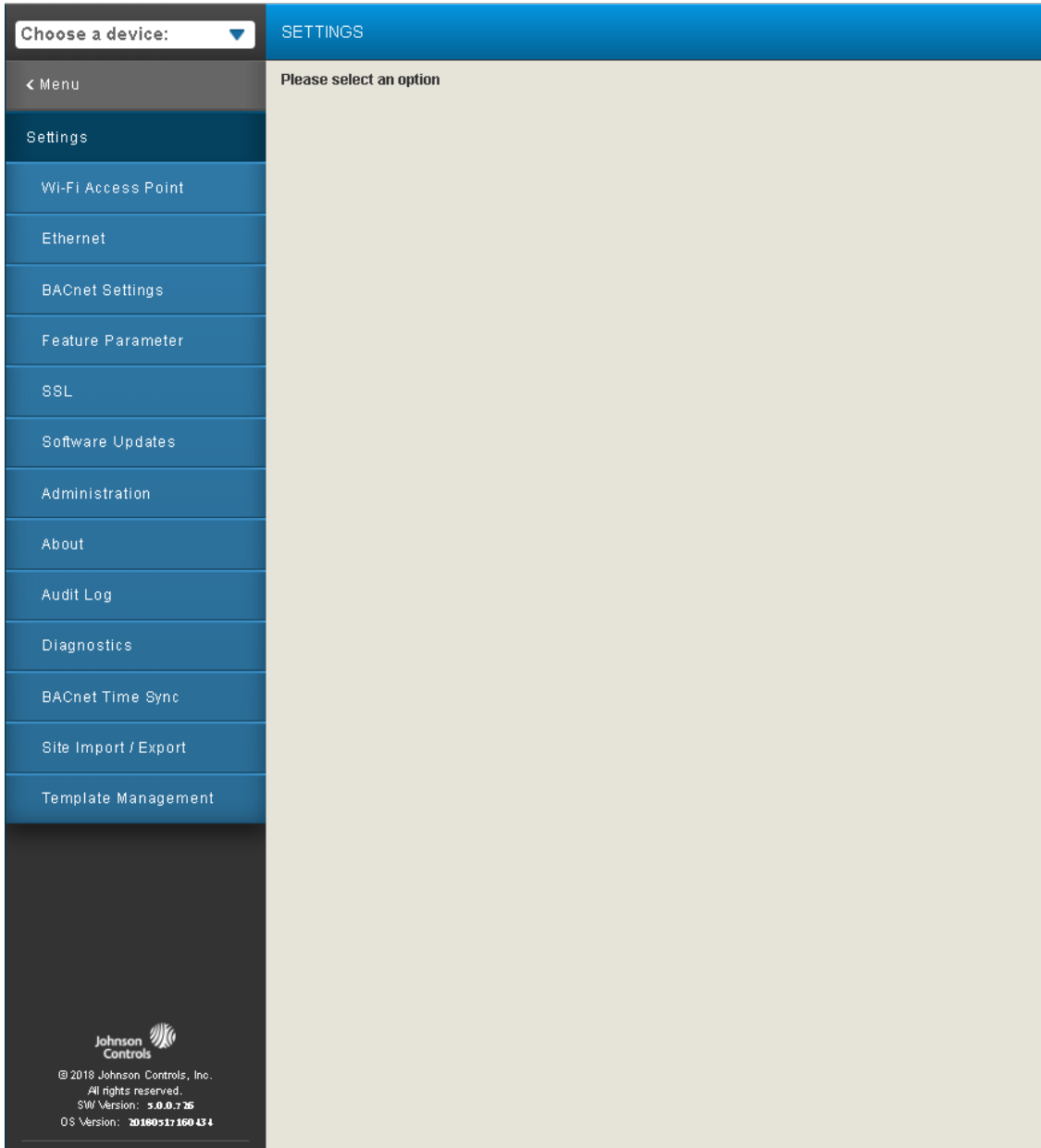| Menu Selection	Description
Device and Point Checkout	The Device Checkout validation option allows an installer or technician to verify the point wiring for each controller on an MS/TP trunk and provide a report on each device that captures the verification steps.
	Feedback Points - Feedback points can be selected while testing outputs in the Point Checkout feature. The feedback points can be passed or failed by the user, allowing users to verify multiple points at one time.
	Manual Step Test - The analog output Step Test has been updated. The user will control the number of steps to take, if the test should start with a command to the 0% position, and when the test should proceed to the next step.
	For more information on **Device and Point Checkout**, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.
Tailored Summaries	MAP allows you to apply summary definition files to a set of devices discovered on an MS/TP trunk.
	The Tailored Summary MAP view is in the form of a "tile" for each controller, instead of a table, to optimize the viewing area of the points per device being displayed. Once a summary definition is applied, you can sort the tiles based on one of the points in the definition. You can also select one or more devices in the view and command or override points found on each controller.
	Tailored Summary Reports - Data from the Tailored Summary feature can now be saved, allowing users to record bulk verification results and other Tailored Summary data.
	Three new embedded Tailored Summaries - Operator Override Summary, Out of Service Summary, and Command Summary (a combined OO and OOS summary) have been added to the embedded Tailored Summaries. Override and Out-of-Service commands can be viewed and released from a single Tailored Summary.
	For more information on **Tailored Summaries**, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.

Table 1: MAP Main Menu Descriptions

Menu Selection	Description
Live Trend	The Live Trend feature allows a technician to quickly select multiple points on a controller to poll and trend in real time.
	During the trend session, any point of the device can be commanded or overridden to see the reaction in the trend view session. You can also configure the layout of where the points are graphed and save the trended data collected during the session into a report.
	Point Grouping – Trended points can now be grouped into separate graphs either by Units, High-Low Range attributes of the point, or by user selection.
	Trend Templates – Do you have a standard set of points you always trend on an AHU, FCU, or other equipment? Then Trend Templates will save you time from having to select the points to trend each time. Simply select the Templates tab and select the template you previously created. Note – Templates use the point's BACoid.
	For more information on the use of **Live Trend**, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.
AirFlow Balancing	The AirFlow Balancing function allows a Balancing Contractor to set the flow parameters using the VAV application in an intuitive user interface. During a balancing session, the velocity pressure autocalibration process is initiated before the balancing step occurs and the polarity setting on the damper is reversed if the actuator was linked incorrectly.
	For critical zones like lab spaces, a dual point balancing process is available to improve the accuracy of the control over the full range of flow. The balancing feature results is packaged for each device into a summary report. For more information on **AirFlow Balancing**, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.
Punch List Tagging	Notes within the Device and Point Checkout and Airflow Balancing features can be tagged to be added to a Punch List. The Punch List can then be viewed through the embedded Punch List Tailored Summary and reported out by selecting a Punch List option when generating your Site report.
Create Report	Provide a new Microsoft Excel-based report for Site Information, Device Summaries, Point Testing Details, and Balancing Reports.

MAP Gateway Settings

This section describes how to adjust the settings of the MAP Gateway according to user level.

Figure 2: MAP Gateway Settings Menu (Administrator)

Table 2: MAP Settings Menu Descriptions

Menu Selection	Description
Wi-Fi Access Point Settings	The MAP Gateway acts as an access point for connecting Wi-Fi devices such as smartphones, tablets, and laptops to your field controllers, wireless thermostats, and rooftop units on a building management network. All Admin and Technician users can change the Wi-Fi SSID and the Wi-Fi Passphrase fields under the Wi-Fi Access Point settings . The default settings for these two fields are included in the *Mobile Access Portal Gateway Quick Start Guide (Part No. 24-10737-16)*, which ships with each MAP Gateway. To access the Wi-Fi settings, click Wi-Fi Access Point in the Settings menu on the MAP Gateway UI. The first time you log in to the MAP Gateway, the system prompts you to change the Wi-Fi Passphrase. The Passphrase must be a minimum of eight characters. For more information on setting a secure password, see Security.
Ethernet Settings	Access the Ethernet Settings screen from the Settings Menu when logged in as either an Admin or Technician user. If you are using Ethernet, you must have the MAP Gateway plugged into an external power source before connecting the computer. ⓘ **Note:** A grey field is read-only; a white field can be edited.
BACnet Router	An updated connection type is available for CCT, PCT and SCT to utilize MAPs at 4.2+ as a BACnet Router. This allows you to make an SA or FC Bus connection for transferring files to and from a controller, commission sessions with CCT/PCT, or use the new SCT Trunk Utility Feature. This functionality eliminates the need for the BTCVT. ⓘ **Note:** A MAP can be used to connect to the SA Bus for use on a single IP controller. For more information on the BACnet Router visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.
SSL Settings	The SSL Settings screen shows the currently installed security certificate (if any) and allows you to install both a Private Key and a new certificate. Only an Admin user can perform the following procedure. Refer to the *Mobile Access Portal Gateway Network an IT Guidance Technical Bulletin (LIT-12012015)* for information on how to use SSL Certificates in a MAP Gateway.
Software Updates	This menu option allows for a software update package to be loaded into the MAP for updates. ⓘ **Note:** The following procedure can only be performed by an Admin or Tech user. 1. On the Settings menu, select Software Updates and click Choose File to navigate to the location of the new software image. 2. Click Upload to transfer the file into the MAP Gateway. 3. Click the Install button to have the MAP Gateway use the new file. 4. The MAP Gateway goes offline temporarily while the updates are applied, during which time you may see a Connection Problem message.

Table 2: MAP Settings Menu Descriptions

Menu Selection	Description
Administration Settings	The Administration Settings screen can only be viewed by an Admin User. On this screen, an administrator can add or delete users, define user roles, and change passwords.
About Screen	The About Screen shows the release and version information for the MAP and the various software components that make up the MAP Gateway software. The Terms and Conditions, and End User License Agreement (EULA) are also accessible through the About Screen.
Audit Log	The Audit Log feature allows an Admin user to download and view a log of user actions there were performed on the MAP Gateway. When you select download, a text file containing entries for the events is created.
	The log entry format contains (when available and applicable) the date, time, device name, timestamp, process name (process ID), and a message describing each event. The log is not cleared by software updates or factory resets.
	ⓘ **Note:** A power failure will affect the date and time. After a power failure occurs, the log entries may not have an accurate date and time stamp until you reset the time and date of the MAP Gateway.
	For information on how to create an Audit Log see Appendix: Creating an Audit Log.
Diagnostics	The Diagnostics screen provides a method for product support personnel to view diagnostic information.
Feature Parameters	The user can control the amount of data the MAP Tool features access through adjusting parameters for the data heavy features: Tailored Summary and Live Trend.
BACnet Time Sync	BACnet Time Sync allows you to set the time on the MAP Gateway and its discovered wireless devices. The time and date default to the computer's time and date, but you can change the time and date by clicking either the calendar or clock icon.
	Because the MAP Gateway does not have a battery backup for the internal clock, you must synchronize the time and date after the MAP Gateway is reset or loses power to ensure that the system logs have the correct time and date information.
Site Import and Export	MAP provides a framework for technicians, installers, and balancers to easily import and export commissioning site files and perform basic commissioning and validations steps.
	For more information on the Site Import and Export Procedure, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.

Table 2: MAP Settings Menu Descriptions

Menu Selection	Description
Template Manager	The summary definitions for MAP tailored summaries are Attribute Templates that can be created with the CCT/PCT Trunk Utility functions and imported into a MAP for use on any project.
	The Template Manager, located in the Settings menu, enables the user to manage templates for the Live Trend and Tailored Summary features. Templates can be: imported, exported, deleted, modified, or created on-the-fly from controllers the MAP is communicating with.
	For more information on the Import Summary Template, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109.

Commanding Points in MAP Gateway

Commands allow you to change a point's value. Commanding can also be done from Point Tailored Summary, Point Check Out and from Live Trend. To search for training videos on the use of Commanding Points in the MAP Gateway, visit uLearn at .

Figure 3: Parameters Screen

To command the **MINFLOWCO2-SP** to a different value, click the field next to it (outlined in blue). The screen for commanding that field appears as in the figure below. Select **Change Default Value** from the drop-down list and use the up and down arrows to select a valid temperature. The range of valid temperatures is shown below the field. When you are satisfied, click **Save**. The command adjustments vary depending on the type of point selected.

Figure 4: CV Occupied Cooling Setpoint Command Screen

ⓘ   **Note:** Pressing the **Priority Array** button allows you to see all the active values in the Priority Array.

Frequently Asked Questions

About MAP Gateway

Q - Does the MAP Gateway have its own touch screen display?

A - No, the MAP Gateway delivers the local display content to a mobile device over its built-in Wi-Fi access point or Ethernet connection.

Q - How many users can the MAP Gateway support?

A - Up to three simultaneous users.

Q - Do I need to be concerned about security?

A - Yes, always, but the MAP Gateway helps you manage security risks using the following security standards:

- WPA 2 security on the integral MAP Gateway Wi-Fi AP

- An SSL certificate is installed in the MAP Gateway to ensure secure communications by default. However, this certificate does not display as a trusted website. You can install a custom certificate in the MAP Gateway and the device you use to view the MAP Gateway user interface to identify the MAP Gateway as a trusted website.

- An Audit log text file is permanently maintained in the MAP Gateway. You can export and view this log file to review all user logins and transactions, along with logging any events generated from the controllers.

Refer to the *Mobile Access Portal Gateway Network and IT Guidance Technical Bulletin (LIT-12012015)* for more information.

Operation

Q - Do I need to install an application on my mobile device to use the MAP Gateway?

A - No, the MAP Gateway has a built-in web server that provides web pages that can be viewed from your Internet browser.

Q - Does the MAP Gateway work with my iPhone or Android device?

A - Yes, the MAP Gateway supports any device with a supported web browser. The browsers must support HTML 5 and include Apple®® Safari®® on iPhones and Google®® Chrome™™ on Android™™ devices.

Q - How do I get started?

A - The single page *Mobile Access Gateway Portal Quick Start Guide (Part No. 24-10737-16)* ships with the MAP Gateway in North America. There are multiple page versions available in multiple languages, for Asia, *Mobile Access Portal Gateway Quick Start Guide (Part No. 24-10737-164)* and Europe, *Mobile Access Gateway Portal Quick Start Guide (Part No. 24-10737-148)*. In just a few easy steps, you can be connected to a single device or to an entire network of connected equipment.

Q - Where do I plug in the MAP Gateway?

A - The MAP Gateway ships with a 6 pin phone cord that plugs into any one of three locations:

- Sensor Actuator Bus (SAB) on the Smart Equipment control board

- Bottom SAB jack or any NS series sensor

- Field Controller Bus (FCB) of the Smart Equipment control board

Q - Can I leave the MAP Gateway plugged in overnight?

A - Yes.

Q - Can I access all equipment with the MAP Gateway from a single location?

A - Yes, the MAP Gateway can access ALL equipment on a Field Bus trunk/network from any of the three MAP Gateway connection points - SAB, Sensor, or FCB. The MAP Gateway supports all Johnson Controls devices on wired or wireless (ZFR) field busses. Third-party BACnet devices

are discovered and appear on the device list, but they are not supported at this time. Note that MAP Gateway supports BACnet/IP controllers at Release 4.2, however, the MAP Gateway must be plugged directly into the controller.

Q - Can I access the Internet when I am using the MAP Gateway?

A - Since the MAP Gateway is used as a local Wi-Fi hot spot, your mobile device cannot access Internet data when connected to the MAP Gateway through a wireless network. If connected through an Ethernet connection, this restriction does not apply.

Q - Can I make or receive phone calls on my mobile device when I am using the MAP Gateway?

A - Yes, the cellular voice capabilities on your mobile device are independent of your data.

Q - Do I have to do anything to change the language presented on my personal device?

A - The MAP Gateway presents its user interface based on the browser settings of your personal device, including language. For example, if your device's browser uses German as the primary language, The MAP Gateway presents all the menus and navigation options in the German language.

Troubleshooting

Q - What if I forget my password?

A - Each MAP Gateway ships with a unique default password and Wi-Fi passphrase. For directions on how to restore factory-default settings and log into your MAP Gateway, refer to the *Mobile Access Gateway Portal Quick Start Guide (Part No. 24-10737-16)* and the *Mobile Access Gateway Portal Installation Instructions (Part No. 24-10737-8)*.

Q - Why isn't the Ethernet port enabled even though I am connected to an SA or FC bus?

A - The Ethernet port on the MAP Gateway requires an external power supply. You must connect the power supply **before** the MAP Gateway begins the boot sequence. If the MAP Gateway is powered through the SA or FC Bus before you connect the external power supply, the Ethernet port is not enabled. In this case, you must start over and connect the external power supply to the MAP Gateway before beginning the boot sequence.

Q - I seem to be stuck in an infinite loop. Every time I install the SSL certificate on my device, it asks me to re-install it. What should I do?

A1 - Verify that the time on your client device is correct. If the device time is not current (for example, after a hard reset), close the browser, set the time, and then try to install the certificate.

A2 - Check your web browser settings and verify that cookies are enabled.

Q - After I install the security certificate, I receive a `too many clients` connection message. What should I do?

A - Wait 30 - 60 seconds after you install a certificate and then refresh the page. When the certificate is installed, it opens an additional connection which counts against the maximum number of users that are allowed to connect to the MAP Gateway. This connection is closed after the certificate is installed and disappears within 30 - 60 seconds.

Table 3: Troubleshooting Table

| Error message or condition	Cause	Remedy
`Error Occurred Loading Device Navigation`	This occurs if you are selecting options on the device or control screens on the MAP Gateway while the SSE is still finishing its restart cycle after provisioning.	Wait a few moments and try again.

Table 3: Troubleshooting Table

Error message or condition	Cause	Remedy
Alarms on point are not being displayed in the MAP Gateway.	If a Disable Alarms command is issued for a point in the *Metasys* system, the MAP Gateway does not report alarms for that point. There is no indication in the MAP Gateway that the command was issued and there is no way to enable alarms in a MAP Gateway for the point.	At this time, there is no workaround for this issue.
Some points displayed in the Inputs list in the CCT/PCT may show up in the Parameter Category in the MAP Gateway.	This behaviour occurs because CCT/PCTs have default categories of Input, Output, and Miscellaneous.	At this time, there is no workaround for this issue.
`Error Saving SSL Settings.`	When an SSL key or certificate is corrupted, the SSL page detects it and alerts you to the corrupted key or certificate. However, if the source of corruption is a minor error, for example, an extra space was copied while installing the certificate or a character was missed, the UI does not detect the problem and allows the corrupted key or certificate to be saved. The server detects the error and returns the `Error Saving SSL Settings` message. While this properly prevents the bad key or certificate from being used, it does not inform you as to the source of the problem.	Reinstall the SSL Key or Certificate as described in the *Mobile Access Portal Gateway Network and IT Guidance Technical Bulletin (LIT-12012015)*.

Appendix: Creating an Audit Log

Follow these steps to download and view an audit log. The callout numbers in the following figure correspond to the step order.

Figure 5: Audit Log Download Screen
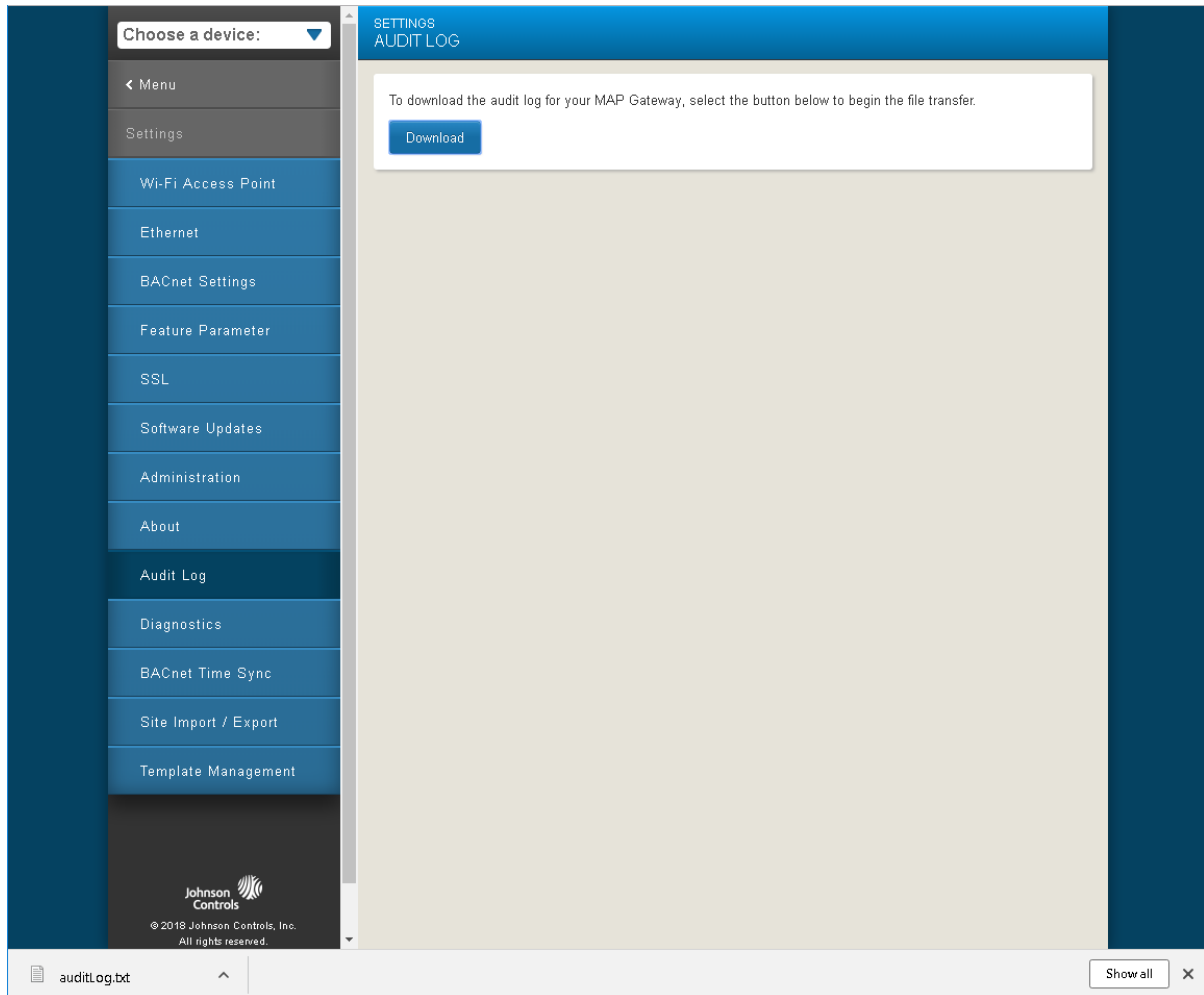
1. On the **Settings** menu, select **Audit Log**.

2. Click **Download**.

   ⓘ **Note:** The **Audit Log** overwrites previously downloaded logs. If you wish to save an archived copy, move the existing file to another location before you download a new **Audit Log**.

3. The auditLog.txt file appears in the lower left corner of the screen. Click the down arrow to open the text file or show the file in the Downloads folder on your computer.

4. Click **Show all downloads** in the bottom right corner to show all the files that have been downloaded.

5. Open Microsoft Excel and navigate to the Downloads folder.

6. Select **Text Files** (*.prn,*.txt,*.csv) as the file type to open and double-click **auditLog.txt.** The

Text Import Wizard appears.

7. Select **Fixed width** and **Start import at row 1**.

8. Click **Next**.

9. Scroll to the right and make sure the data is divided as you wish to view it. Make any adjustments as necessary by creating, deleting, or moving break lines as instructed by the Text Import Wizard.

10. Click **Finish**. The audit log data appears divided by columns.

# Appendix: Reset Button Operation and Description

If you forget your password or if you want to restore the unit to factory defaults, the MAP Gateway offers two reset functions: a Network Reset function that only resets Wi-Fi and Ethernet settings, and a Reset to Factory Defaults function that resets all unit settings (including user profiles). Reset to Factory Defaults also replaces the device's SSL certificate with the Johnson Controls® self-signed certificate that was configured in the factory.

The Network Reset function is intended for users who forget their Wi-Fi connection information. The Reset to Factory Defaults function is for use by administrators who may want to clear all configured settings from a device, including all user profiles. For information on resetting the unit, see Table 4.

ⓘ **Note:** To use a unit that is reset to factory defaults, you must have the default login information supplied in the Quick Start Guide that shipped with the unit. This includes the factory SSID and passphrase. The Reset to Factory Defaults function does not change the version of the application. If the unit was upgraded, the MAP Gateway remains at the upgraded version rather than resetting to the factory-installed version.

The reset button is embedded into the back of the MAP Gateway housing so that it cannot be activated by accident. Use a small screwdriver or similar tool to press the reset button.

Figure 6: Reset Button
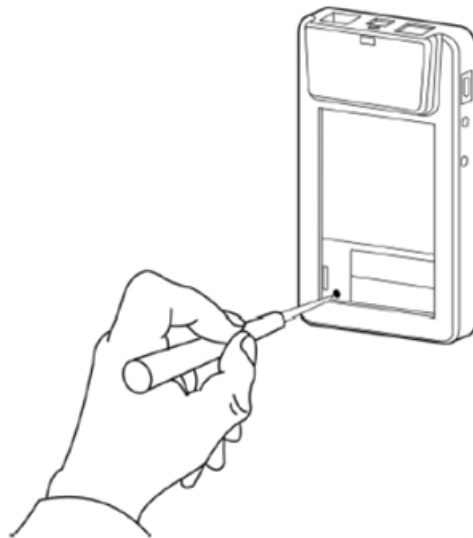
Before attempting either of the following reset functions, apply power to the MAP Gateway and wait until the Fault LED stops flashing.

Notes:

- If you are connected to the network when you press the reset button, you are disconnected.
- If you press the reset button for more than 9 seconds, or do not confirm the reset, the reset operation is cancelled.
- If a fault condition already exists, the reset button is disabled.

Table 4: Reset Button Operation and Description

Reset Function	Reset Operation
Reset Only Wi-Fi and Ethernet Settings (Network Reset) to Factory Defaults	1. Press and hold the reset button. After 2 seconds, the Fault LED displays a slow flicker. 2. Release the reset button within 3 seconds. The Fault LED continues slow flicker. 3. Within 5 seconds, press and release the reset button to confirm that you wish to reset the Wi-Fi and Ethernet settings. (If you do not confirm within 5 seconds, the reset operation is canceled.). **DO NOT** cycle power. The LEDs may continue to flash until the MAP Gateway resets and returns to normal operation. The Wi-Fi and Ethernet settings are reset to factory defaults. Use the Default SSID and passphrase to connect to the MAP Gateway and then login to reconfigure all the required settings.
Reset to Factory Defaults	1. Press and hold the reset button. After 2 seconds, the Fault LED displays a slow flicker. Continue holding the reset button until the Fault LED changes to a fast flicker. 2. Release the reset button within 3 seconds of the change to fast flicker. The Fault LED continues a fast flicker. 3. Within 5 seconds, press and immediately release the reset button to confirm that you wish to reset to factory defaults. The Fault LED goes out. (If you do not confirm within 5 seconds, the reset operation is canceled.) **DO NOT** cycle power. The LEDs may continue to flash normally until the MAP Gateway resets and then returns to normal operation. All unit settings are reset to factory defaults. Use the Default SSID and passphrase to connect to the MAP Gateway and then login using the default User and Password to reconfigure all the required settings.

Related Documentation and Videos

To search for training videos on the use of the following topics, visit uLearn at https://jcpublic.kzoplatform.com/containers/957891534378768109?.

Table 5: Related Documentation

For Information On:	See Document:
Getting Up and Running Quickly with the MAP Gateway	*Mobile Access Portal Gateway Quick Start Guide (Part No. 24-10737-16)*
Installing and Wiring a MAP Gateway	*Mobile Access Portal Gateway Installation Instructions (Part No. 24-10737-8)*
MAP Gateway Ordering Information	*Mobile Access Portal Gateway Catalog Page (LIT-1900869)*
Working with Security Certificates	*Mobile Access Portal Gateway Network and IT Guidance Technical Bulletin (LIT-12012015)*
How to use Controller Tool (CCT or PCT) software	*Controller Tool Help (LIT-12011147)*
TEC3000 Series Thermostat Controllers	*TEC3000 Series Stand-Alone and Field-Selectable BACnet® MS/TP or N2 Networked Thermostat Controllers Product Bulletin (LIT-12011954)*
General Information About *Metasys* Field Controllers, including FECs, FACs, VMAs, and IOMs	*Metasys® System Field Equipment Controllers and Related Products Product Bulletin (LIT-12011042)*
General Information About Facility Explorer Programmable Controllers, including FX-PCAs, FX-PCGs, FX-PCXs, and FX-PCVs	*FX-PC Series Programmable Controllers and Related Products Product Bulletin (LIT-12011657)*
General Information About CH-PC Programmable Controllers, including CH-PCAs, CH-PCGs, CH-PCXs, and CH-PCVs	*CH-PC Series Programmable Controllers and Related Products for the BCPro System Product Bulletin (LIT-12011914)*
Getting Up and Running Quickly with Smart Equipment Controls (SEC) - Includes RTUs and SSEs	*Smart Equipment Controls (SEC) Quick Start Guide (LIT-12011938)*