PTI TRAINING

CLOUD ADAPTER INSTALLATION GUIDE | BEAGLEBONE

Cloud Adapters Ship with the Following Items:
1 - Six inch A to B USB Cable
1 - Micro USB 12V power supply

Cloud Adapters are Internet-enabled devices requiring their own Ethernet Cable and Internet connections. NOT PROVIDED
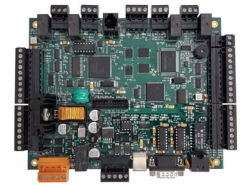
PRE-INSTALLATION
Before installing the Cloud Adapter, look at the adapter's bottom and take note of the five-digit serial number. You will need the number later in the StorLogix Cloud install.

INSTALLATION
1. Disconnecting Falcon XT
Unplug any cables connected to the Falcon XT's USB, Serial, or Ethernet Ports.

2. Connecting USB
Connect the supplied USB cable to the USB port on the Cloud Adapter.

3. Connecting Ethernet
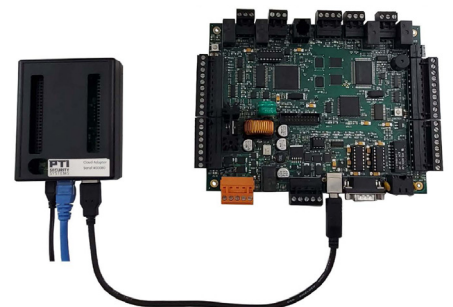Connect an Ethernet cable to the Network Jack on the Cloud Adapter.

Connect the other end of the Ethernet cable to the site's router / modem

4. Connecting Power
Connect the provided power supply via the micro USB port, then plug the power supply into the nearest outlet.

Finally, you can connect the Legacy Cloud Adapter assembly to the USB port on the Falcon XT. You are now ready to move on to the installation of StorLogix Cloud.

TROUBLESHOOTING THE BEAGLEBONE ADAPTER

1. Make sure the Ethernet cable is connected between the cloud adapter and a router that has internet access
2. Make sure the USB cable is connected between the cloud adapter and the Falcon XT
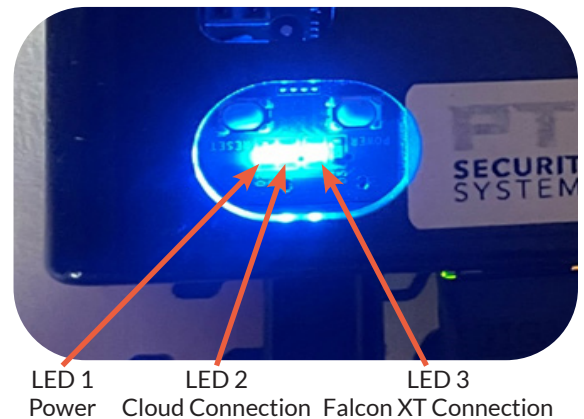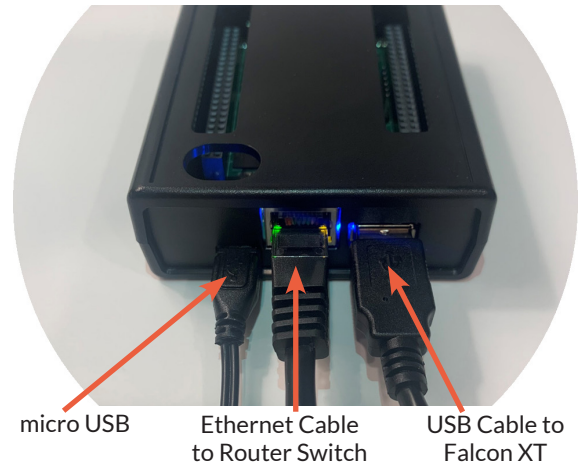3. Make sure that the power cable is connected and powered

The LEDs are most helpful in troubleshooting status. If all things are good you should see three solid LEDS about 55 seconds after power up.

Roughly 30 seconds after powerup, the LEDs indicate the following:
1. LED1: indicates power
2. LED2: indicates Cloud Connection
3. LED3: indicates Falcon XT Connection

micro USB   Ethernet Cable   USB Cable to
to Router Switch   Falcon XT

The typical bootup sequence is as follows:
1. Power Up the Cloud Adapter
2. For the first 25 seconds after power up various LEDs are flashing
3. At 25 seconds: First LED goes solid – others dark
4. At 35 seconds: First and Second LED are solid (Power up and Cloud connection)
5. At 50 seconds: First, Second, and Third LED are solid (Power up, Cloud connection, and Falcon XT connection)

LED 1   LED 2   LED 3
Power   Cloud Connection   Falcon XT Connection

TROUBLESHOOTING ACTIONS

1. **No cloud connection LED**
- Ensure the ethernet cable is attached to a router with internet access
- Try a different router in the office
- Make sure the office network can reach our SLC cloud servers. Go to an office computer:
  - Open a browser to https://a1it1swg2tpso0-ats.iot.us-east-1.amazonaws.com/
  - Should get a response that starts with: {"message":"Not Found","traceId":"

2. **No Falcon XT connection LED**
- Make sure the Falcon is powered up
- Make sure the USB cable between cloud adapter and the Falcon XT
- Try a different USB cable
- Try to connect the Falcon XT to a computer (to see if the USB port on the Falcon XT is good)