

# **HONEYWELL PRORAE GUARDIAN FREQUENTLY ASKED QUESTIONS**

# GENERAL QUESTIONS

QUESTIONS	ANSWERS
<b>What are the minimum software and hardware requirements for ProRAE Guardian?</b>	<p><b>Hardware</b></p> <ul style="list-style-type: none"><li>• Intel Core® i5™ (or similar) CPU, 1.8 GHz or better</li><li>• Color monitor (1280x768 or higher resolution, 24-bit color)</li><li>• At least 20GB (100GB recommended) of free hard disk space*</li><li>• CD-ROM drive</li><li>• 4GB (8GB recommended) RAM to support up to 500 instruments and 32 remote viewer sessions</li><li>• Serial port (RS-232/USB port) for device/modem connection</li><li>• Serial communication cable or USB-to-serial cable/adaptor</li><li>• Sound card (to enable local sound notifications)</li></ul> <p><b>Software</b></p> <ul style="list-style-type: none"><li>• Microsoft Windows 7, 32/64 bits, SP1; Windows 10, 32/64 bits; Windows Server 2012, 64 bits Data Center; .Net Framework 4.5.1 or higher</li><li>• Adobe Acrobat Reader V10.0 or higher to view product documentation</li><li>• Live Internet connection for Google Maps</li></ul>
<b>What is the default password for an administrator in ProRAE Guardian?</b>	<p>The default password for an administrator account is <b>raesystems</b>. It is recommended that you change the default password and store the new password in secure but easy-to-remember place.</p>
<b>How do I contact software Customer Support?</b>	<p>You can contact the software Customer Support Dept., either through email (support.safetysuite@honeywell.com) or by phone (1-833-556-3515).</p>
<b>Does ProRAE Guardian require administrative privileges on the windows operating system?</b>	<p>No, ProRAE Guardian does not require administrative privileges.</p>
<b>How do I access the datalog for an instrument?</b>	<p>Use the following steps:</p> <p><b>Step 1.</b> Click on the "LogView" toolbar icon.</p> <p><b>Step 2.</b> In the LogView window, select the instrument you wish to view</p> <p><b>Step 3.</b> Click the "Query" button. Your data will appear n the right, organized in 4 sections by tab.</p> <p><b>Step 4.</b> Click on each tab to view the data organized in different ways.</p>
<b>The Google Map function doesn't seem to work on my PRG system. Why?</b>	<p>You need an active connection to the Internet to access Google Maps. Make sure you are connected to the Internet and, if you have trouble, try again. If in doubt, open a browser window such as Internet Explorer and type in <a href="http://maps.google.com">http://maps.google.com</a>. If this works, then so should Google Maps in PRG. If this does not work, then there is a problem either with your PC, your Internet connection, or Google Maps.</p>
<b>Does ProRAE Guardian require write permissions to any specific folders?</b>	<p>ProRAE Guardian requires write permissions to the folder C:\RAE Systems Inc\ProRAE Guardian Datalog where it stores some system data.</p>

# CASCADE DATA / REAL-TIME DATA SHARING

## QUESTIONS

## ANSWERS

### What is "Cascade Mode"?

"Cascade Mode" is a PRG feature that allows one or more PRG machines to share real-time instrument data with other one or more PRG machines. In other words, this feature allows you to view instrument data simultaneously from your geographically dispersed PRG machines in a single view.

Using this feature, you can configure one of the PRG machines as a central Data Aggregator and Distributor machine (DAD). All other PRG machines can send their instrument data to this central machine and at the same time receive the aggregated data to dynamically show it on the map.

Enabling Cascade Mode requires a minimum of two PRG Full Version machines, one running "Cascade Out Mode" and the other running "Cascade In Mode."

### How can I use the "Cascade Mode" feature to share data among multiple responder teams, each running their own local ProRAE Guardian with different Network IDs?

"Cascade Mode" is specifically designed to share real-time instrument data among multiple groups, independent of their network IDs or geographical location. Use the following steps to set up your PRG machines for data sharing using "Cascade Mode":

**Step 1.** Select one of the PRG machines in the group and designate it as the Data Aggregator and Distributor machine.

**a.** Note (write down) the IP address of this machine.

**Step 2.** Follow these steps to configure Data Aggregator and Distributor machine:

**a.** Go to the Data Sources menu option and select the Remote Data In tab:

**i.** Select the "Cascade In mode" option.

**ii.** Note the "Listen Port" number.

**iii.** Select the "Auto Start" option.

**iv.** Click the "Start" button.

**b.** Go to the Options > Data Options menu option and select the Data Forwarding tab:

**i.** Select the "Enable Remote Viewers" option.

**ii.** Note the "Listen Port" number.

**iii.** Select "Enable Data Forwarding" and "Auto Start" options.

**iv.** Click the "Set" button.

**Step 3.** Follow these steps to configure all other PRG machines:

**a.** Go to the Options > Data Options menu option and select the Data Forwarding tab:

**i.** Select the "Cascade Out Mode" option and enter the IP address noted in Step 1.a. Make sure the "Remote PC Port" number is the same as noted in Step 2.a.ii.

**ii.** Select "Enable Data Forwarding" and "Auto Start" options.

**iii.** Click the "Set" button.

**b.** Go to the Data Sources menu option and select the Remote Data In tab:

**i.** Select "Viewer Mode."

**ii.** Enter the IP address noted in Step 1.a in "Remote PRG PC Address." Make sure the "Remote PRG PC Port" number is the same as noted in Step 2.b.ii.

**iii.** Click the "Start" button.

**NOTE:** The IP address of the Data Aggregator and Distributor machine should be accessible by all other PRG machines for the data-sharing feature to work.

## CASCADE DATA / REAL-TIME DATA SHARING (CON'T)

QUESTIONS	ANSWERS
<b>I have 11 PRG machines all set to Cascade their data to one central Data Aggregator and Distributor machine. I can see data from my 10 PRG machines, but not the 11th one. What's wrong?</b>	<p>By default, a PRG machine can receive data from up to 10 other PRG machines. Use the following steps to change the default limit of 10:</p> <p><b>Step 1.</b> Go to the Data Sources menu option and select the Remote Data In tab</p> <p><b>Step 2.</b> Change the “Max # of Remote PCs” field value to a higher number as needed.</p> <p><b>NOTE:</b> Setting this field value to a very high number may decrease overall system and network performance. Use caution when doing when increasing the number.</p>

## VIEWER MODE QUESTIONS

QUESTIONS	ANSWERS
<b>What are the differences between PRG Full Version and PRG Viewer Version?</b>	<p>Following is a summary of the key differences between PRG Viewer Version and PRG Full version.:</p> <p><b>PRG Full Version</b></p> <ul style="list-style-type: none"><li>• Supports locally connected instruments.</li><li>• Supports the Cascade Mode feature.</li><li>• Requires an instrument monitoring license for locally connected instruments</li></ul> <p><b>PRG View Version</b></p> <ul style="list-style-type: none"><li>• Requires an instrument monitoring license for locally connected instruments</li><li>• Does not support the Cascade Mode feature.</li><li>• Does not require a license.</li></ul>
<b>How do I set up PRG Viewer Version to monitor instrument data from another PRG system?</b>	<p>Follow these steps to set up your PRG Viewer Version to monitor instrument data from another PRG system:</p> <p><b>Step 1.</b> Go to the Data Source menu option.</p> <p><b>Step 2.</b> Select the “Viewer Mode” option.</p> <p><b>Step 3.</b> Enter the IP address and port number of the remote PRG machine from where you want to see the instrument readings.</p> <p><b>Step 4.</b> Select the “Auto Start” option.</p> <p><b>Step 5.</b> Click the “Start” button.</p> <p><b>NOTE:</b> PRG Full Version can also be set up as a viewer in this fashion.</p>

# LICENSING QUESTIONS

QUESTIONS	ANSWERS
<b>Do I need a separate license key for running Real time monitoring on 5 different computers?</b>	Yes. You need a unique product key for each computer to run real-time monitoring.
<b>I have 10 AreaRAE instruments, but at any given time only 6 of them are used for real-time monitoring through ProRAE Guardian. How many ProRAE Guardian concurrent instrument monitoring licenses would be sufficient for my need?</b>	You will need 6 licenses for Tier 3 instruments, which will allow you to monitor up to 6 Area RAE instruments at the same time.
<b>Do I need to buy a license to connect and monitor a borrowed instrument from another department with my ProRAE Guardian Host?</b>	No. You do not need to buy a new license for a borrowed instrument, as long as that instrument belongs to a Tier for which you already have license(s) installed on your ProRAE Guardian Host PC.
<b>I have 6 concurrent instrument monitoring licenses for ProRAE Guardian. But now I need to increase my concurrent instrument licenses from 6 to 10. What do I need to do?</b>	Contact your sales representative or RAE Systems Service department to buy additional licenses. Make sure you have your ProRAE Guardian Product Key available.
<b>I have four different geographical locations. Each location has 5 AreaRAE instruments. I want people at each location to be able to monitor their local instruments as well as instruments at other remote locations. In addition, I also want to monitor instruments from all locations in my corporate office. How many licenses would I need?</b>	<p>For each of the four locations, you will need 5 licenses for Tier 3 instruments, which will allow local monitoring of the instruments.</p> <p>To share instruments' readings with all remote locations, you need to configure one of the ProRAE Guardian Hosts as a data aggregator and distributor. For that, you need to enable Cascade In and Remote Viewers settings. All other ProRAE Guardian Hosts need to enable their Cascade Out and Cascade In settings for the data aggregator ProRAE Guardian Host. Please refer to the ProRAE Guardian User's Guide for details.</p>
<b>I don't have my ProRAE Guardian Product Key. Where can I find it?</b>	<p>There are multiple options available in ProRAE Guardian software itself to find your Product Key:</p> <ol style="list-style-type: none"><li>1. Click the License menu on the System toolbar under Command Center.</li><li>2. Select the "About ProRAE Guardian..." menu option.</li><li>3. Check the ProRAE Guardian Instrument Monitoring License Certificate that came with your last order.</li></ol>

## LICENSING QUESTIONS (CON'T)

QUESTIONS	ANSWERS						
<b>What are the license terms?</b>	<p>These are the key license terms for ProRAE Guardian:</p> <ul style="list-style-type: none"><li>• Customers will receive free software updates and technical support for the current major version of the product.</li><li>• Customers will receive free critical updates and technical support for 1 previous major version of the product.</li></ul> <p>Please note that RAE Systems intends to release a major version of ProRAE Guardian with significant feature enhancements approximately every 2 years, but it does not guarantee this.</p>						
<b>What are the instruments in each Tier?</b>	<p>The following lists all the instruments in each of the three Tiers</p> <table><tr><th>TIER 1</th><th>TIER 2</th><th>TIER 3</th></tr><tr><td><ul style="list-style-type: none"><li>• ToxiRAE Pro, ToxiRAE Pro CO2, ToxiRAE Pro LEL &amp; ToxiRAE Pro PID</li><li>• QRAE 3</li><li>• MicroRAE</li><li>• BW Solo</li><li>• BW MaxXT II</li><li>• BW MicroClip XL &amp; BW MicroClip X3</li><li>• MODBUS Instruments</li></ul></td><td><ul style="list-style-type: none"><li>• MeshGuard Family</li><li>• MultiRAE Lite</li><li>• MultiRAE</li><li>• MiniRAE 3000 +</li><li>• BW RigRat</li><li>• BW Ultra</li></ul></td><td><ul style="list-style-type: none"><li>• AreaRAE Plus &amp; AreaRAE Pro</li><li>• MultiRAE Pro</li><li>• MultiRAE Benzene</li><li>• MultiRAE MX</li><li>• ppbRAE 3000 +</li><li>• UltraRAE 3000 +</li><li>• RAEGuard 2 PID</li><li>• WEATHERPAK</li><li>• BioHarness</li><li>• All 3rd-Party Instruments</li></ul></td></tr></table>	TIER 1	TIER 2	TIER 3	<ul style="list-style-type: none"><li>• ToxiRAE Pro, ToxiRAE Pro CO2, ToxiRAE Pro LEL &amp; ToxiRAE Pro PID</li><li>• QRAE 3</li><li>• MicroRAE</li><li>• BW Solo</li><li>• BW MaxXT II</li><li>• BW MicroClip XL &amp; BW MicroClip X3</li><li>• MODBUS Instruments</li></ul>	<ul style="list-style-type: none"><li>• MeshGuard Family</li><li>• MultiRAE Lite</li><li>• MultiRAE</li><li>• MiniRAE 3000 +</li><li>• BW RigRat</li><li>• BW Ultra</li></ul>	<ul style="list-style-type: none"><li>• AreaRAE Plus &amp; AreaRAE Pro</li><li>• MultiRAE Pro</li><li>• MultiRAE Benzene</li><li>• MultiRAE MX</li><li>• ppbRAE 3000 +</li><li>• UltraRAE 3000 +</li><li>• RAEGuard 2 PID</li><li>• WEATHERPAK</li><li>• BioHarness</li><li>• All 3rd-Party Instruments</li></ul>
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<b>Where can I get latest version of ProRAE Guardian software?</b>	<p>Latest version of the ProRAE Guardian software can be downloaded <a href="#">here</a>.</p>						
<b>Is there any limitation on how many times I can activate and/or deactivate my licenses?</b>	<p>No. You can activate and deactivate your licenses as needed.</p>						
<b>I need to migrate my registered copy of ProRAE Guardian Host from the current PC to another PC. How can I migrate my licenses?</b>	<p>You will need to deactivate your licenses on the current ProRAE Guardian Host PC before you can activate them on the new PC. Follow these steps:</p> <p><b>Step 1.</b> Click the License menu on the System toolbar under Command Center.</p> <p><b>Step 2.</b> Write down your Product Key.</p> <p><b>Step 3.</b> Click the Options button and follow the License Wizard steps to deactivate your licenses on the current PC.</p> <p><b>Step 4.</b> Install ProRAE Guardian on another machine and migrate your datalog and configuration files as needed.</p> <p><b>Step 5.</b> Start ProRAE Guardian and follow the License Wizard steps to activate your licenses on the new PC.</p>						

## LICENSING QUESTIONS (CON'T)

QUESTIONS	ANSWERS
<b>I purchased additional instrument monitoring licenses and received the new license certificate but I still do not see additional instruments' readings in my ProRAE Guardian Host. How can I address this issue?</b>	<p>This can happen if your ProRAE Guardian Host fails to download the latest license information from RAE Systems' servers using your Product Key.</p> <p>Follow the steps below to address this issue:</p> <p><b>Step 1.</b> Click the License menu on the System toolbar under Command Center.</p> <p><b>Step 2.</b> Click on the Options button on the License dialog box that pops up and type in the administrator's password.</p> <p><b>Step 3.</b> Select "I want to refresh my license" and follow the License Wizard instructions.</p>
<b>What is ProRAE Guardian's license model, and how does it work?</b>	<p>ProRAE Guardian supports the following licensing model for Real-time monitoring</p> <p><b>Real-time monitoring Licensing Model</b> – ProRAE Guardian supports a Concurrent Instrument Monitoring License model for real-time monitoring. It limits the maximum number of instruments in each Tier that can be monitored in ProRAE Guardian Host at the same time when connected through a RAELink family of Host modems, RAEMesh Reader, and/or FMC2000 Controller.</p> <p><b>Please remember:</b></p> <ul style="list-style-type: none"><li>• No license is required for wireless infrastructure products (e.g., RAELink2, RAELink3, Mesh Router, and RAEMesh Reader, or FMC 2000 Controller).</li><li>• No license is required for ProRAE Guardian Viewer or for monitoring instruments connected with a remote ProRAE Guardian Host.</li><li>• Separate licenses are required for each ProRAE Guardian Host to monitor local instruments connected through RAELink family of Host modems, RAEMesh Reader, and/or FMC2000 Controller.</li><li>• One-time activation is required for each ProRAE Guardian Host, which locks the licenses with the host PC. Locked licenses cannot be activated on another PC.</li><li>• Deactivation of ProRAE Guardian Host unlocks the licenses and removes the monitoring capabilities for local instruments. Unlocked licenses can be activated on another machine.</li><li>• Higher-tier instrument licenses can view instruments in lower tiers (e.g., Tier 3 instrument license allows you to view instruments in Tier 3, Tier 2, or Tier 1).</li></ul>

# NETWORKING QUESTIONS

QUESTIONS	ANSWERS
<b>How do I know what the "IP Address" of my PC is?</b>	<p>Click on the PRG version info in the left corner of the status bar (i.e., bottom-left in the ProRAE Guardian main window), which will show the "About ProRAE Guardian" dialog box with an IP address of your PC.</p>
<b>How can I ensure that I can reach a remote PRG machine from my local PRG machine?</b>	<p>You can use the <b>ping</b> utility that comes with the Windows operating system. Follow these steps:</p> <p><b>Step 1.</b> Go to the "Start" menu of your Microsoft Windows machine (usually the lower-left corner of your display).</p> <p><b>Step 2.</b> Type "CMD" in that text box and hit Enter. A Command dialog box should open on your desktop.</p> <p><b>Step 3.</b> In the Command box, type the following:</p> <p style="text-align: center;"><b>ping IP ADDRESS</b></p> <p>where IP ADDRESS is the actual IP address of the remote PRG machine you want to reach.</p> <p><b>Step 4.</b> Hit "Enter."</p> <p>If you successfully reach the machine, you will see a message similar to:</p> <p style="text-align: center;">"Reply from IPADDRESS: bytes=32 time=xms TTL=128".</p> <p>If you are unsuccessful, you will see a message similar to this:</p> <p style="text-align: center;">"Request timed out."</p>
<b>I know the IP Address of my machine, but when my associate tries to ping the machine from another computer elsewhere in the company, he always gets "Request timed out." Why does this not work?</b>	<p>There may be a corporate firewall, Internet router, or Network Address Translator (NAT) between your computer and your associate's, which may be blocking the computers from being able to connect in this fashion. Consult your I.T. department to address this issue.</p>
<b>I have an FMC2000 controller and a PC running PRG. I plugged one end of my network cable into the FMC2000 and the other end into my PC. Why doesn't it work?</b>	<p>Most modern networks will not operate in this fashion. You need to have a "network router" in between all endpoint devices to resolve IP addresses and route network traffic properly. Therefore, you need to have a separate cable for each network device, with one end plugged into the device (PC, FMC2000, etc.) and the other end plugged into a suitable router (e.g., Linksys, Netgear, etc.).</p>



## NETWORKING QUESTIONS (CON'T)

### QUESTIONS

#### What is the “port” setting for?

### ANSWERS

On several of the control dialogs in PRG, you will see an entry for “port.” This refers to the network port that is being communicated on for that particular function. Note that in order for most PRG functions to work properly, two very important things must happen:

- a. Ports on both ends of a communication link must match.** For example, when setting up remote viewers, the port setting for the “Remote PRG PC Port” under “Viewer Mode” in the “Remote Data In” tab of the “Data Source” dialog MUST be the same as the port setting for the “Listen Port” under “Enable Remote Viewers” in the “Data Forwarding” tab of the “Options” dialog.
- b. Ports must be open.** Some computers may be located behind corporate firewalls and/or other network objects that block certain port access. If so, contact your IT support personnel to make sure the port settings for PRG are not blocked. If necessary, change to ports that are not blocked, but remember to change the port settings on BOTH computers using that feature to ensure proper communication..

#### What ports are used by ProRAE Guardian?

The following ports are utilized by different components of ProRAE Guardian.  
Index Protocol Default TCP Port TCP Server User Configurable

Index	Protocol	Default TCP Port	TCP Server	User Configurable
1.	RCS / Mesh	9723	Yes	Yes
2.	XML / Data Forwarding	9726	Yes	Yes
3.	XML / Remote Data In	9727	Yes	Yes
4.	HTTP / Web	8080	Yes	Yes
5.	HTTPS / Web	443	Yes	No
6.	XML / Data Service	9090	Yes	Yes
7.	Protocol Buffer / Database Service	9092	Yes	Yes
8.	Protocol Buffer / Management Service	9093	Yes	Yes
9.	Protocol Buffer / Care Center Service	9094	Yes	Yes
10.	RCS / AutoRAE2	9800	No	Yes

#### For More Information

[www.HoneywellSafety.com](http://www.HoneywellSafety.com)  
[www.HoneywellAnalytics.com](http://www.HoneywellAnalytics.com)

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THE  
FUTURE  
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WHAT  
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