

用户常见问题及解决方法



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目前支持的产品列表如下

1 C

超级网口类:

	Eport-E10	Eport-E30	Eport Pro-EP10	Eport Pro-EP20							
产品	ecca.		See.	S. and							
以太网串口服	以太网串口服务器类:										
	HF5111A	HF5111B	HF5142								
产品	V		■ 0.2 1 200 000 000 000 000 000 000 000 000								
Wi-Fi 串口服	资器类(W10 和 W2	0 分别是 HF2211 和	HF2221 内用的模块	史):							
	Wport-W10	Wport-W20	HF2211	HF2221							
产品											
4G 串口服务	器			·							
HF24	421										
다. 포기 - 반											



1. 如何进入 CLI 指令模式?

答:a) 串口方式。

步骤 1:下载 SecureCRT 工具:

http://gb.hi-flying.com/download_detail_dc/downloadsId=22.html

步骤 2:设定好设备实际串口参数,波特率等等。

步骤3:按钮栏添加"+++"按钮命令。

🝙 Serial-COM4 - SecureCRT		_		\times
文件(F) 编辑(E) 查看(V) 选项(O) 传输(T) 脚本(S) 工具(L) 帮助(H)				
123 32 G 2 3 🔏 🗹 ^{菜単栏(M)} 📍 🖄 📍 🞯 🔤 🖕				
I Serial-COM4 工具栏(T)				×
EPORT> Show Restart Exit EPORT>Exit EPORT>Exit EPORT>Exit EPORT>Exit ✓ 交互窗口(C) ✓ 状态栏(S) ✓ 按钮栏(U) → 支钮位(C)	DATA Debug			^
Serial-COM4 - SecureCRT				\times
文件(F) 编辑(E) 查看(V) 选项(O) 传输(T) 脚本(S) 工具(L) 帮助(H)				
19 🕄 🖓 🖓 🗈 🛍 🗛 🧏 🧏 🍠 🚰 💥 🏌 🞯 🗷 🖕				
Serial-COM4				×
EPORT> Show SYS UART SOCK Restart Reload WIFI FwUpgrade Exit EPORT>Exit	DATA Debug			^
	<			
	1			
In - 发送一个新行 (LF) It - 发送一个TAB Ib - 发送一个退格				
清除(C) 确定 取消				*
🥥 +++ 🥥 a 🛛 🥥 STA 🜍 WSS 🥥 WS 🜍 AT+Z 🎯 AT+ 🥥 WSLQ 🥥	10.2	10.1	Defa	u ~
步骤 4: 界面显示 "EPORT> "时则已经进入 CLI 命令模式。			_	~
		_		~
▼件(F) 编辑(F) 音者(V) 洗功(O) 传萄(T) 脚本(S) 丁具(L) 帮助(H)				

文件(F) 编辑(E)	查看(V)	选项(<u>O</u>)	传输(<u>T</u>)	脚本(<u>S</u>)	工具(山)	帮助(<u>H</u>)		
\$\$ \$\$ C \$ \$	🖿 🖺	# 😼	5 🕘 🛙	2 🕉 🕈	0	-		
Serial-COM4								×
EPORT>								^



备注:

任何串口工具都可以,发送 "+++ "必须是连续整包数据,前后不能有其他数据(比 如回车换行符)。

b) Telnet 方式。

步骤1:输入设备的IP地址(IP地址可由IOTService工具搜索获取到),端口23。

http://192.168.0.12			×	
文件(F) 编辑(E) 查	看(V) 选项(O) 传输(T) 脚本(S) 工具(L) 帮助(H)			
13 🔀 🗔 13 🔊 🗆	à 🗈 🗚 😼 😼 🚰 🎇 🏌 🞯 🗷 🖕			
http://192.168.0.121	快速连接			×
	構設//D)。 Talpot v			^
	王机名(H): 192, 108.0.121			
	端口(O): 23 防火墙(F): None ~			
	□启动时显示快速连接(W)			
	□ 在新标签中打开(T)			
<u></u>	连接 取消	Q 10	1	¥
		😈 10.	Deta	
步骤 2 : 默认语	登录名和密码都是 admin, 然后显示"EPORT>", 已登	{入 Cli	指令模	式
🛅 192.168.0.121 - Se	ecureCRT	-		×
文件(F) 编辑(E) 查	蓿(Ⅴ) 选项(O) 传输(T) 脚本(S) 工具(L) 帮助(H)			
🖏 🖏 🖓 🖏 🛛	a 🗈 👫 😼 🎭 🍠 🚰 💥 🏌 🎯 🔤 🖕			
192.168.0.121				×
login:admin password:				^
EPORT>				



0

2. 如何修改如下图网页和 IOTSERVICE 显示的设备名?

🕒 HF2211 🛛 🗙 🔪					0 - 1 ^
← → C ① 192.168.0.121/index.h	itml				☆ :
					English v
STATUS	Status System running status overview	1			
SYSTEM SETTINGS	System State			Helper	
SERIAL PORT SETTINGS	Product Name HF2211	MAC F0FE6B536970		Product Name	
COMMUNICATION SETTINGS	p (H)				- 🗆 X
management (w) Setting (C) The	P(II)				
Begin 💥 Stop	Config 🔍 Status 🚏	VirPath			Disconnected
SN DevType MAC Address H	lostName IP	Position	VirPath	State	SW Ver
1 HF2211 F0FE6B536970 Epo	rt-HF2211 192.168.0.121	Local		Online	1.10g5

答:通过 Cli 指令进行修改。

步骤1:进入Cli指令模式。

步骤 2:进入到如下的目录修改 CustomerID 为自定义值 (Cli 命令模式下可用 Tab 键 显示可用的命令或者补全命令,命令大小写敏感)。





	上网设置		IP 地址	192.168.0.					
	MAC克隆		MAC 地址	:	:	:	:		添加
	WAN速率控制	序	号	IP地址		MAC地址		刪	除
	LAN口设置	DUC	num空户 ³ WTd主						
	DNS设置		*127 307348						
	DHCP服务器								刷新
	DHCP客户端列表	<u>主</u>	机名		IP地址		MAC地址		租约时间
		App	le-PC		192.168	0.108	64:76:BA:AD:2A	A:6A	00:08:25
		PC-	-20160705XLHZ		192.168	0.120	B8:EE:65:5C:5E	(: A3	00:09:18
		DES	KTOP-L1GRQ8P		192.168	0.123	50:7B:9D:CD:50	A0:	00:34:24
		Epo	ort-HF2211		192.168	0. 121	F0:FE:6B:53:69	9:73	00:35:38
I.O.T Serv	vice								
<u>l</u> anagement	t (M) Setting (C) H	elp (H)							
Begin	Stop	Config	Status	VirPath					Disconne
SN DevType	e MAC Address	HostName	IP	Positio	n	Vi	rPath	State	SW Ver
1 HF2211	F0FE6B536970 E	ort-HF2211	192.168.0.121	Local				Online	1 1005

3. 如何修改设备在路由器 DHCP 客户端中显示的主机名?

答:通过 IOTService 工具或者 Web 网页。

a) IOTService 工具

the Device Setting

System		SOCKET	
User:	admin	SOCKET Name:	vthrough 👻
Password:	admin	Protocol	
HostName:	BBBBB	1100001.	
DHCP:	Enable 🗸	Server Addr:	192.168.0.112
IP Address:	10.10.100.10	Server Port:	28987
Mask:	255.255.255.0	Local Port:	0
Gate Way:	10.10.100.254	Keep Alive:	60
DNS:	10.10.100.254	Time Out:	0
Network Mode:	Router	Rout:	netp 💌
UART		Buffer Size:	1500
UART No:	UART 1 👻	New SOCKET	SOCKET Del
Baudrate:	115200 👻		
b)Web 网页	Į		



• TENDA 11N无线路由器 × □ AAAAAA × ← → C □ 不安全 192.168.0.121/system.html							
STATUS	System Settings Change the device system settings						
SYSTEM SETTINGS	Authentication						
SERIAL PORT SETTINGS	User Name	admin					
COMMUNICATION SETTINGS	Password	•••••					
CUSTOM SETTINGS	Network Informa	tion					
OTHERS	Host Name	BBBBB					
	Network Mode	Router					

效果展示:

设置完毕后重启设备,登录路由器查看设备主机名。

→ C ① 不安全 192.1	68.0.1/advance.asp			
DHCP客户端列表	主机名	IP地址	MAC地址	租约时间
	GSOV2JDKCMT3XMF	192.168.0.119	14:2D:27:FD:F8:E9	00:31:53
	FWR310	192.168.0.101	28:2C:B2:D2:E5:97	00:33:12
	android-db4fa32bc344f65f	192.168.0.117	C0:9F:05:05:1A:1A	00:35:13
	you	192.168.0.113	70:EF:00:3F:DF:93	00:35:13
	DESKTOP-L1GRQ8P	192.168.0.123	50:7B:9D:CD:50:0A	00:38:29
	unknown	192.168.0.102	10:BF:48:E6:F3:97	00:44:29
	dongyindeiPhone	192.168.0.122	BC:9F:EF:04:37:D2	00:48:36
	iPad	192.168.0.109	E0:66:78:14:F1:C0	00:54:04
	vivo-¥66	192.168.0.106	70:D9:23:28:1A:52	00:55:55
	iPhone	192.168.0.104	84:41:67:50:F7:78	00:56:30
	ORVIBO_COCO_E10	192.168.0.100	AC:CF:23:6C:38:50	00:57:20
	BBBBB	192. 168. 0. 121	F0:FE:6B:53:69:73	00:59:52



 \times

4. 如何修改 HF2211 设备为静态 IP 地址?

答:通过 IOTService 工具或者 Web 网页,其他工控产品修改方式类似。

a) IOTService 工具

步骤 1:HF2211 以太网接口直连路由器 LAN 口, PC 机也连接到路由器下。

步骤 2:打开 IOTService 工具进行配置修改,修改完毕后重启生效。

10.T	Device	Setting	
------	--------	---------	--

System		SOCKET]	WiFi		
User:	admin	SOCKET Name:	vthrough 👻	Mode:	AP	-
Password:	admin	Protocol:	UDP-CLIENT	AP SSID:	HF2211_(6970
HostName:	BBBBB	ConverAddr	400.400.0.440	AP Key:		
DHCP:	Disable 💌	Server Addr.	192.168.0.112	STA SSID:		
IP Address:	192.168.0.50	Server Port:	28987	STA Key:		
Mask:	255.255.255.0	Local Port:			Scan	
Gate Way:	192.168.0.1	Keep Alive:		L		
DNS:	192.168.0.1	Time Out:				
Network Mode:	Router 💌	Rout	netp 💌			
UART		Buffer Size:	1500			
UART No:	UART 1 💌	New SOCKET	SOCKET Del			
Baudrate:	115200 💌					
Data Bits:	8	LAN				
Stop Bits:	1	IP Address:	10.10.100.254			
Parity:	NONE	Mask	255 255 255 0	Confirm	Cancel Deta	il
Flow Control:	Half-Duplex 💌	maan.	233.233.235.0	Export	Import	
Buffer Size:	8192	DHCP:	Enable	F-Set Update	F-Set Clear VirPa	th

b)Web 网页

步骤 1:无线连接上 HF2211 设备热点,热点名称以"HF2211_"起始。 步骤 2:浏览器输入 IP"10.10.100.254",修改如下的 WAN 参数后重启。

STATUS	System Settings Change the device system settings					
SYSTEM SETTINGS	Authentication		Helper			
SERIAL PORT SETTINGS	User Name	admin	Web login username			
COMMUNICATION SETTINGS	Password	•••••				
CUSTOM SETTINGS	Network Informat	ion				
OTHERS	Host Name	BBBBB				
	Network Mode	Router				
	WAN Settings					
	DHCP	OFF				
	WAN IP	192.168.0.50				
	Subnet Mask	255.255.255.0				
	Gateway	192.168.0.1				
	DNS	192.168.0.1				

备注:

也可以采用网线直连 PC 和 HF2211 的方式,但 HF2211 的网口随着无线工作模式不



同 IP 地址也会有所不同 AP 模式下网口是 LAN 口 ,直连情况下 LAN IP 是 10.10.100.254 , STA 模式下网口是 WAN 口 , 直连情况下采用 Auto IP : 169.254.173.207)。

效果展示:

I.O.T Service - 🗆 🗙								
Management (M) Setting (C) Help (H)								
Begin 💥 Stop 😳 Config 🔍 Status 🚏 VirPath								
SN DevType MAC Address HostName	IP Pos	sition VirPath	State	SW Ver				
1 AAAAAA F0FE6B536970 BBBBB	192.168.0.50 Local		Online	1.10g5				



5. 如何保存修改过的参数为出厂参数?

答:通过 IOTService 工具或者 Web 网页的出厂参数保存功能,这样即使做了恢复出厂设 置的动作也会恢复到当前保存的参数,否则会恢复成设备最原始的参数。

System User: UDP-LIENT Protocol: USER: USE						
User:AP =AP =	System		SOCKET		WiFi	
Password:	User:	admin	SOCKET Name:	vthrough 💌	Mode:	AP
HestName: BEBEE DHCP: UISANC Sever Addr: 192.193.01 Saver Addr: 192.193.01 Saver Addr: 192.193.01 Saver Addr: 192.193.01 Saver Addr: 192.193.01 Saver Addr: 192.193.01 Saver Addr: 192.193.01 Network Mode: Router I Infto I I	Password:	admin	Protocol		AP SSID:	HF2211_6970
DHCP: P Addeess: 192.180.059 Maak: 225.255.255 Gale Way: 192.180.01 Network Mode: Router ▼ JART UART No: 225.255.255 Baudrate: 100 Stop Bits: 1 ▼ Park: HalPDuple ▼ Buffer State: 1500 New SOCKET Dell Buffer State: 1500 New SOCKET Dell Did Bals: 0 ♥ Stop Bits: 1 ▼ Park: HalPDuple ▼ Buffer State: 255.255.255.00 Did P: Enable ♥ Export Enable ♥ Confirm Cancel □ Detail Export Insport © F.Set Update F.Set Clear VurPath Configuration F.Set Clear Stop Bits: 1 ♥ Park: 1000 E Export F.Set Clear VurPath Export Perk: 255.255.255.00 Did P: Enable ♥ Confirm Cancel □ Detail Export F.Set Clear VurPath Export Perk: 255.255.255.00 Did P: Enable ♥ Export F.Set Clear VurPath Export F.Set Clear Export F.Set F.S	HostName:	BBBBB	Conver Addr		AP Key:	
P Address: 192168.0.50 Hask: 256.255.550 Gate Way: 192168.0.10 Network Mode: Router • DART UART No: 220400 ♥ Baudrate: 220400 ♥ Baudrate: 220400 ♥ Panhy: HONE ♥ Flow Control: Hall/Duplek ♥ Buffer Size: 19500 DHOP: Enable ♥ Enable ♥ F-Set Update F-Set Clear VurPath Backup/Restore Configuration Helper Backup/Restore Configuration Helper Backup Set	DHCP:	Disable 💌	Server Addi.	192.108.0.112	STA SSID:	
Nask 255 255 255 0 Gde Way: 192 168.0.1 Nework Mode: Router Nework Mode: Router Nework Mode: Router Nar Ime Out: Rout Ime Out: Iteration Ime Out: Iteration Ime Out: Rout Ime Out: Rout Ime Out: Iteration Ime Out: Restore Choose File Iteration Ime Out: Iteration Ime Out:	IP Address:	192.168.0.50	Server Port:	28987	STA Key:	
Gate Way: 192.168.01 NS: 192.168.01 New SOCKET SOCKET BIO New SOCKET SOCKET SOCKET BIO New SOCKET SOCKET BIO SOCKET SCH SOCKET SCH SOCKET SOCKET BIO NUMUNICATION SETTINGS USTOM SETTINGS USTOM SETTINGS Set Sot Clear Cloar	Mask:	255.255.255.0	Local Port:	0		Scan
DNS: 192168.01 Network Node: Router → JART J	Gate Way:	192.168.0.1	Keep Alive:	60		
Network Mode: Route ART JART JART UART ND: INT Baddrate: 230400 Contract: Baddrate: 230400 Baddrate: 230400 2404	DNS:	192.168.0.1	Time Out:			
JART UART No: Ister Size: 1500 Baudrate: 2304400 Image: SockET Deliver Image: SockET Deliver Baudrate: 230440 Image: SockET Deliver Image: SockET Deliver Stop Bits: 1 Image: SockET Deliver Image: SockET Deliver Image: Deliver Stop Bits: 1 Image: Deliver Image: Deliver Deliver Buffer Size: 0 192 192 Image: Deliver Deliver Buffer Size: 0 192 19	Network Mode:	Router 💌	Rout:	netp 💌		
UART No: Baudrate:	JART		Buffer Size:	1500		
Baudrate: 20000 ♥ Data Bits: B Stop Bits: T Parity: NONE ♥ Parity: NONE ♥ Parity: NONE ♥ Parity: Piow Control: Half-Duplex ♥ Buffer Size: B 192 DHCP: Enable ♥ F-Set Update F-Set	UART No:	UART 1 🔻	New SOCKET	SOCKET Del		
Data Bite: Stop Dits: 1 → Address: 10.10.100.254 Party: Flow Controt: Helf-Duplex → Buffer Size: 8192 DHCP: Enable → F-Set Update F-Set Clear VirPath F-Set Update F-Set Clear VirPath Confirm Cancel Detail Export Import VirPath F-Set Update F-Set Clear VirPath F-Set VirPath F-Set Clear Clear VirPath F-Set VirPath F-Set VirPath F-Set VirPath F-Set VirPath F-Set VirPath F-Set Clear Clear VirPath F-Set Set Set Set Clear Cle	Baudrate:	230400 💌	New SOCKET	JUST		
Stop Bits: 1 Image: Content of the set of the se	Data Bits:	8				
Party: Flow Control: Buffer Size: Buffer	Stop Bits:	1 🔻	LAN			
Flow Control: Buffer Size: ■ 192 HCP: Enable ↓ Export import ↓ VrPaln b) Web ØØ⑦ TENDA 11NÆESBÆH × D AAAAA × → C @ 192.168.0.50/others.html ★ TATUS Cothers change the device other settings VSTEM SETTINGS Backup Backup Restore + Choose File Upgrade THERS Factory Settings Set Set Clear Clear	Parity:	NONE	IP Address:	10.10.100.254	Confirm	Cancel Detail
Buffer Size: B132 DHCP: Enable F-Set Update F-Set Clear VirPath b) Web MDD TENDA 11NE-KERENE C @ 192.168.0.50/others.html C Dthers change the device other settings TATUS C Dthers change the device other settings ERIAL PORT SETTINGS Backup Backup Restore ← Choose File Upgrade Firmware ← Choose File Upgrade Firmware ← Choose File Factory Settings Set Set Clear Clear	Flow Control:	Half-Duplex 💌	Mask:	255.255.255.0	Export	Import
b) Web 网页 TENDA 11N无线能错器 × ▲ AAAAAA × ● - □ → C ① 192.168.0.50/others.html ★ TATUS Change the device other settings VSTEM SETTINGS Backup/Restore Configuration Helper Backup/Restore Configuration Backup Backup Backup Backup Restore Configuration File Backup Configuration File Backup Configuration File Factory Settings THERS Factory Settings Set Set Clear Clear Clear	Buffer Size:	9102	DHCP:	Enable 💌	F-Set Update	F-Set Clear VirPath
TATUS Others change the device other settings YSTEM SETTINGS Backup/Restore Configuration Backup Backup Backup Backup Backup Backup Restore + Choose File Upgrade Firmware Factory Settings Set Set Set Clear Clear	→ C 🛈 192.16	8.0.50/others.html				\$
TATUS Others change the device other settings YSTEM SETTINGS Backup/Restore Configuration ERIAL PORT SETTINGS Backup OMMUNICATION SETTINGS Restore USTOM SETTINGS Upgrade Firmware + Choose File Factory Settings Set Set Set Clear Clear						English
TATUS change the device other settings VSTEM SETTINGS Backup/Restore Configuration Helper ERIAL PORT SETTINGS Backup Backup OMMUNICATION SETTINGS Restore + Choose File USTOM SETTINGS Upgrade Firmware + Choose File Factory Settings Set Set Clear Clear		Oth	hers			
YSTEM SETTINGS Backup/Restore Configuration Helper ERIAL PORT SETTINGS Backup Backup Restore + Choose File Backup/Restore Configuration CUSTOM SETTINGS Upgrade Firmware + Choose File Firmware + Choose File Firmware + Choose File Clear Clear Clear Clear	TATUS	chang	e the device other setti	ngs		
ERIAL PORT SETTINGS OMMUNICATION SETTINGS USTOM SETTINGS UPgrade Firmware + Choose File Factory Settings Set Set Clear Clear			up/Doctoro Conf			(11)
OMMUNICATION SETTINGS USTOM SETTINGS Upgrade Firmware + Choose File Factory Settings Set Clear Clear	YSTEM SETTINGS	Back	up/restore com	guration		Helper
USTOM SETTINGS UFHERS USTOM SETTINGS Upgrade Firmware + Choose File Factory Settings Set Set Clear Clear	YSTEM SETTINGS ERIAL PORT SETTIN	Back	Backup Backup			Helper Backup/Restore Configuration
USTOM SETTINGS	YSTEM SETTINGS	NGS	Backup Backup +	iguration ackup Choose File		Helper Backup/Restore Configuration
Firmware + Choose Hile Factory Settings Set Set Clear Clear	YSTEM SETTINGS ERIAL PORT SETTIN OMMUNICATION	NGS SETTINGS	Backup Backup Backup takan backup bac	iguration ackup Choose File		Helper Backup/Restore Configuration
Factory Settings Set Clear Clear	YSTEM SETTINGS ERIAL PORT SETTIN COMMUNICATION S USTOM SETTINGS	NGS SETTINGS Upgu	Backup Backup Backup Backup Backup Backup Backup Hackup Ha	iguration ackup Choose File		Helper Backup/Restore Configuration
Set Set Clear Clear	YSTEM SETTINGS ERIAL PORT SETTIN COMMUNICATION S SUSTOM SETTINGS DTHERS	NGS SETTINGS Upgi	Backup Backup Backup Hackup Ha	iguration ackup Choose File Choose File		Helper Backup/Restore Configuration
Clear	YSTEM SETTINGS ERIAL PORT SETTIN OMMUNICATION : USTOM SETTINGS DTHERS	NGS SETTINGS Upgr	Backup Backup Backup Backup Backup Backup Backup Backup Backup Hackap Ha	iguration ackup Choose File Choose File		Helper Backup/Restore Configuration
	YSTEM SETTINGS ERIAL PORT SETTIN OMMUNICATION S USTOM SETTINGS ITHERS	NGS SETTINGS Upgr	Backup Backup Backup Backup Backup Backup Backup Firmware Firmware Firmware Set Set Set Set Set Set Set Set Set Se	iguration ackup Choose File Choose File		Helper Backup/Restore Configuration
	EXISTEM SETTINGS SERIAL PORT SETTINGS COMMUNICATION SETTINGS CUSTOM SETTINGS	NGS SETTINGS Upgr Facto	Backup Backup Backup Backup Backup Backup Backup Backup Backup Firmware Firmware Firmware Firmware Set Set Set Set Clear Claar	iguration ackup Choose File Choose File ear		Helper Backup/Restore Configuration

备注:

保存的出厂参数也可通过 Clear 按钮来清除掉。



6. 能够 PING 通设备 IP 但为何打不开 WEB 配置网页?

答:可能有如下几种情况。

a)升级最新程序但没有更新相应的网页,最新的固件和网页升级文件可联系汉枫获取, 输入 IP/hide.html 登录到内部网页,第一个【选择文件】可升级应用程序,第二个【选择 文件】可升级外部网页。

← → C ③ 192.168.2.105/hide.html

Upgrade application

选择文件 🤊	长选择任何文件
--------	----------------

Upload

Jpgrade	customized	webpage
---------	------------	---------

选择文件 未选择任何文件

Upload

b) 浏览器版本,设备支持 IE10、Chrome、Firefox 等浏览器,但不支持 360 浏览器, IE 版本低于 10 的,有部分版本也不支持,推荐使用 Chrome 浏览器。



7. 设置了设备静态 IP 后,但忘记了设备之前设定的参数且网络环境也变 更了,如何恢复?

答:有如下几种解决。

a) 长按设备的 Reset 按键 3 秒以上松开,恢复出厂设置,设备会自动重启。

b) 串口进入 Cli 指令, Reload 恢复出厂设置。

🕞 Serial-COM4 -	SecureCRT			—	×
文件(E) 编辑(E)	查看(<u>V)</u> 选项(<u>O</u>)	传输(<u>T</u>) 脚本(<u>S</u>)	工具(L) 帮助(H)		
🖏 🖏 🖨 🖏 🗶	🗈 🕰 👫 😼	5 🥔 🕈 🕉 1	🞯 🖭 🖕		
Serial-COM4					×
EPORT>EPORT> Show Restart Exit	SYS Reload	UART WIFI	SOCK FwUpgrade	DATA Debug	^
EPORT>Reload Restart					

c)网线直连 PC 和设备,采用广播搜索方式搜索到设备当前静态 IP 后进行修改,修改 成 PC 同一网段后重启设备,即可用工具对设备重新进行配置。。

🔝 I.O.T Sen	rice								-		\times
<u>M</u> anagement	(M)	Setting (C) Help	(H)								
	6	Software Setting	Ctrl-M		-						
Begir	ן 👌	Default Setting (Ctrl-D	Status	VirPath				1	JISCONNE	cted
SN DevTyp	e M	Add Device (Ctrl-I	IP	Po	sition	VirPath	State		SW Ver	
	[BroadCast Scan									
		<u>L</u> anguage	•								
🔡 I.O.T Serv	rice								_		\times
<u>M</u> anagement	(M)	Setting (C) Help	(H)								
Begir	\$	🔇 Stop 🔘 C	onfig	Status	VirPath)isconne	cted
SN DevTyp	e MA	AC Address Ho	stName	IP	Po	sition	VirPath	State		SW Ver	
😭 I	✿ BroadCast Scan ×										
	SN	DevType	MAC	Address	I	P]				
1		HF2211	F0FE6B53	6970	10.10.101.1	0					



8. 如何升级程序?									
a)外部网页方式。									
⑦ TENDA 11N无线路由器 × △ △ AAA									
← → C ③ 192.168.0.121/others	s.html								
STATUS	Others change the device other settings								
SYSTEM SETTINGS	Backup/Restore Configuration	Hel							
SERIAL PORT SETTINGS	Backup Backup	Uploa							
COMMUNICATION SETTINGS	Restore + Choose File								
CUSTOM SETTINGS	Upgrade								
OTHERS	Firmware + Choose File								
b)内部网页方式。									
● TENDA 11N无线路由器 ×	192.168.0.121/hide.htm ×								
\leftrightarrow \rightarrow C $\boxed{0}$ 192.168.0.12	21/hide.html								
Upgrade application	7								
选择文件未选择任何文件									
Upload									

Upgrade customized webpage

选择文件 未选择任何文件

Upload

c)IOTService 工具,用IOTService 工具方式升级需要注册IOTBridge 账号(详见IOTService 工具的使用说明),部分产品固件已经存放到我们服务器上,只需要登录账户即可对本地或者远程的设备执行升级动作,联系汉枫获取此项支持,后续IOTBridge 会开放固件用户上传功能,方便管理用户定制固件。

						WORKSHOP
🗟 I.O.T Service						- 🗆 🗙
Management (M) Setting (C) Help (H)						
Begin 💥 Stop 💮 Config	Status 🐺 🗤	/irPath				Connected
SN DevType MAC Address HostName	IP	Position		VirPath	State	SW Ver
1 AAAAAA F0FE6B536970 Eport-HF2211	192.168.0.121	Local			Online	1.10g5
2 HF5111B F0FE6B3DDA Eport-HF5111B	124.64.108.89	China.Beijing			Offline	1.10
3 HF2221 F0FE6B5DE760 Eport-HF2221	116.231.252.239	China.Shanghai	TCP-SER	VER/,Disconnect	Offline	1.10c
4 HF2421 F0FE6B7BD3 Eport-HF2421	112.64.189.2	Device MAC			Offline	1.10d New Ver
5 E10 F0FE6B3A42FE Eport-E10	116.231.252. Cop	y Device MAC		•	Offline	1.10
6 HF5111B F0FE6B3DDB Eport-HF5111B	116.231.252. Devi	ice Table Filter			Offline	1.10c
7 E10 F0FE6BA04AEF Eport-E10	116.231.252. Refr	16.231.252 Refresh ENT/192.168.0.12		Offline	1.10	
Delete Selected Device						
	Upg	rade Firmware Se	lected			
	Upg	rade Firmware All				

d) Upgrade Tools 工具升级,可用此工具来对局域网内所有的设备执行批量升级功

能,可升级应用程序、web 网页、配置参数和脚本等等,联系汉枫获取此项支持。

📓 Upgrade Tool V1.5a	1					- 🗆 X
Management Setting						
Start Scan	Stop Scan		测试数里	: () 成功数量	: () 失则	数量: () 清零
SN DevType	MAC Address	IP	SW Ver	Status	6	- Setting
1 AAAAAA	F0FE6B536970	192.168.0.121	1.10g5			Auto Upgrade Upgrad APP Upgrad Web Upgrad Cfg Reload Upgrad Script Product Type: E10 Customer ID:

1.O.T



9. 为何 IOTSERVICE 工具无法找到设备?

答:有如下几种可能性。

a)局域网环境下,目前不支持跨网络搜索上一级路由器的设备,即网络如下图,PC1 无法搜索到上一级设备,如果网络环境本身可联通外网,则 PC1 可使用 IOTService 远程 的方式进行配置,如果不联通外网,则此环境下只有把工具安装在 PC2 上才可进行配置。



b)局域网环境下,设置了设备的 IP 但可能与路由器不在同一个网段内,通过 IOTService 的广播搜索功能可修改到同一个网段内再进行配置。

😫 I.O.	T Service	Ð							_		\times
<u>M</u> anag	ement (N	I) Setting (C)	Help (H)								
	Begin	💥 Stop 🥼	Config	Status	VirPath				D	isconne	ected
SN D	evType	MAC Address	HostName	IP	Po	sition	VirPath	State	S	SW Ver	
	SN 1	DadCast Scan I DevTyj HF2211	pe MAC F0FE6B53	Address 36970	li 10.10.101.1	P 0	×				
。 认电题	c)局 脑只后	或网环境下 計了一个	[、] , 设备 IP 网卡 , 把其	可以 PIN 他网卡全	G 通 , 低 部禁用排	∃ IOTS 卓 , 包:	Service 工具还是搜 括虚拟网卡。	索不	到设备	备,矿	Ì
👰 网络连	接									-	
$\leftrightarrow \rightarrow$	· ↑ 👱	> 控制面板 > 网络和	□Internet > 网络连接	>			~	ひ 搜索	责"网络连接"		م ر
组织 ▼											

蓝牙网络连接

未连接 移 Bluetooth Device (Personal Ar...

d)远程环境下,IOTService设置了账户信息后,可看到当前账户下的所有设备,当 设备显示 online 状态下,第一次双击设备可能会超时出错,可直接再次双击进入。

×

VPN 连接

以太网 2

日期开连接 WAN Miniport (PPTP)

● 已禁用 ☞ VMware Virtual Ethernet Adap...

WLAN

已禁用

以太网 3

Intel(R) Dual Band Wireless-A...

● 已禁用 ≪ VMware Virtual Ethernet Adap...

all

以太网 UPGRADE-AP_aaaa, 共享的 Realtek PCIe GBE Family Contr...



х

10.为何 RS232 无法通讯?

答:检查串口参数,检查串口线,串口线需要2-3交叉,建议使用我们提供的串口线。



引脚序号	网络名	描述
2	RXD	Receive Data
3	TXD	Send Data
5	GND	GND
7	RTS	Request to Send
8	СТЅ	Clear to Send

11.为何 RS232 流控功能无法使用?

答:检查串口参数,检查串口线,串口线需要 2-3 交叉、7-8 交叉,默认我们提供的串口 线是 2-3 交叉,7-8 不交叉,如需要 7-8 交叉的请提前联系我们。 I Device Setting

System	SOCKET	WiFi	
User: admin	SOCKET Name: vthrough 💌	Mode:	AP 💌
Password: admin	Protocol: UDP-CLIENT V	AP SSID:	HF2211_6970
HostName: Eport-HF2211	Server Addr: 192.168.0.112	AP Key. STA SSID:	HF2211
DHCP: Enable	Server Port: 28987	STA Key:	
Mask: 055.055.055.0	Local Port: 0		Scan
Gate Way: 10 10 101 254	Keep Alive: 60		
DNS: 10.10.101.254	Time Out: 0		
Network Mode:	Rout: netp 💌		
UART	Buffer Size: 1500		
UART No: UART 1	New SOCKET SOCKET Del		
Baudrate: 115200 -			
Data Bits: 8	LAN		
Stop Bits:	IP Address: 10.10.100.254	Confirm	Cancel
Flow Control:	Mask: 255.255.255.0	Export	Import
Buffer Size: 8192	DHCP: Enable V	F-Set Update	F-Set Clear VirPath

12.为何 RS232 可以通讯,但 RS485 无法通讯?

答:检查串口参数, RS485 通讯情况下, 串口需要设定成半双工模式, 如下图。



1 Device Setting		×
System User: admin Password: admin HostName: Eport-HF2211 DHCP: Enable IP Address: 10.10.101.10 Mach	SOCKET SOCKET Name: vthrough ▼ Protocol: UDP-CLIENT ▼ Server Addr: 192.168.0.112 Server Port: 28987 Local Port: 0	WiFi Mode: AP SSID: HF2211_6970 AP Key: STA SSID: HF2211 STA Key:
Mask: 255 255 255 0 Gate Way: 10.10 101.254 DNS: 10.10.101.254 Network Mode: Router UART UART 1 UART No: UART 1 Baudrate: 115200	Keep Alive: 60 Time Out 0 Rout netp Buffer Size: 1500 New SOCKET SOCKET Del	
Data Bits: 8 Stop Bits: 1 Parity: NONE Flow Control: Half-Duplex Buffer Size: Disable FlowCtrl Half-Duplex	LAN IP Address: 10.10.100.254 Mask: 255.255.0 DHCP: Enable ▼	Confirm Cancel Export Import F-Set Update F-Set Clear

13.如何启用 HF2211 的 STA 模式漫游功能?

答:进入 Cli 指令模式,如下图命令可以启用漫游功能,重启后生效。参数说明如下。 Roaming:使能/关闭漫游功能。

ScanRssi:扫描判断阀值,单位百分比值,当前信号强度低于设定值时,启动扫描。 ScanInterval:扫描间隔,单位秒,间隔一定时间扫描是否有更强信号强度的同名 AP。 ReconnectRssi:重连信号强度阀值,当前信号强度低于 ScanRssi 时,启动扫描,当扫描 到比重连信号强度更强的信号时,切换连接到新的 AP 上,切换过程会需要一定时间。

```
EPORT/WIFI>Roaming Enable
SET-OK
EPORT/WIFI>Roaming
Roaming:Enable
ScanRssi:40
ScanInterval:5
ReconnectRssi:60
EPORT/WIFI>Roaming Enable 50 6 70
SET-OK
EPORT/WIFI>Roaming
Roaming:Enable
ScanRssi:50
ScanInterval:6
ReconnectRssi:70
```

14.如何隐藏 HF2211 的 AP 热点?

答:进入 Cli 指令模式, 启用隐藏 SSID。 EPORT/WIFI>HideSSID ON SET-OK



15.如何设置心跳包(定时发送数据)功能?

答:通过 IOTService 工具、Web 网页设置。

a) IOTService 工具,设备默认支持 TCP 客户端定时发送心跳包,心跳包时间间隔为 keepalive 值 (与底层的 keepalive 包时间相同)。

Setup Detail		
System	UART	×
Teinet: Enable V	UART No:	ART 1 V SOCKET
Telnet Port: 23	UART Protocol: N	ONE V SOCKET Name: netp V Mode: AP
Telnet Echo:	Frame Length:	16 Protocol: TCP-CLIENT AP SSID: HF2211_6970
Embedded Web:	Frame Time:	100 Server Addr: 192.168.0.123 STA SSID:
Web Port: 80	Tag Enable:	isable V Server Port 9000 STA Keyr
NTP: Disable V	Tag Start	
NTP Server:		Cocal Port
	Tag End:	0 Keep Alive: 60
	SW Flow Control:	isable Time Out: 0
SOCKET	Xon:	11 Rout:
SOCKET Name:	Xoff:	13 Buffer Size: 8192
Security: Disable 💌	Cli Getin: Serial-S	tring
Security Key:	Carial China:	
	Oli Welt Time:	
Connect Mode: Always 💌	Cil Wait Time:	300 IP Address: 10.10.100 254
Stop Serial:		Mask 255,255,255,0 Confirm Cancel Detail
HeartBeat: Enable 💌	Confirm	Para DHCP: Enable V
HeartBeat Serial: AAAAAB	Cancel	Fala DHCP. Enable F-Set Update F-Set Clear VIIPath
b)Web 网页		
		e – – ×
🔹 I.O.T Workshop 🛛 🗙 🎦 AAAA	AA X	
← → C ① 192 168 0 121/socket h	ntml	國 公 :
	change the device socke	et settings
SYSTEM SETTINGS		netp +Add Helper
		Basic Settings
SERIAL PORT SETTINGS	Basic Settings	Dasic Settings
COMMUNICATION SETTINGS	Name	netp
CUSTOM SETTINGS	Butter Size	8192
COSTOM SETTINGS	Kasa Alina(a)	
	Reep Alive(S)	00
OTHERS	Timeout(s)	0
	rincout(3)	
	Protocol Settings	
	Protocol	Tcp Client
	Local Port	0000
	Local Port	8899
		192 168 0 123
	Server	102.100.01120
	Server	
	Server Server Port	9000
	Server Server Port	9000
	Server Server Port Connect Mode	9000 Always
	Server Server Port Connect Mode	9000 Always
	Server Server Port Connect Mode Heart Beat	9000 Always
	Server Server Port Connect Mode Heart Beat	9000 Always

备注:

- 1、心跳包最长 12 字节,
- 2、若需要发送16进制数据,则字符之间用空格间隔开,如下图。



System			
Felnet:	Enable 💌	UART No:	UART 1 🔻
Felnet Port:	23	UART Protocol:	NONE 🔻
Felnet Echo:	Enable 💌	Frame Length:	16
Embedded Web:	Enable	Frame Time:	
Veb Port:	80	Tag Enable:	Disable 🔻
	Disable	Tag Start:	
NTP Port:	123	Tag End:	
NTP GMT:	0 🔽	SW Flow Control:	Disable 💌
OCKET		Xon:	11
SOCKET Name:	netp 💌	Voff	
Security:	Disable 🔻		
Security Key:		Cli Getin:	Serial-String 🔻
		Serial-String:	+++
Connect Mode:	Always 💌	Cli Wait Time:	300
Stop Serial:			
HeartBeat:	Enable 💌	Confirm	His Para
la ad Da at Oariali		Cancel	riis Fala

3、心跳包功能也可以通过脚本的方式实现,满足特殊的需求,比如如下的功能即可通过脚本实现,详见"HIS 脚本"应用文档。

A.1.功能需求

netp Socket 通道有有网络连接时向串口发送" netp connected ", 网络连接断开时 向串口发送" netp disconnected "。

netp Socket 通道链接正常时,定时 30 秒发送心跳数据"heartbeat data"。

效果展	示	:

)終 TCP&UDP測试工具 - [192.168.0.121:8899]		- 🗆 🗙	Setup Detail	201490 24/min 1 1	LA VUNDE 15	
Operate(O) View(V) Windows(W) Help(H CreateConnn C CreateServer & StartSer) Language /er 送 🚱 😤 Connect 🐲 🗟 DisconnAll 💥 DeleteConn 🎕 🧕	×	System	Enable	UART	
Properties	✓ År 192.168.0.121.8899 År 192.168.0.121.8899 BertIF: Send A twoSend Eve [100 ms [90:168.0.121 Send Hex Send Hex [90:169.0.121 France Send Hex	4 b x Send Stop Clear Option	Telnet: Telnet Port: Telnet Echo: Embedded Web: Web Port: NTP: NTP Server: NTP Port:	Enable V Enable V Enable V Disable V 123	UART No: UART Protocol: Frame Length: Frame Time: Tag Enable: Tag Start. Tag Start.	NONE
	Eve [52 az Eve [52 az Count Rec StopShow Clear Save Option Sered D Save(In Time) Recv [6] an bb co dd ce ff Clear	Growter	NTP GMT: SOCKET SOCKET Name: Security: Security: Connect Mode: Stop Serial: HeartBeat: HeartBeat:	0 V netp V Disable V Always V Enable V AABB CC DD EE FF	SW Flow Control: Xon: Xoff: Cli Getin: Serial-String: Cli Wait Time: Confirm Cancel	Disable v 11 13 Serial-String v +++ 300



16.VPN 模式下 1 对多测试

答:通过 IOTService 工具和 SecureCRT 工具

a) 通过串口工具,发送+++进入 cli 模式把每台的 HF2421 的 VPN 模式打开,并且设

置测试 VPN 服务器地址:112.124.43.15

EPORT>SYS EPORT/SYS>Network EPORT/SYS/Network> Show DHCP VPN PortForward Lan Mode EPORT/SYS/Network>

DNS EthMode Quit

HostName Traffic APN Traffic

EPORT/SYS>Network EPORT/SYS/Network>VPN Enable Input NAT Server Address:112.124.43.15 Input User Name[]:hiflying Input Password:test123 SET-OK

当出现 set-ok 的时候 重新启动, 表示 VPN 设置成功, 同样的另外一个 HF2421 进行相同

设置,设置成功后查询 sys/network 获得下面图示。

EPORT/STS/Network>VPN EPORT/SYS/Network>VPN Enable Server:112.124.43.15 Local IP:192.168.18.4 EPORT/SYS/Network>

b) 然后打开 IOTService 工具

电脑通过连接设备1的 wifi 或者网线连接设备1的以太网网口,打开 IOTService 工具,搜

索到设备	,如图所示	-					
🔡 I.O.T 服务软	次件	1011					
管理 (M) 设置	^문 (C) 帮助 (H)						
■● 启动服	济 💥 停止肌	勝 🜔 设备约	扁辑 🔍 设备状	态 蒙城通	道		王子 未连接服务器
R 设备类型	MACthtt	主机名	IP地址	位置	虚拟诵道	状态	软件版本
1 HF2421	F0FE6B883514	Eport-HF2421	10.10.100.254	本地		在线	1.10g
2 HF2211	F0FE6B5DB5A0	Eport-HF2211	101.81.240.177	中国-上海		离线	1.09] 新版本
3 HF2211	F0FE6B5DBC	Eport-HF2211	101.81.240.177	中国.上海		离线	1.09j 新版本
4 HF2211	F0FE6B536E24	Eport-HF2211	116.231.252.239	中国.上海	COM2/UDP,未连接	离线	1.10c
5 HF2211	ACCF23FF6080	Eport-HF2211	101.81.240.177	中国-上海		离线	1.10c
6 HF2211	F0FE6BAD7A04	Eport-HF2211	101.88.239.205	中国-上海		离线	1.20

并且进入设备编辑界面,把设备1当作服务端进行设置,





对设备 2 进行下面设置 (此时电脑连接设备 2 的 wifi 或者以太网口,同步骤 b 操作。),作 为客户端使用



设置完成后 重新启动 HF2421,通过 SecureCRT 查看相关信息 服务端显示能成功获取 client IP 的时候说明成功连接,可以进行透传数据。



===SOCK Status=== SOCK Name:netp State:Connected Client IP:192.168.18.3 Recv Bytes:0 Recv Frames:0 Send Bytes:0 Send Frames:0 Failed Bytes:0 Failed Frames:0

客户端显示已连接并且读取正确的 Server ip

===SOCK Status=== SOCK Name:netp State:Connected Server IP:192.168.18.2 Recv Bytes:32 Recv Frames:10 Send Bytes:14 Send Frames:5 Failed Bytes:0 Failed Frames:0 ===WIFI Status=== Mode:AP AP SSID:HF2421_D408

这样两台设备通过串口就可以互相进行数据传输了。 (注:一台服务器可以允许多台客户端设备连接,从而实现一对多的通讯。)

17.如何设置 IOTSERVICE 开机启动?

答:通进入系统启动项目启动。

a) Win7&10: 进入如下的目录:

C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup。

b)把IOTService快捷方式放入此目录下。

$\leftarrow \rightarrow \checkmark \uparrow \square \ll N$	1icrosoft > Windows > Start Menu > Prog	rams > Startup	5 V	搜索"Startup"	م ر
4. 林冻法问	名称 ^	修改日期	类型	大小	
🗶 化速防内	🗟 desktop.ini	2016-07-16 19:45	配置设置	1 KB	
OneDrive	IOTService	2017-11-28 13:36	快捷方式	3 KB	
图片					