



Z-Way – Acting in times of crisis

Tutorial (problem solving)

The Popp Hub is a very stable and robust device. Nevertheless bad things happen. This tutorial explains the possible options you have in case something went terribly wrong.

Create Backups!

Your recovery options depend on backups you have made. Without a backup file your only option is a back to factory reset. In this case you lose all settings. There are several ways to create backups for the HUB. Please note that there are two places that need to be backed up and restore:

1. The Hub itself has a SD card. All apps, names of elements and settings are stored here. You can restore all your data except the Z-Wave network configuration stored in the Z-Wave transceiver chip.
2. The Z-Wave network configuration, this means the IDs of all Z-Wave devices are stored in the Z-Wave chip itself. They will even survive a complete reset of the SD card. Nevertheless it makes sense to backup these data too.

How	What
UI Data	The Hub will automatically create a daily backup for you. Up to five backups are stored on the SD card. This means as long as the SD card is readable you will always have a valid backup of your system. You should however download backups to your local computer in case the CD card will break. You can access the backup files using the URL http://YOURIP:8083/bck .
Z-Wave Network	The Z-Wave transceiver data can be saved using the expert User Interface http://YOURIP:8083/expert in menu Network/Control. The backup button will create a backup file for local storage. This backup allows generating a 100 % of the Z-Wave chip in case the chip is broken or lost.
EnOcean Network	All EnOcean data are stored on the SD card and the Backup on the SD card will cover all EnOcean data.

Restore UI Data Backup (SD card is still functioning)

If the SD card is still working well and not broken, a restore is easy. Peel off the seal on the SD card and put the SD card into a SD card reader. You will see some data including the backup files on the SD card. Create a simple file named „**restore.txt**“ into the root folder of the SD card. If you power on the box the latest backup will be activated and the Hub is back to life. If you want to have a specific backup place the name of the backup file into the file „**backup.txt**“. You find the names of the backup files in the subfolder **/bck**.

Restore Z-Wave Network Data

The Expert User Interface at <http://YOURIP:8083/expert> with Menu Item *Network/Control* offers a button *Restore*. Pushing this button opens a dialog to upload the backup file. Make sure you check „Update network Topology“ to reflash the Z-Wave transceiver chip.

Reset to Factory Default

Peel off the seal on the SD card and put the SD card into a SD card reader. In case the SD card is damaged pick a new SD card with min 8 GB of size. Flash a new Operating System image downloaded from:

<http://razberry.z-wave.me/z-way-server/razberry.img.zip>

Restore UI Data Backup (SD card is replaced)

1. Please create a new SD card image like shown in the section "Reset to factory default" above.
2. Create a subfolder **/bck** and copy your saved backup copy into this subfolder.
3. Create a file "**backup.txt**" in the root folder of the SD card and place the name of the backup file into it.
Example: "**bck_1439976929.zip**"
4. Create an empty file with name "**restore.txt**" into the root folder.
5. Place the SD card into the Hub and power it up.

Access to the Operating System (For advanced users only!)

The Hub's software runs on top of a standard Debian type Linux operating system. Every hub has its own individual password for the user 'pi' that has root privileges using "sudo" command.

All application data is stored in **/opt/z-way-server**. The applications log file you can find on **/var/log/z-way-server**. To find the access password for user 'pi' remove the SD card and read it using a PC with SD card reader. The root folder of the SD card contains a file named '**password.txt**'. This file contains the individual access password.

Example: **sudo ./restore bc_1234456.zip**

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