



Frequently Asked Questions iSite Lite / Connect

JANUARY 2021

Q: I need to interconnect a total of 7 iSite Lite / Connect. Six of them will have an IP camera in the back and one will have some management. I need 7 different subnets which support two-way communication . One of the iSites will have to be a VPN server.

A: It is recommended to use SilverNet VPN to which all of the 7 routers are connected. Configure port forwarding on the routers and a site-to-site VPN link is available. You can submit a ticket to support.silvernet.com/osticket/ for more information.

Q: Is it possible to install OpenWRT packages with the opkg install command and copy several scripts that are executed periodically on the iSite Lite / Connect?

A: Currently it is not supported. You can share details if you are working on a certain project to evaluate.

Q: How do I find the IP addresses of the LAN devices attached to iSite Lite / Connect?

A: You can check the real time IP addresses of LAN devices on Status -> Host List > DHCP Leases.

Q: How do I enter the passphrase for a private key (certificate) of OpenVPN on iSite Lite / Connect?

A: The passphrase for authentication is within the certificate in OpenVPN. You can refer to this page and input the user name and password as the OpenVPN server required.

The screenshot displays the 'OpenVPN Client Settings' page in the SilverNet web interface. The left-hand navigation menu is visible, with 'VPN' selected. The main content area shows the configuration for 'OpenVPN Client_1'. The 'Authentication' dropdown is set to 'X.509 cert+user', and the 'Username' and 'Password' fields are empty. A red rectangular box highlights the 'Authentication', 'Username', and 'Password' section.

Q: The uplink on the iSite Lite / Connect is very slow. We have a requirement for 50+ devices on Wi-Fi.

A: Due to the limitation of Wi-Fi chipset, it's suggested to only have 8 users connected at most in order to have the best performance.

Q: I would like to know whether the iSite Lite / Connect can connect to cloud server through LTE 4G or Wi-Fi. Actually, we have a project that requires to receive a dry contact input from iSite DI interface and feedback to cloud server through 4G LTE in the project initial stage. However, the device should connect to Internet through Wi-Fi after the Wi-Fi network infrastructure is completed.

A: Yes, the iSite Lite / Connect can connect to a dry contact via DI port. The default is high value. After connecting with 4G or Wi-Fi network, the router can connect to a remote TCP server. Then you can send command from the TCP server to query the status of DI. For config details, you can submit ticket to <http://support.silvernet.com/osticket/> for support.

Q: We have received a new iSite Lite / Connect. I found out that the current firmware version of the new iSite Lite / Connect is 32.2.0.33. Is it possible for us to directly downgrade the firmware version from 32.2.0.33 to 32.2.0.22 which is working well for our application?

A: We have made some optimizations on the new firmware. If the old firmware is working great, you can submit a ticket to <http://support.silvernet.com/osticket/> for the firmware and downgrade.

Q: Is it the only way to manage the digital output of iSite Lite / Connect by activating the digital input?

A: No, it can also be activated by SMS, Modbus commands and CLI commands.

For more info please refer our guide on How to Control DO on iSite Routers.

Q: Does the iSite Lite/Connect have NAT-T on by default for IPsec?

A: Yes. There is no need to configure it.

Q: I would like to have a local domain name when I connect to the web server from the LAN2 port. It is configured as DHCP_Server_1 (Bridge0). Is this possible with a iSite Lite/Connect?

A: No. To access LAN device, only IP address is possible.

Q: Can I use the iSite Lite/Connect to track a vehicle?

A: Yes, the iSite Lite/Connect cellular module supports Qualcomm® IZat™ location technology and provides quicker, more accurate and dependable positioning.

Q: If I connect IPC to an iSite Lite/Connect, how can I monitor the IPC via cellular network?

A: If your SIM card has a public IP address, you need to port map the IP and port of your IPC; If your SIM card has private IP address, it is suggested to use the P2P to connect.

Note: It is not recommended to establish VPN for the video stream transmission, since the VPN itself would consume a lot of network resources, so it may affect video stream quality.

Q: How can I connect CANBUS interface to the iSite Lite/Connect?

A: The iSite Lite/Connect does not support to CANBUS interface, it is suggested to connect via CAN to RS485 converter.

Q: Is it possible to edit the backup file of an iSite Lite/Connect or create one to add features?

A: It's impossible to open/edit the backup file for security concerns, please upload it to the iSite and configure more items that you need on web, then generate a new backup file.

Q: Is it possible to send SMS through TCP in iSite Lite/Connect?

A: Yes you can. Go to "System->Phone&SMS->SMS" webpage to send SMS.

Q: Is it possible to activate the DO of iSite Lite/Connect via any command?

A: Yes, it's possible to trigger a DO using command according to our guide on How to Control DO on iSite Routers.

Q: The iSite Lite does not have AUX antenna connector, does it affect the network performance?

A: No, the AUX antenna will have just a little influence of the download speed and network connection

Q: Does the iSite Lite/Connect support sending SMS via AT commands?

A: No, but you can go to "System->Phone&SMS->SMS" webpage to send SMS or use HTTP API to send SMS.

Q: Does the iSite Lite/Connect support TLSv1.2 for OpenVPN?

A: Yes, the iSite Lite/Connect supports TLS v1.2 for OpenVPN.

Q: Does the iSite Lite/Connect supports 50-55VDC voltage input?

A: No, if you want to use 50-55VDC, please contact SilverNet for hardware customization.

Q: How many VPN tunnels can be established at the same time with the iSite Lite/Connect?

A: Only one VPN is recommended. If you really need to configure multiple VPN tunnels, you will need to create the static route for the right traffic routing.

Q: On the iSite Lite/Connect, do we have command line access to the operating system?

A: No, you can only access the router in admin mode.

Q: Does the iSite Lite/Connect support python?

A: No, the iSite Lite/Connect does not support python since it does not have enough memory. If you need Python feature, please use the iSite Switch.

Q: How to enable PoE on the LAN port of the iSite Lite/Connect? I have attached a 48VDC supply, but PoE tester shows no PoE on ethernet port.

A: PoE is only available on the iSite Switch.

Q: Is it possible to read register or Boolean values and send SMS alarms via the iSite Lite/Connect?

A: Yes, the iSite Connect can read Modbus register values via RS232/RS485 or Ethernet port and send SMS alarms.

Q: What is the iSite Lite/Connect GPS accuracy? I noticed that there are some strange positions on the map, seems the accuracy is not very high.

A: GPS accuracy of the iSite Lite/Connect is 2.5m, CEP-50%, which means it has probability of 50% to be located within 2.5 meters. This is the reason the readings can report strange positions.

Q: What is the total power consumption when iSite Lite is working?

A: 1.8w-2.2w.

Q: What size SIM card is installed on the iSite Lite/Connect?

A: Full size (2FF), and about how to install the SIM card to router, please refer to our guide on how to install a SIM card into the iSite.

Q: What's the difference between the iSite Lite/Connect?

A: Comparing the iSite Lite/Connect, the iSite Lite only has 1 SIM slot, 1 Cellular Antenna Connector and 1 Aux Connector. It does not have a serial port, DI/DO interface and GPS feature. This model is mainly for SilverNet CCTV remote management. The Connect contains all of the above + Wi-Fi capabilities.

Q: Does the iSite Lite/Connect have the LTE CAT M1 4G cellular model?

A: No, the iSite Lite/Connect only have CAT4 now. If you have any requirements for it, please contact SilverNet for details.

Q: What TLS version of the iSite Lite/Connect OpenVPN support?

A: the iSite Lite/Connect uses OpenVPN 2.4.9 with OpenSSL 1.0.2k, which support TLSv1.0, TLSv1.1, TLSv1.2.

Q: Can the iSite Lite/Connect be powered with 7.2V instead of 9V?

A: No, the power supply voltage of the iSite Lite/Connect is DC 9-48V, a power supply lower than 9V will cause the device to fail to start normally.

Q: What is the VPN data throughput of the iSite Lite/Connect?

A: It is about 8Mbps when we using VPN.

Q: What is the CPU brand of the iSite Lite/Connect? Is it a Dual Core or Quad Core?

A: The CPU of the iSite Lite/Connect is NXP I.MX6ULL and is single core.

Q: Can the iSite Lite/Connect do traffic shaping in the LTE interface?

A: Not support, but you can do speed limits for some applications through iptables for similar purposes.

Q: Does the iSite Lite/Connect support passive 24V/48V PoE supply?

A: No, the iSite Lite/Connect only supports 9-48V DC power supply.