

Sunhillo Technical Support Frequently Asked Questions (FAQ)

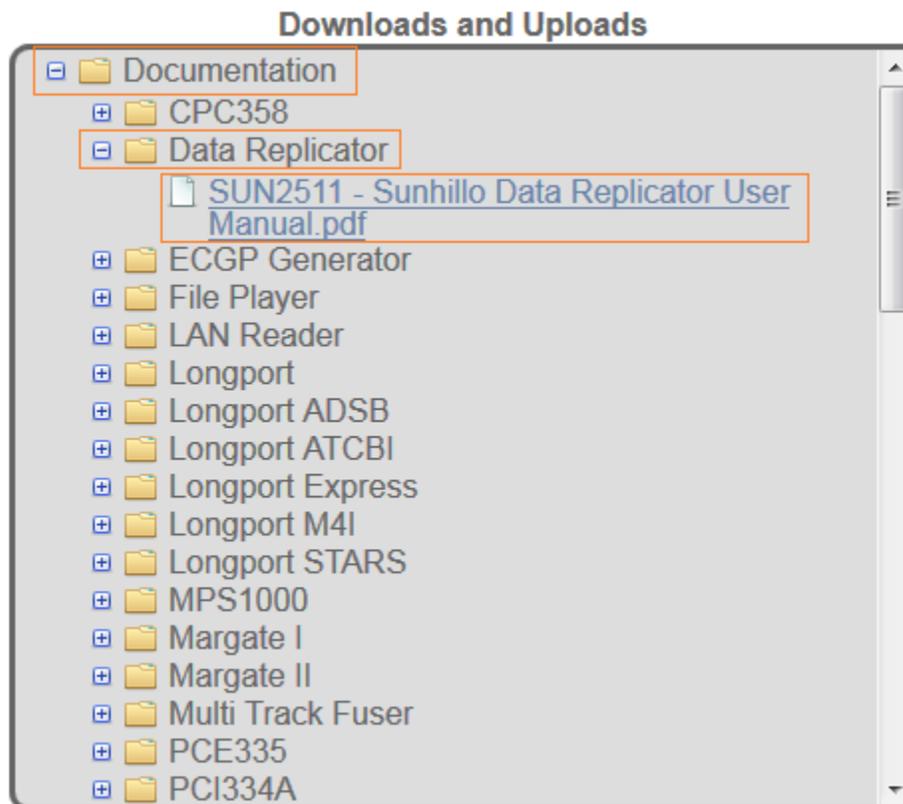
FAQ1: I created an account, but I never received an email to setup my password. How come?

Answer: Some email servers may block our Support Portal's automated password registration email from password@sunhillo.com, or it may end up as junk mail or spam. If you do not receive the email in a timely fashion, please contact support@sunhillo.com and we will manually resend the link to setup your account password as soon as possible.

FAQ2: Where can I find the documentation for my Sunhillo product?

Answer:

1. Go to <https://support.sunhillo.com>
2. Create an account or login if you already have an account
3. Once logged in, under Downloads and Uploads, there is a Documentation folder and within it is a list of products. Inside each folder is the applicable documentation for each product. Inside each folder are links to all documentation corresponding to that product.
4. Click the appropriate link to download the documentation you need.



FAQ3: How do I register my Sunhillo product on the Support Portal?

Answer:

1. Go to <https://support.sunhillo.com>
2. Create an account or login if you already have an account
3. Register one of the following products by entering its serial number in this textbox:
 - a. The product serial number can be found on the About page of the Web GUI for SureLine products
 - b. Most, but not all, Sunhillo products can be registered through the Support Portal.

Registered Products

Products under a current maintenance contract are entitled to phone/email technical support and have access to our ongoing software development updates. Register your product(s) by entering each product's serial number below.

Register Product Serial Number

- c. The products that can be registered on the Support Portal by serial number entry are the following:
 1. RIC14500
 2. RIC15000
 3. RIC1 4500 (Mode 4 Interrogator)
 4. Longport Processor Card Module (STARS)
 5. Longport Processor Card Module (ATCBI)
 6. Longport Processor Card Module (COTS/SureLine)
 7. Longport Processor Card Module (Mode 4 Interrogator)
 8. Longport Express

9. Ventnor

10. Margate II ADS-B Receiver

11. Surveillance Gateway Processor (SGP)

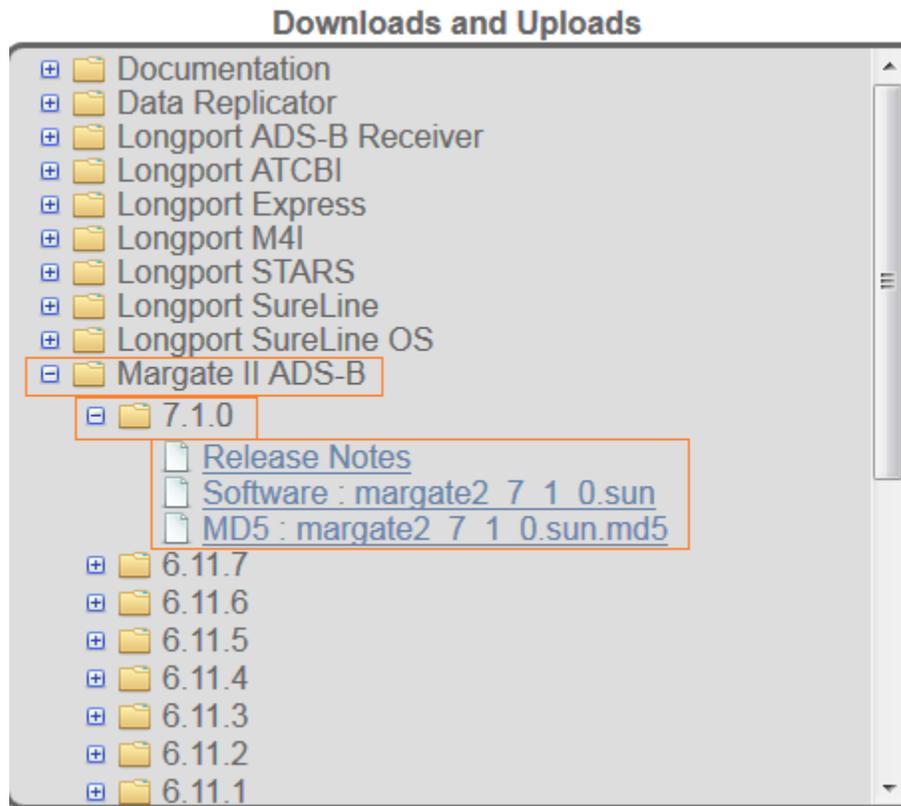
12. Surveillance Data Replicator (SDR)

d. For support for any other Sunhillo products not on this list, email support@sunhillo.com and someone will be happy to assist you with whatever you need.

FAQ4: Where can I find the software, plugins, or operating system download links for updates to my Sunhillo product?

Answer:

1. Go to <https://support.sunhillo.com>
2. Create an account or login if you already have an account
3. Once logged in, under Downloads and Uploads, there is a list of Sunhillo products as folders. Inside each folder is the applicable download link(s) for each product.
4. Click the appropriate link to download the software you need.
5. MD5 files are available for all software and operating systems for software download verification.



FAQ5: I registered my Sunhillo product, but its Warranty Status says Out of Warranty, and I cannot access any downloadable content such as the latest software, plugins or operating system releases. Why not?

Answer:

You must have an active warranty or maintenance contract on all of your products in order to access downloadable content such as software updates and operating system updates. You can see your warranty/maintenance status under the Registered Products area in the Warranty Status column. For extended maintenance on any of your Sunhillo products, please contact sales@sunhillo.com

Registered Products

Products under a current maintenance contract are entitled to phone/email technical support and have access to our ongoing software development updates. Register your product(s) by entering each product's serial number below.

Register Product Serial Number

Product Name	Serial Number	Warranty Status
Longport SureLine	ST4414041450	In Warranty until 03/13/2027
RICI	ST2112011066	In Warranty until 03/13/2027
RICI	SC0416801001	In Warranty until 03/13/2027
Ventnor	SC0517871009	In Warranty until 03/13/2027
Longport Express	ST3913081012	In Warranty until 03/13/2027
SGP	AB1831267	In Warranty until 03/28/2027
Margate II ADS-B	SC2817851001	In Warranty until 12/11/2022

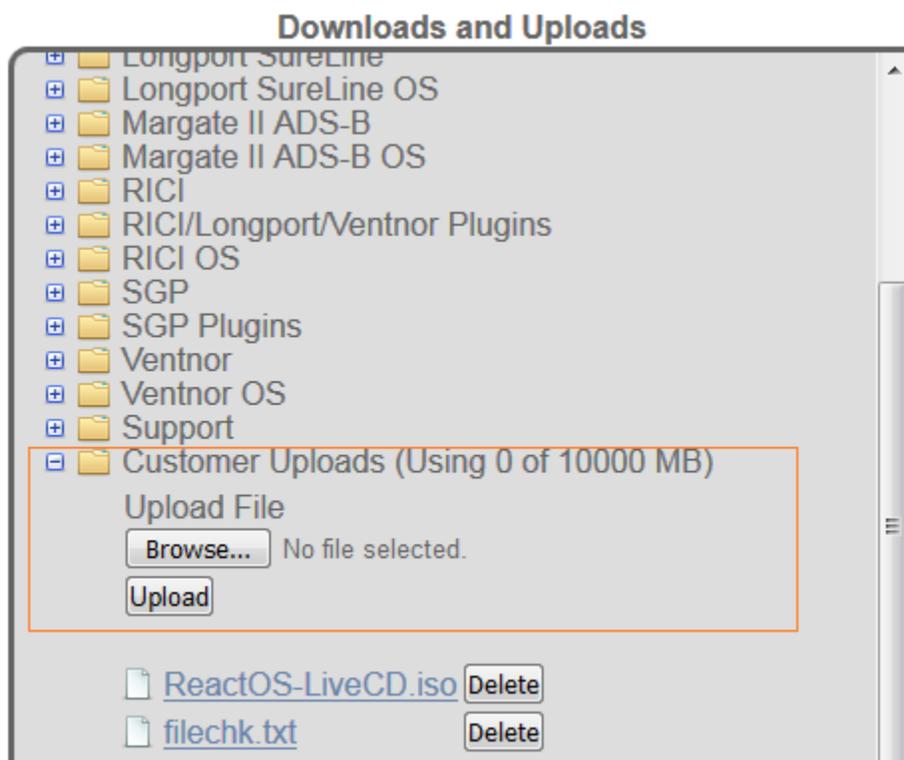
FAQ6: How would I know when a new release is available on the Sunhillo Support Portal for download for my particular Sunhillo product?

Answer:

1. Go to <https://support.sunhillo.com>
2. Create an account or login if you already have an account
3. Once logged in, under Email Notifications, there is a list of products with checkboxes. Select those products you wish to receive email notifications about.
4. Look for emails from webmaster@sunhillo.com about new releases available on the Sunhillo Support Portal for download.
5. If you have a product not listed and would like information about it, please contact support@sunhillo.com

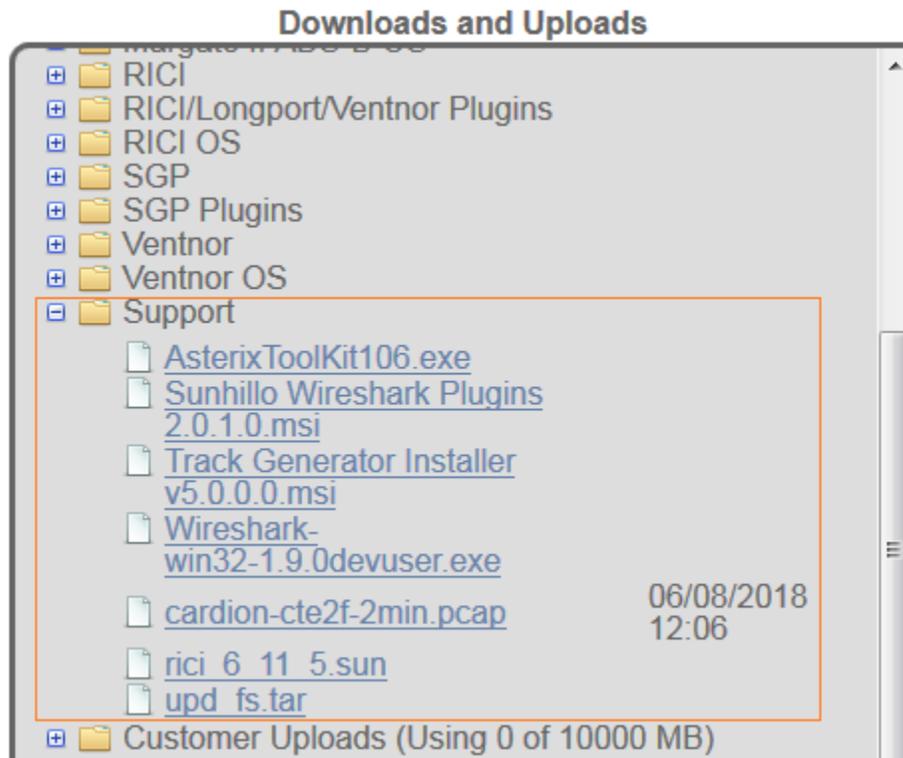
FAQ7: I need to upload files to Sunhillo. Is there a place on my Support Portal account where I can do that?

Yes there is. Under Downloads and Uploads, there is a folder titled “Customer Uploads” where you can upload files up to 10 mb. If you need more space, please contact support@sunhillo.com and we can increase your account’s upload area quota.



FAQ8: I need to download files from Sunhillo on my Support portal. Is there a place on my Support Portal account where I can do that?

Yes there is. Under Downloads and Uploads, there is a folder titled “Support” where you can download files we have placed there for you. You should be able to receive email notifications when Sunhillo’s support staff has provided you files in your Support folder.



FAQ9: On my RICl/Longport/Ventnor SureLine Web GUI, when I create a dataflow, and click Save File or Save File As, I get this error on the Web GUI: *Signal 11 last debug line 0 aborting*. How come?

Answer: Sunhillo’s SureLine software that runs on many of our products is compatible with **Mozilla Firefox** and **Internet Explorer 11** only. Recently Google Chrome updates have caused an incompatibility with our SureLine software’s Web GUI that causes many issues with our dataflow configuration functionality and also with editing and saving the configuration file. It is on our roadmap to restore compatibility with Google Chrome, but if you encounter this error when editing or saving your configuration on a Sunhillo product running the SureLine Web GUI, please try Mozilla Firefox or Internet Explorer 11.

FAQ10: Where can I find the pinout diagram for my Sunhillo product’s serial ports?

Answer: Each product’s specific pinout diagram is in the product’s hardware user’s guide which is available for download on the Support Portal. Create an account, login, and download the hardware user’s guide to find the pinout diagram for your Sunhillo product.

FAQ11: What serial protocols and radar conversions are supported on Sunhillo SureLine products?

Answers:

The specific serial protocols supported on RICI/Longport/Ventnor SureLine are shown below. For detailed information on how these work with Sunhillo products, please contact support@sunhillo.com



The SureLine product datasheet contains a conversion chart found on our main website which summarizes the radar conversions supported on SureLine products. Sunhillo is continually adding conversion support and offers custom conversions as an offering. For more information on custom conversions, please contact support@sunhillo.com

Here is a link to the SureLine Software Product Datasheet on Sunhillo’s website:

https://www.sunhillo.com/uploads/4/2/4/7/42473533/sureline_product_sheet_2017.10.12_3.pdf

FAQ12: What is the difference between a Longport STARS Ethernet switch module and a Longport COTS Ethernet switch module?

Answer:

A Longport STARS Ethernet switch module has a single VLAN across all 4 Ethernet ports that map to eth0 only. This switch is meant to be used with Longport STARS processor card modules only; a Longport COTS Ethernet switch module has 2 VLANs where the top 2 physical ports map to the eth0 LAN and the bottom 2 physical ports map to the eth1 LAN. This switch configuration is meant to be used with Longport ATCBI/COTS/SureLine processor card modules only. It should also be noted that the switch configuration can only be changed at Sunhillo's factory, and not in the field.

FAQ13: Should I log into the eth5 Maintenance port of the Longport Ethernet switch module for configuration or connect it to live data connections?

Answer:

No, you should not use it to configure or for live data connections. It is a spanning port and its only reliable purpose is for network monitoring of the Longport switch via Wireshark. It should not be relied on for individual PCM Web GUI access, or for live data connections. Don't connect this port to your routers/switches/hubs!

FAQ14: What type of cable is best to use with Sunhillo's ADS-B Receiver products? (Margate II or Longport ADS-B Receiver)

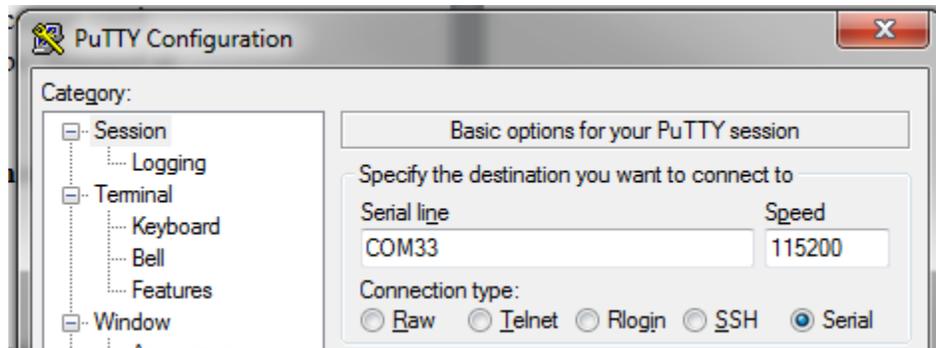
We have tested with numerous types of cables and found that LMR600 in lengths up to 200 ft. work best with our products. We offer this cable with length options from 50 ft. to 200 ft. and an antenna kit as an additional option to our Longport and Margate II ADS-B Receiver products.

FAQ15: I cannot access the Web GUI of my RICI4500/RICI5000/Longport/Ventnor/MargateI/MargateII and I don't know its network settings or IP address. How do I perform a factory reset to log in?

The factory reset button feature commonly found on household routers ended with the introduction of the RICI4500. The RICI4500 and Longport PCM do still have a Reset button, but they only perform a reboot when depressed with an engineering paperclip, and no longer reset the unit to factory default network settings as previous products such as the RICI4300 used to support. The removal of a factory reset button feature is due to ongoing security initiatives for all of Sunhillo's product line.

A different feature is now supported (as of software release 6.0.0 released in March of 2016) to enable you to access your RICI/Longport/Ventnor using STUI (Sunhillo's Text-based User Interface). STUI is accessible via a USB to mini-usb cable. The PC can communicate with the unit through this cable using an application like Putty where Serial Line (COM33 in this case) is dependent on your PC's COM port settings in the Control Panel and the Speed is always 115200 for this interface:

Putty Setup Example for STUI access



Once logged into STUI using the default user credentials of **username:Admin** **password:Sunhillo**, a text-based user interface will launch in the Putty console and you will find a limited set of configuration options similar to what can be found on the Web GUI can be configured and saved here, including the network settings.

For more information on STUI, please refer to SUN2353 - SureLine Core Users Guide.pdf which can be found on your Support Portal account under the Downloads and Uploads area in the Documentation folder.

