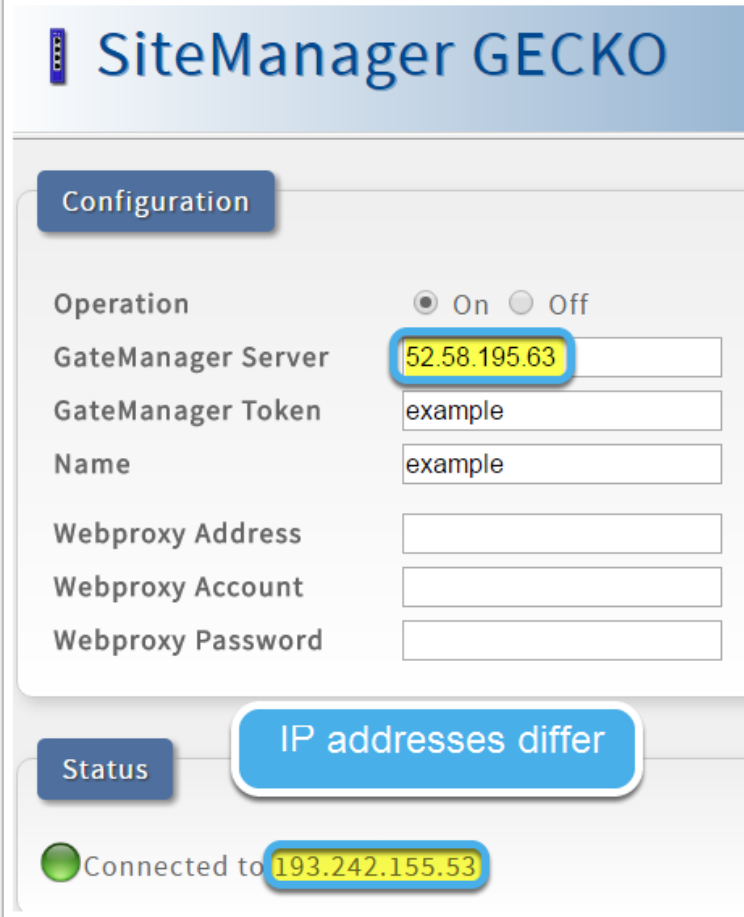


Issue: The SiteManager connects to the wrong IP address!

The SiteManager connects to a different IP address than you specified?



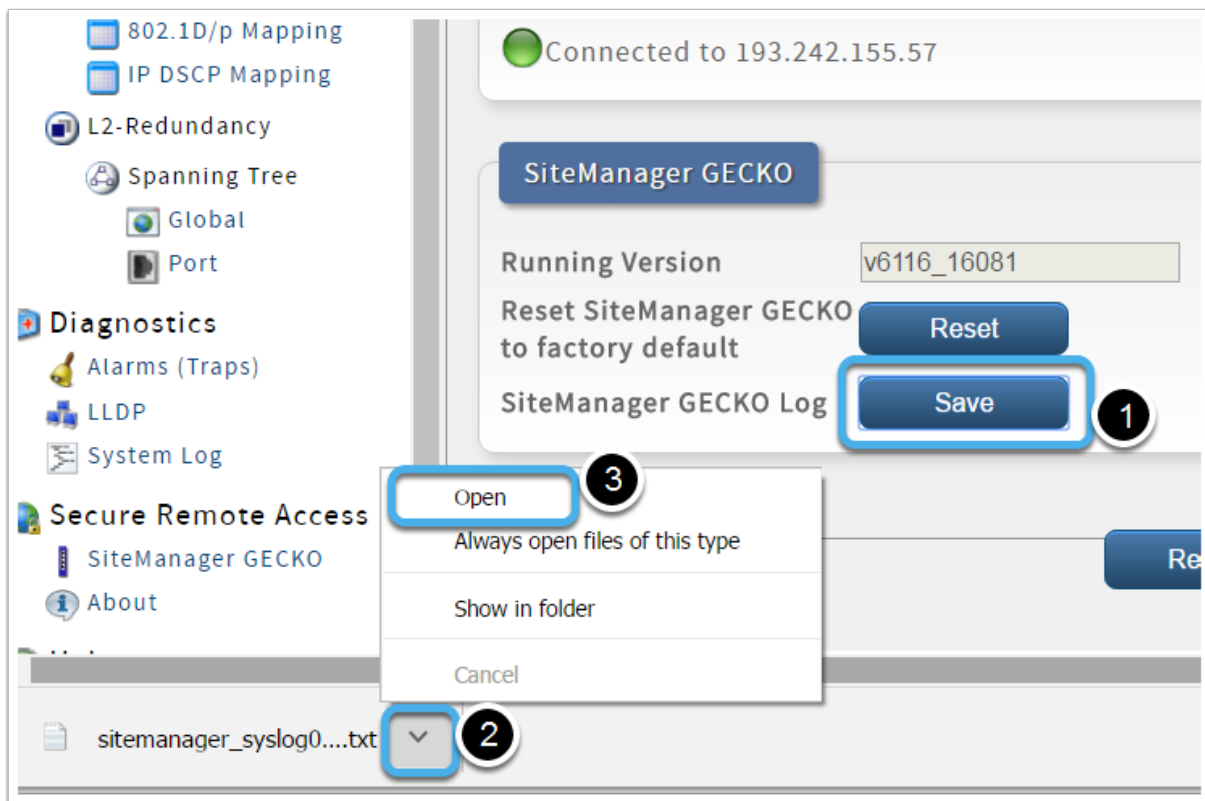
The screenshot shows the SiteManager GECKO interface. The 'Configuration' section includes a 'GateManager Server' field with the value '52.58.195.63'. The 'Status' section shows a green circle and the text 'Connected to' followed by the IP address '193.242.155.53'. A blue callout box with the text 'IP addresses differ' points to the discrepancy between the configured and actual IP addresses.

Field	Value
Operation	<input checked="" type="radio"/> On <input type="radio"/> Off
GateManager Server	52.58.195.63
GateManager Token	example
Name	example
Webproxy Address	
Webproxy Account	
Webproxy Password	

Status: **IP addresses differ**

Connected to: 193.242.155.53

Investigate the issue

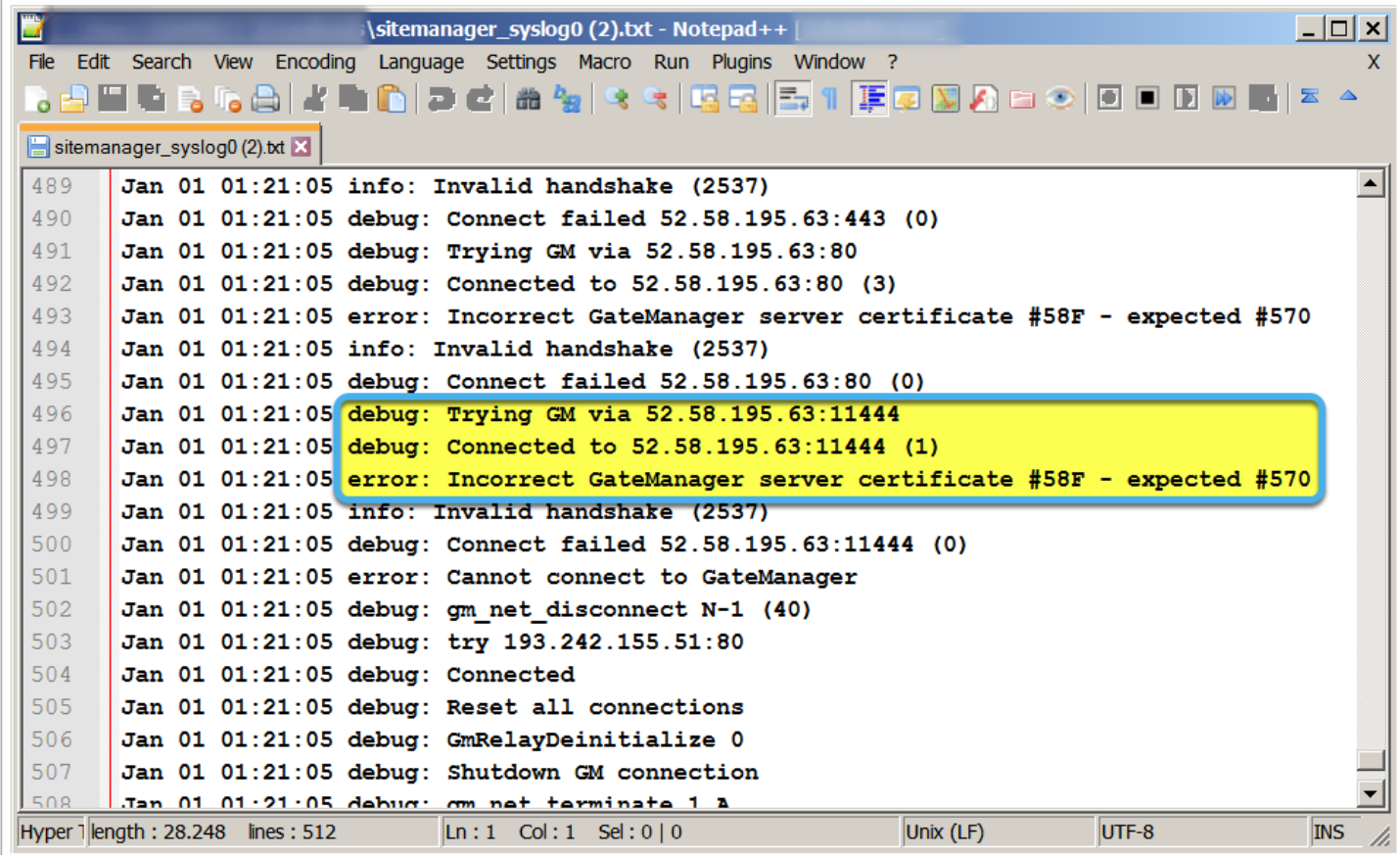


Identify the issue

If you find this error message

```
debug: Trying GM via 52.58.195.63:11444
debug: Connected to 52.58.195.63:11444 (1)
error: Incorrect GateManager server certificate #58F - expected #570
```

Then the GateManager you are trying to connect to differs from the one you made your initial connection with.



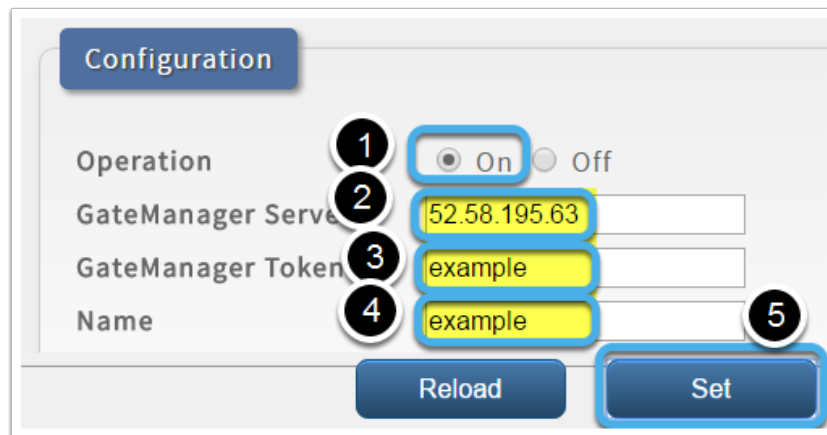
```
\sitemanager_syslog0 (2).txt - Notepad++
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
sitemanager_syslog0 (2).txt
489 Jan 01 01:21:05 info: Invalid handshake (2537)
490 Jan 01 01:21:05 debug: Connect failed 52.58.195.63:443 (0)
491 Jan 01 01:21:05 debug: Trying GM via 52.58.195.63:80
492 Jan 01 01:21:05 debug: Connected to 52.58.195.63:80 (3)
493 Jan 01 01:21:05 error: Incorrect GateManager server certificate #58F - expected #570
494 Jan 01 01:21:05 info: Invalid handshake (2537)
495 Jan 01 01:21:05 debug: Connect failed 52.58.195.63:80 (0)
496 Jan 01 01:21:05 debug: Trying GM via 52.58.195.63:11444
497 Jan 01 01:21:05 debug: Connected to 52.58.195.63:11444 (1)
498 Jan 01 01:21:05 error: Incorrect GateManager server certificate #58F - expected #570
499 Jan 01 01:21:05 info: Invalid handshake (2537)
500 Jan 01 01:21:05 debug: Connect failed 52.58.195.63:11444 (0)
501 Jan 01 01:21:05 error: Cannot connect to GateManager
502 Jan 01 01:21:05 debug: gm_net_disconnect N-1 (40)
503 Jan 01 01:21:05 debug: try 193.242.155.51:80
504 Jan 01 01:21:05 debug: Connected
505 Jan 01 01:21:05 debug: Reset all connections
506 Jan 01 01:21:05 debug: GmRelayDeinitialize 0
507 Jan 01 01:21:05 debug: Shutdown GM connection
508 Jan 01 01:21:05 debug: gm_net_terminate 1 A
Hyper length : 28.248 lines : 512 Ln : 1 Col : 1 Sel : 0 | 0 Unix (LF) UTF-8 INS
```

Trying to move to a different GateManager? - Reset the SiteManager first!

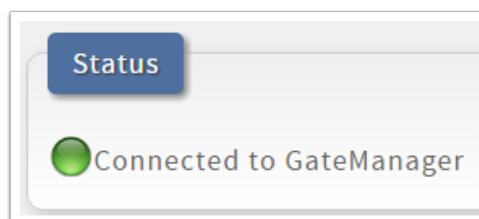
If you want to move to a different GateManager, then please reset the SiteManager first.



Enter your new GateManager details



Verify the successful connection



Save your configuration

