



Troubleshooting Connection and Timeout Problems with SS8002 and SS6420E

NOTICE: This document does not apply to models SS8002-SSH or SS6420E-SSH.

There are two types of problems that customers may experience when trying to connect to a Sensorsoft Ethernet based device. They are connection (i.e. offline errors) and timeout problems as discussed below:

Connection Problems

If you are receiving connection or offline error messages in your software, that the Sensorsoft device cannot be reached, follow the procedure below to determine the cause.

1. Can you ping the device at its last known IP address? If not, go to step 2.
2. Go to the location where the device is installed. Check if the (left) LINK LED is ON solid (green) to verify that the device is powered and connected to an active switch/hub. If you see no LED's lighted or flashing, check that the PA6106 power adapter is plugged into a powered AC outlet and the Sensorsoft device. If power is good and you do not see a solid LINK LED, check your connection to the Ethernet switch/hub. If you corrected a problem go back to step 1. If no problem was found here, proceed to step 3.
3. Use the Device Installer software, referred to in the SS8002 or SS6420E Quick Start Guides (P/N 071-0125, 071-0126), to search for your device. To do this you will need the MAC address printed on your device. The MAC address should allow you to find the device in question. If you are able to find your device and it's displayed in a black colour, proceed to the section below entitled Checking the Device's Configuration. If your device is found and displayed in a red colour (unreachable), select it and click the "Assign IP" button to set the IP address on to your network. If you are unable to find your device in the list, go to step 4.
4. Use the arp method, referred to in the SS8002 or SS6420E Quick Start Guides, to assign a temporary IP address. This method works if your device was assigned an IP address that is off your network and is not responding to the Device Installer software. If you are having difficulty making this method work, consider isolating the device on a private network that is connected only to one computer using a cross-over cable.
5. If these steps fail to resolve the problem, please call Sensorsoft Support and be prepared to execute the above steps with our technician.

Timeout Problems

If you are connecting to the device but receiving no response or getting timeout error messages in your software, follow the procedure below to determine the cause.

1. Power-cycle your device by unplugging the power adapter and plugging it back into the device after 30 seconds. If this does not stop the timeout errors, proceed to the section below entitled Checking the Device's Configuration, below.
2. If these steps fail to resolve the problem, please call Sensorsoft Support and be prepared to execute the above steps with our technician.

Checking the Device's Configuration

Telnet into the device:

```
telnet device_ipaddress 9999
```

Press the enter key immediately. Press '1' to enter the 'Channel 1' configuration. Make sure the settings are as shown below, if not change them:

```
Baudrate: 57600  
I/F Mode: 4C  
Flow: 00  
Port No: 3001 (TCP port 3001)  
ConnectMode: C0  
Send '+++' in Modem Mode: N  
Show IP addr after 'RING': N  
Auto increment source port: N  
Remote IP Address: 000.000.000.000  
Remote Port: 0  
DisConnMode: 00  
Flush Mode: 77  
Pack Cntrl: 00  
DisConnTime: 02:00 (2 minutes)  
SendChar 1: 00  
SendChar 2: 00
```

Once you have exited the 'Channel 1' configuration, press the '6' key to enter the 'Security' configuration. Make sure the settings are as shown below, if not change them::

```
Disable SNMP (Y)  
Disable Telnet Setup (N)  
Disable TFTP Firmware Update (N)  
Disable Port 77FEh (N)  
Disable Web Server (Y)  
Disable Web Setup (Y)  
Disable ECHO ports (N)  
Enable Enhanced Password (N)  
Disable Port 77F0h (N)  
Press the '9' key to save and exit the 'Setup Mode'.
```