

6.0 Troubleshooting / Miscellaneous

Cannot Connect to Server

Double check the Server Address - it may not be correct.

Verify that the Server and Monitor computers are online and can access network facilities such as e-mail and Internet.

Ensure that cables are connected.

Verify that computers can access the Internet by going to a test web site such as www.yahoo.com.

Invalid COM Port Error

Confirm that the COM Port # is correct for the modem.

Poll Keeps Failing (Error Reading Data)

Confirm that modbus serial is enabled on the PLC.

Confirm that modem is properly configured to communicate with the PLC.

Poll Is Not Occurring at Specific Intervals

Because the dialing and polling usually takes more than one minute, the timed intervals may not occur at the correct time. Try extending the poll intervals to ensure that they will occur on more reliable intervals.