

## 6.0 Troubleshooting

### Cannot connect to Server

Double check the Server Address - it might be incorrect  
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 Internet by going to a test web site such as [www.yahoo.com](http://www.yahoo.com)

Make sure the PC has a static IP address.

### Server is running but not receiving WinPLC data

Verify that the Server is running, not paused

If Server is paused, click the RUN button

If Server is running, verify that the PLC is correctly configured to send the specified data to the Server

### WinPLC is sending data, but DataWorx is not receiving updates

Verify that Server is in "listening" mode. The Server status should state, "Listening to WinPLC(s)"

If not in listening mode, click the START LISTENING button

Verify that the WinPLC is configured to send data to the Server

Go to Server Configuration and select the WinPLC in question  
Click the CONFIGURE PLC MEMORY button and enter the WX start location and the module ID, if blank

Click AUTOCONFIGURE or manually enter the values as they are displayed

Click OK and confirm that no error messages are displayed