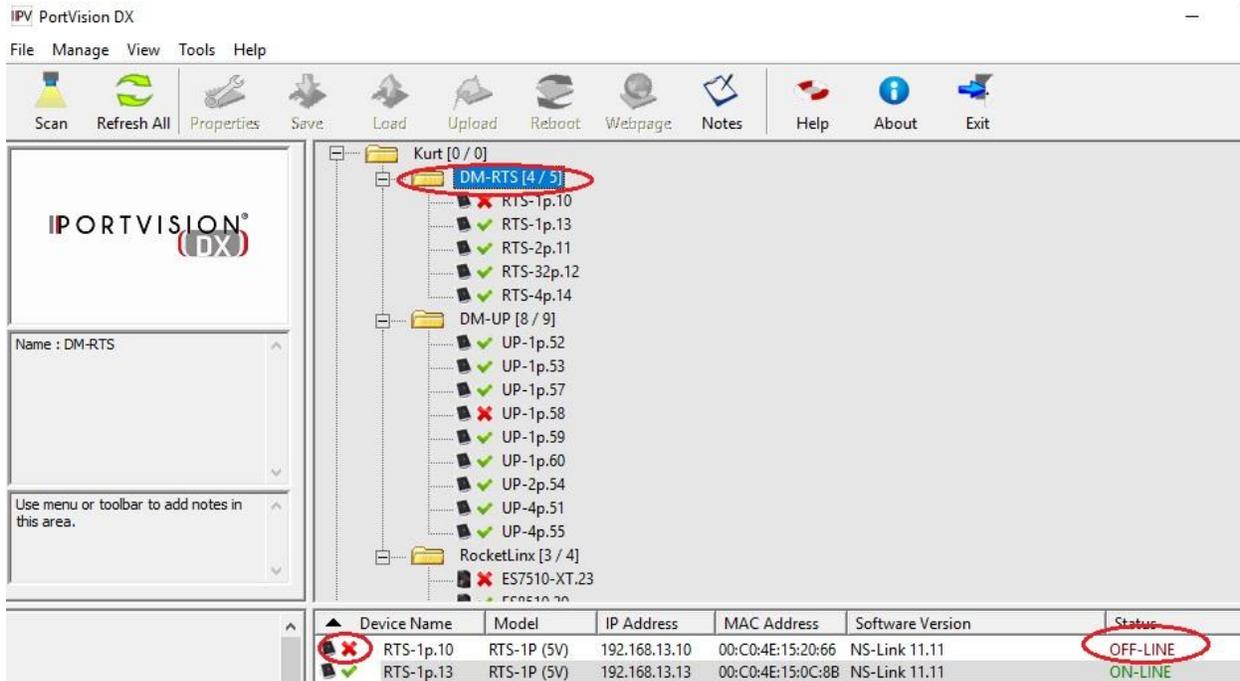


DeviceMaster Troubleshooting.

Can't open the serial port or there are no communications on the serial port when using the computer's comm ports to send serial data.

1. What does PortVision show regarding the Device Master? Highlight the folder in the top right of the PortVision GUI so the Device Masters appear in the bottom right.



In the above example, it shows 192.168.13.10 is unable to communicate over the network. Try opening a command prompt and doing a 'Ping' against the IP Address (192.168.13.10). This is discussed later in this document. The instructions to use PortVision are here:

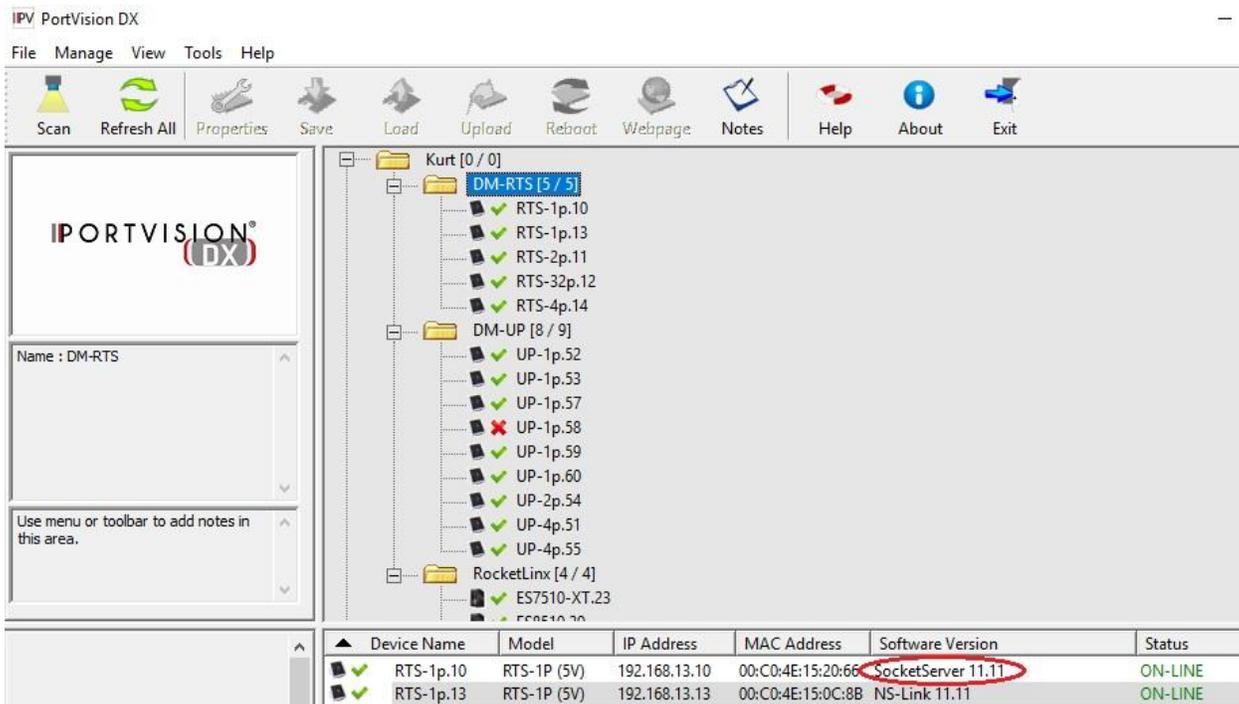
http://downloads.comtrol.com/html/DM_PRO_RTS_SERIALHUB_pvpx.htm

To Download PortVision, go to this webpage:

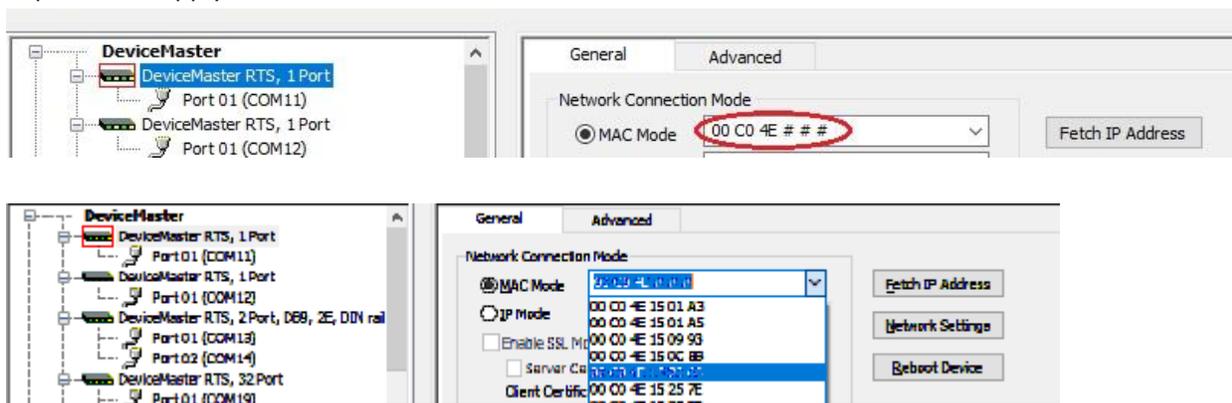
http://downloads.comtrol.com/html/DM_PRO_RTS_SERIALHUB_pvdx2.htm

2. Is the Device Master communicating with the driver?
 - a. In PortVision, examine the Software Version. If you are using the computer com ports to send data, then you are using the driver. PortVision will inform whether the driver is communicating to the DeviceMaster by noting whether the Software Version is NS-Link

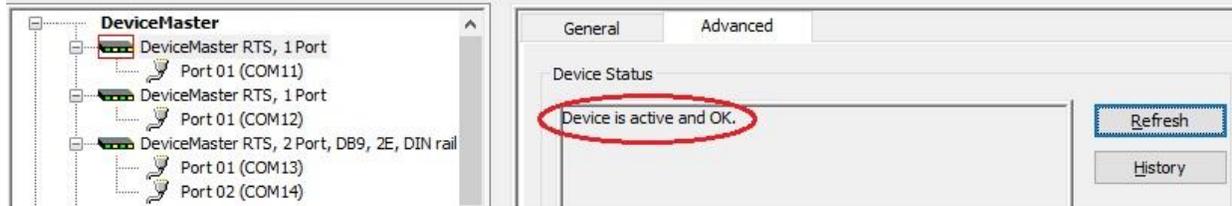
or SocketServer. If it says SocketServer, then the driver is not communicating on port 4606 of the Device Master.



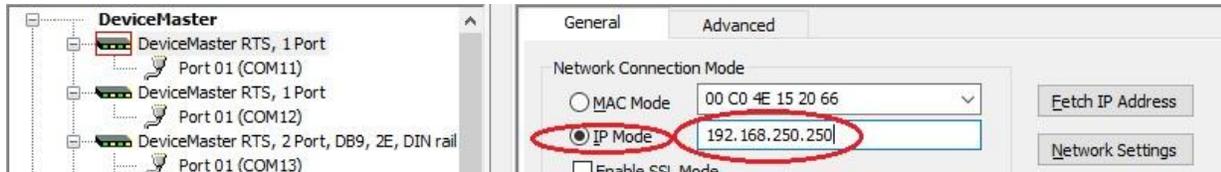
- Go to your computer's Start Menu -> Control -> DeviceMaster Driver Management Console
- Highlight the Device Master on the left side of the GUI
- Check, if using Mac Mode that the correct Mac address is displayed. If you see "00 C0 4E # # #", use the drop down and see if the Mac Address is displayed. Select if it is there, otherwise manually enter the Mac address using spaces between the hex number pairs. Press the 'Apply' button.



Go to the Advanced Tab in the Management Console and look at the "Device Status". If it does not say "Device is Active and OK", go back to the General Tab.

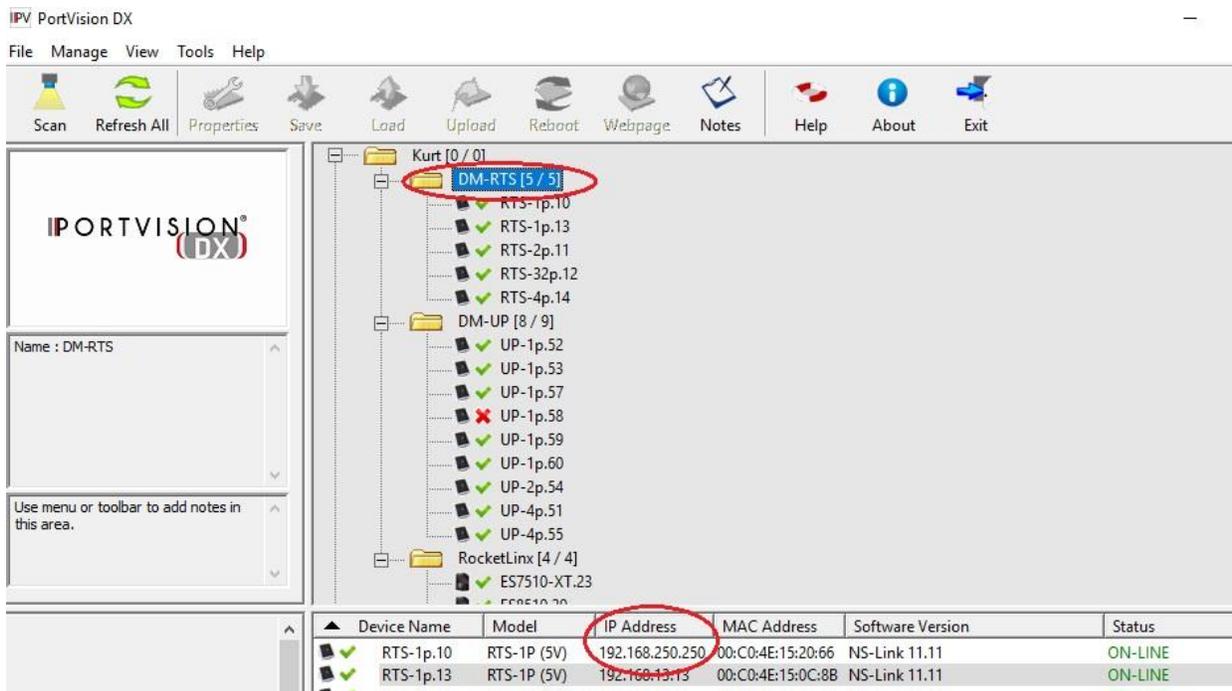


e. Enter the IP Address of the Device Master and select 'IP Mode' and click 'Apply'.



Go to the Advanced Tab and examine Device Status. If it is other than “Device is Active and OK”, then we need to see if you can ‘ping’ the Device Master.

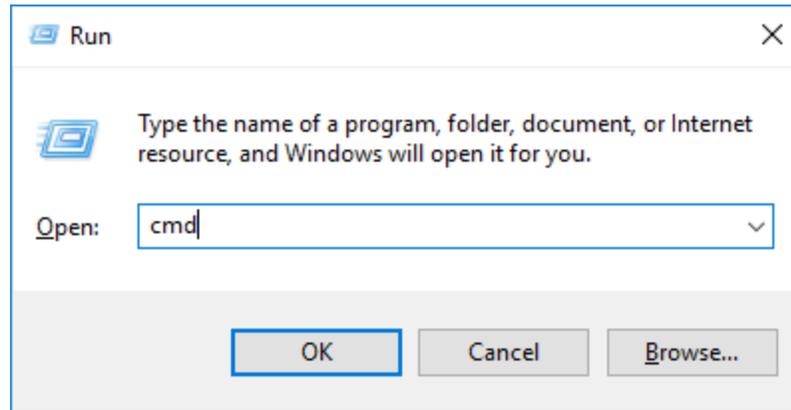
Note- if you don’t know the Device Master IP Address, use Port Vision to scan the network to detect the Device Master. Once the Device Master is found, highlight the folder in the top right of the GUI so the Device Master appears in the bottom right.



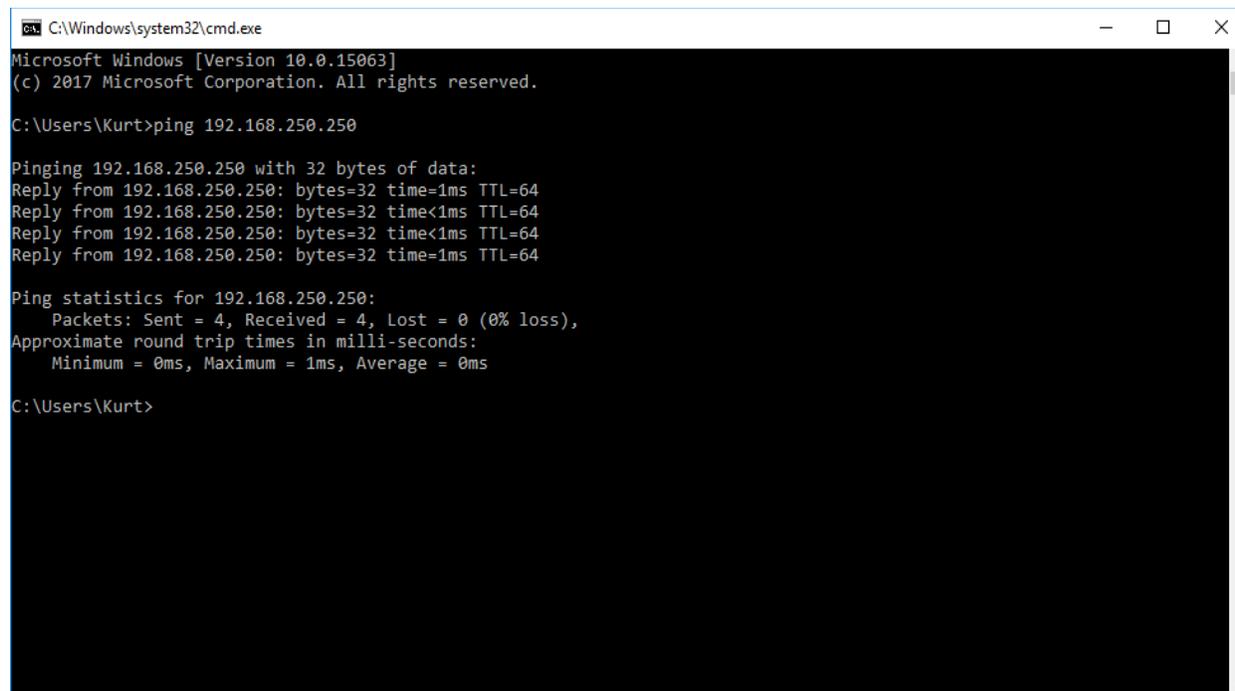
If IP Mode works, then something is blocking layer 2 network protocol (Operating System, Switch or Router). IP Mode is just as effective as Mac Mode, IP Mode uses

Layer 3 on the network stack. If IP Mode does not work either, then try the below steps to see if there is a network connection.

- f. Open a command prompt by depressing the 'Windows key' and 'R key' simultaneously. To bring up the command GUI. Type 'cmd' to get a command prompt.



At the command prompt, type "ping <device_master_IP_address>". For example, assume the Device Master IP Address is 192.168.250.250, type "ping 192.168.250.250". If there is anything other than , "reply from 192.168.250.250: bytes=32 time xms TTL=xxx" where 'x' is a number, then you have network issues.

A screenshot of a Windows Command Prompt window. The title bar shows the path 'C:\Windows\system32\cmd.exe'. The window content shows the following text:

```
Microsoft Windows [Version 10.0.15063]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\Kurt>ping 192.168.250.250

Pinging 192.168.250.250 with 32 bytes of data:
Reply from 192.168.250.250: bytes=32 time=1ms TTL=64
Reply from 192.168.250.250: bytes=32 time<1ms TTL=64
Reply from 192.168.250.250: bytes=32 time<1ms TTL=64
Reply from 192.168.250.250: bytes=32 time=1ms TTL=64

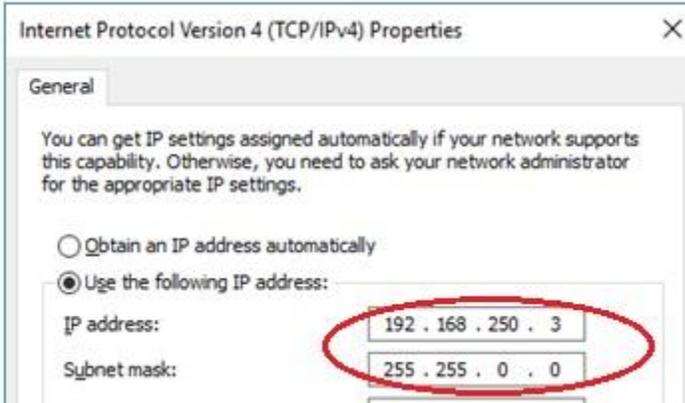
Ping statistics for 192.168.250.250:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

C:\Users\Kurt>
```

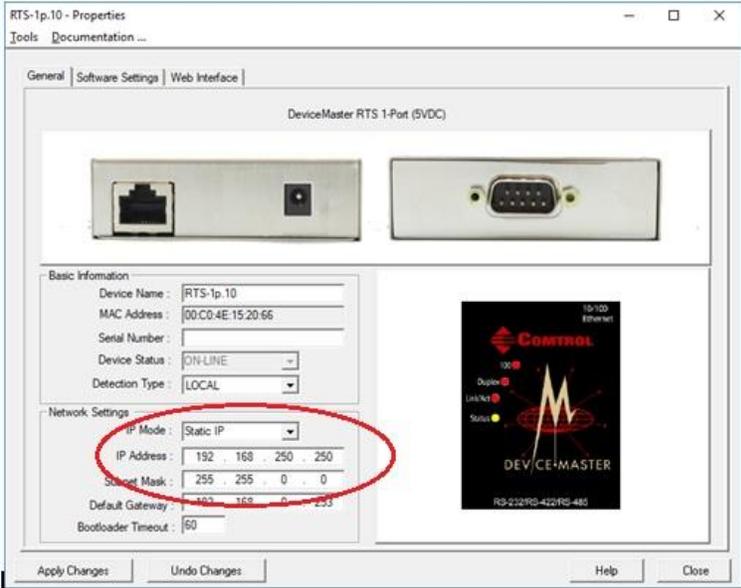
Also, see if you can open the web page for the Device Master's IP Address (<http://192.168.250.250> for example)

For network issues, note that the computer running the driver must be using the same netmask and IP Address range as the Device Master. For instance, if the Device Master is using the IP Address of 192.168.250.250 and a Netmask of 255.255.0.0, then the computer should have an IP Address of 192. 168.250.xxx (enter number 1-249 or 251-254)

(Computer network properties)

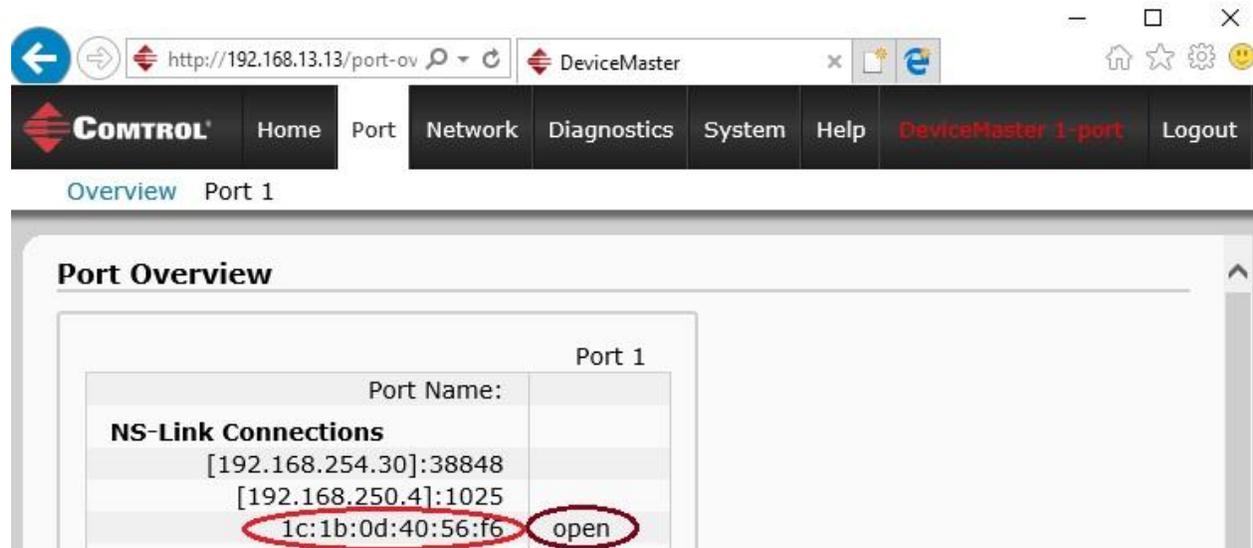


(Device Master IP Address / Netmask)



- g. If ping still fails, connect the Ethernet cable directly to the Device Master's Down Port (if there is one) or regular Ethernet port. Retry starting at Step 'e' above.

- h. If ping still fails, swap the Ethernet cable with a known good cable.
 - i. If there are still problems communicating with the Device Master, call Support.
3. Is the Serial Port already being used by an application or another computer?
- a. The figure below shows a computer with the MAC Address of 1c:1b:0d:40:56:f6 is using Physical Port 1 on the Device Master. My computer, 192.168.250.4 is connected to the Device Master via my driver, but will not be able to open Port 1 because it is in use by another computer.



4. If all the above checks out, isolate whether the problem is between your computer and the Device Master or is not. The best way to do this is to do a loopback test. For instructions on Loopback Tests, please see the "DeviceMaster Serial Port Testing .pdf file in http://downloads.comtrol.com/contribs/devicemaster/help_files/testing/