

Modbus Router Troubleshooting Basic Information Requirements

We would like to get some information to understand your environment. In most cases the following information will guide us to where the issue is.

What kind of “Client” (PLC, PC, application, etc) will you be using to collect the data?

Do the Modbus Master(s) communicate over Modbus TCP, Modbus over Ethernet TCP/IP or Serial?

What is the IP address(s) or Port Number(s) of the Modbus Master(s)?

What is the IP address of the DeviceMaster?

What type of Slave Devices and how many will you be collecting data from? (Modbus RTU/ASCII serial, Modbus/TCP, etc)

Are any of the Slave devices located elsewhere on the network? (Are they attached to another gateway?)

Do you require any type of device ID translation such as Alias device ID configuration(s) or serial port device ID offset?

Is the issue with a particular serial port or Slave Device?

What version of Modbus Router firmware is installed in the DeviceMaster UP?

See PortVision DX for this information, or open the web page of the DeviceMaster.

Please send the **DeviceMaster Configuration File**.

Open PortVision DX

Highlight the DeviceMaster in the lower panel

Select the "Save" Icon on the launch bar

Browse to the desired file save location

Enter a file name (the extension will be added automatically). Click Save if prompted.

A dialog may appear asking for the information to be saved. Select the 'All' option if prompted and click 'Done'.

A confirmation message may be displayed. Click OK if prompted

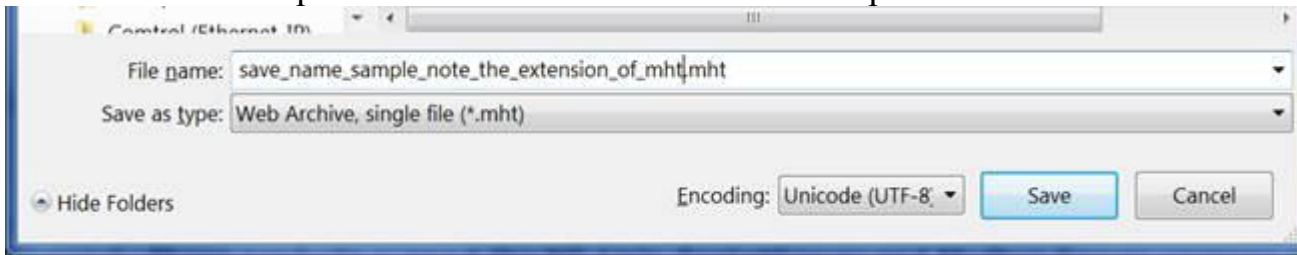
Attach the saved .dmc file to an email and send to your Technical Support Representative.

Now we would like to have you get some captures from the web pages of the DeviceMaster using a specific procedure.

You will be using Microsoft Internet Explorer for this.

Using Microsoft Internet Explorer, open the web page to be captured.

From the “File” drop down menu select the “Save as...” option



The “Save as type:” option here is important, It needs to be saved as a ‘Web Archive, single file (*.mht)’. For the file name please include your case# or your name and the name of the page that is being saved. For example: for the “Display Serial Logs” page the file name could be “Mac serial logs.mht” (without quotes)

Now we will collect the desired information from the web pages.

Open the web page of the DeviceMaster UP

Please use this procedure for capturing all of the web pages listed:

Click on '**Alias Modbus Device ID Configuration/Status**'

Once the page opens, click the "File" drop down menu and select "Save As..."

Supply a file name such as your case number or name and save the file as type:

Web Archive, single file (*.mht) and Encoding as Western European (Windows)

Repeat this same procedure for the following links found on the DeviceMaster home.asp page:

Return to the home.asp page of the DeviceMaster UP

Click on '**Shared Memory Config/Status**'

Return to the home.asp page of the DeviceMaster UP

Click on '**Communications Statistics**'

Return to the home.asp page of the DeviceMaster UP

Click on '**Modbus/TCP Interface Diagnostic**'

Return to the home.asp page of the DeviceMaster UP

Click on '**Display all Modbus Slave Devices**'

Return to the home.asp page of the DeviceMaster UP

Click on '**Display Modbus Write Violations Log**'

Return to the home.asp page of the DeviceMaster UP

Click on '**Display Serial Logs**'

Once all of the files have been saved, please zip all of them into a zip file with your name or case number as the file name.

Attach the saved .zip file to an email and send to your Technical Support Representative.

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Once we have received these files, we will analyze the information and will respond as soon as we can with recommendations, or requests for additional information.