

# Modbus TCP Troubleshooting Basic Information Requirements

We would like to get some information to begin with and in most cases the following results will guide us to where the issue is.

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

What is the IP address of the “Client”?

What is the IP address of the DeviceMaster?

What type of End Point Devices will you be collecting data from? (scanners, lasers, etc)

If the issue is with a particular serial port or End Point Device, what is the model number or description of this device?

If you have log files or screen shots of the “Client” showing the issue, please include those also.

What version of Modbus TCP firmware is installed in the DeviceMaster?

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

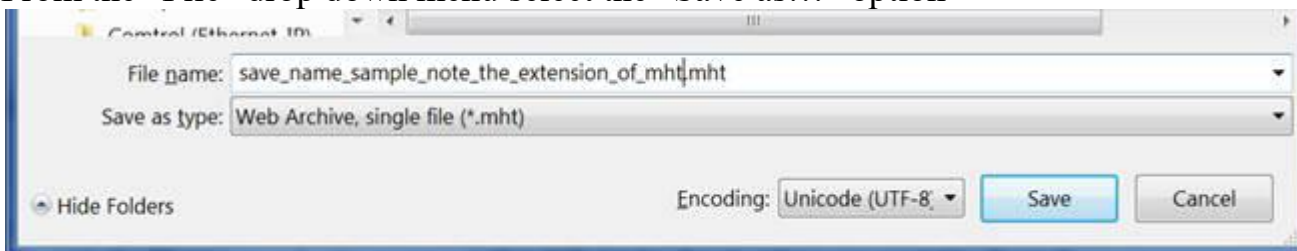
Attach the saved .dmc file to an email and send to your Technical Support Representative .

We are now going to ask for some additional information and to do this 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.

Please send us the '**Alias Modbus Device ID Configuration/Status**' data:

Open the web page of the DeviceMaster UP

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)

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

Representative.

[mac.harned@comtrol.com](mailto:mac.harned@comtrol.com)

[nolan.kariniemi@comtrol.com](mailto:nolan.kariniemi@comtrol.com)

[kurt.rees@comtrol.com](mailto:kurt.rees@comtrol.com)

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 '**Communications Statistics**'

Return to the home.asp page of the DeviceMaster UP

Click on '**PLC Interface Diagnostics**'

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 Serial Logs**'

Return to the home.asp page of the DeviceMaster UP

Click on '**Display Ethernet Device Logs**'

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