Profinet I/O Troubleshooting Basic Information Requirements

I 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 PLC will you be using?
What is the IP address of the PLC?
What is the IP address of the DeviceMaster?

What version of 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
  A dialog will appear asking for the information to be saved. Select the 'All' option
  Click 'Done'
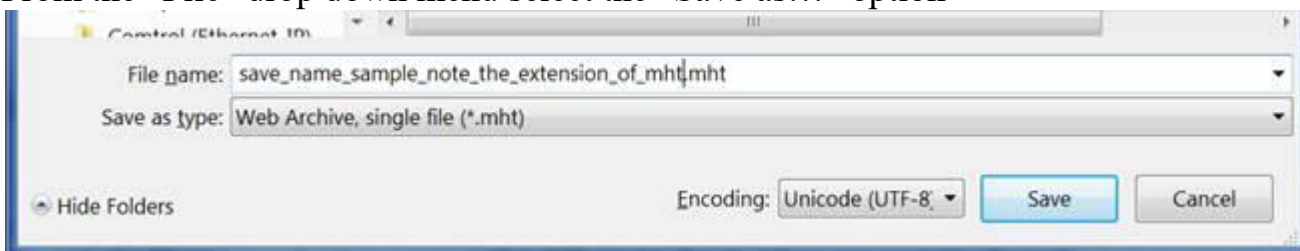 A confirmation message will be displayed. Click OK
Attach the saved .dmc file to an email and send to mac.harned@comtrol.com

I am now going to ask for some additional information and to do this I would like to have you get some captures from the web pages of the DeviceMaster using a specific procedure.

The method to get these captures using Internet Explorer is:
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)

We will start by resetting all of the log file counters so that we are dealing only with current packets involved in this test.

Open the web page of the DeviceMaster using Internet Explorer.

From the home page, select the **Communications Statistics** option

Once the Communications Statistics page is open, click the 'Reset Statistics' button.

Now click on the **PLC Interface Diagnostics** option and on this page click on the '**Display Serial Logs**' button.

In the 'Serial Logs' click on the 'Reset Serial Log' button.

Now click on the **Communication Statistics** option and on this page click on the 'Reset Statistics' button.

Return to the **Display Serial Logs** page.

Now that we have clean counters and log files to begin with, use the bar code scanner and scan 5 to 10 barcodes. (or whatever you are doing for sending data to the PLC)

The Display Serial Logs page should show the scans after a few seconds. Wait until all of them are displayed.

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

Please send me the '**Display Serial Logs**' data:

    Open the web page of the DeviceMaster UP

    Click on 'Display Serial Logs'

    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 mac.harned@comtrol.com

            (sample of log results: Pkt(1): 001 01:44:27.630:Rx:test(0Dh)(0Ah))

Please send me the **PLC interface Diagnostics** page:

    Open the web page of the DeviceMaster UP

    Click on 'PLC Interface Diagnostics'

    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 mac.harned@comtrol.com

Please send me the **Communications Statistics** page:

    Open the web page of the DeviceMaster UP

    Click on 'Communications Statistics'

    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 mac.harned@comtrol.com

Once I have these files, I will have a much more complete understanding of what the problem is and should be able to recommend changes to correct your issue.