

7.0 Troubleshooting

Cannot connect to Server

- Double check the Server IP Address - it might not be correct.
- Verify that the Server and Monitor computers are online and can access network facilities such as e-mail and Internet.
 - Verify that the computers can access the Internet by going to a test web site such as www.yahoo.com.
- Ensure that all necessary cables are connected.

PLC is sending data, but DataWorx is not receiving updates

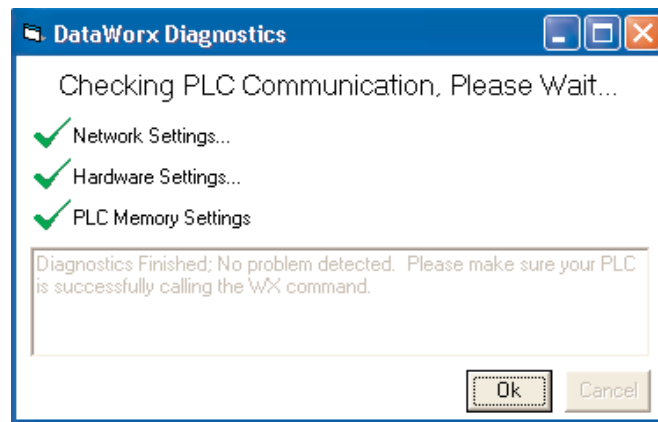
- Verify that the Server is in "listening" mode.
 - Note the Status in the main Monitor window. The Status should display as "Listening to PLCs."
 - If the Server is not in listening mode, click START LISTENING.
- Verify that the PLC is configured to send data to the Server.
 - From the main Monitor window, go to menu:
OPTIONS -> CONFIGURE SERVER
 - From the Server Configuration window select the PLC in question and click MODIFY/VIEW. The PLC Configuration window will open.
 - In the IP Address field, reselect the PLC by using the BROWSE button.
 - Click CONFIGURE PLC MEMORY.
 - In the Address field, reselect the PLC by using the BROWSE button.
 - Enter the WX start location if it is blank.
 - Click AUTO CONFIGURE or manually enter the values as displayed.
 - Click OK and confirm that no error messages display.

DataWorx PLC

- Use the PENDING DIAGNOSTICS button to check for reported failures.
 - From the main Monitor window, click PENDING DIAGNOSTICS.
 - The DataWorx Diagnostics window will open and launch a process to check relevant Network, Hardware and PLC Memory settings.
 - To stop the diagnostics at any time, click CANCEL. Otherwise, once the diagnostics are complete, click OK to close the DataWorx Diagnostics window.
 - If a problem is detected, a red mark will display next to the problem area, and more details will display in the DataWorx Diagnostics window, as shown in the example below.



- If no problems are detected, a green check mark will display next to each area, and a suggested next step will display in the DataWorx Diagnostics window, as shown in the example below.



Server is running but not receiving PLC data

- Verify in the Server window that the Server is running, not paused.
 - If the Server Status is “Installed, Paused,” click START/CONTINUE.
 - If the Server Status is “Installed, Running,” verify that the PLC is correctly configured to send the data to the Server.

Data files contain error messages stating incorrect format

- Verify that the PLC’s configured fields match the Server’s configuration.
 - From the main Monitor window, open the PLC Configuration window for the PLC in question and review the settings for each field.