
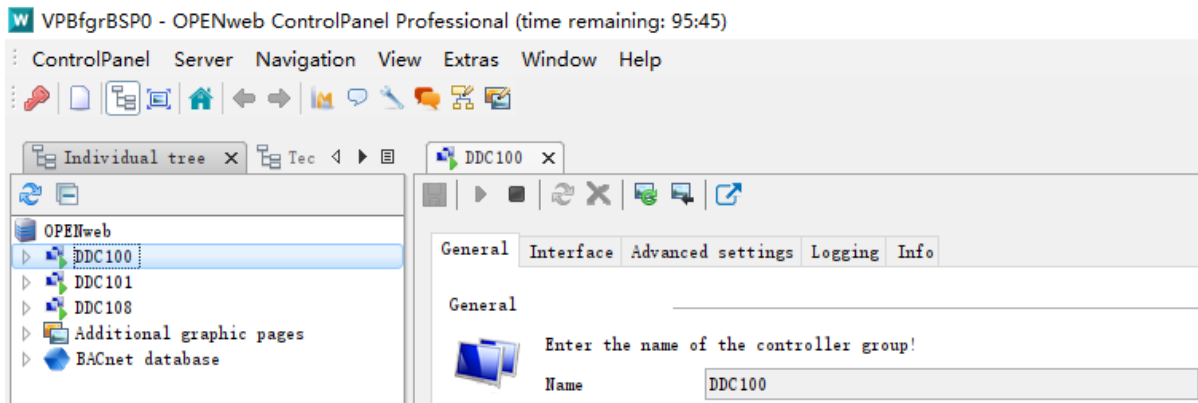
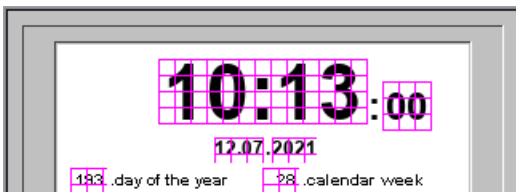



TT210802 – OPENweb - Controller Connection Troubleshooting

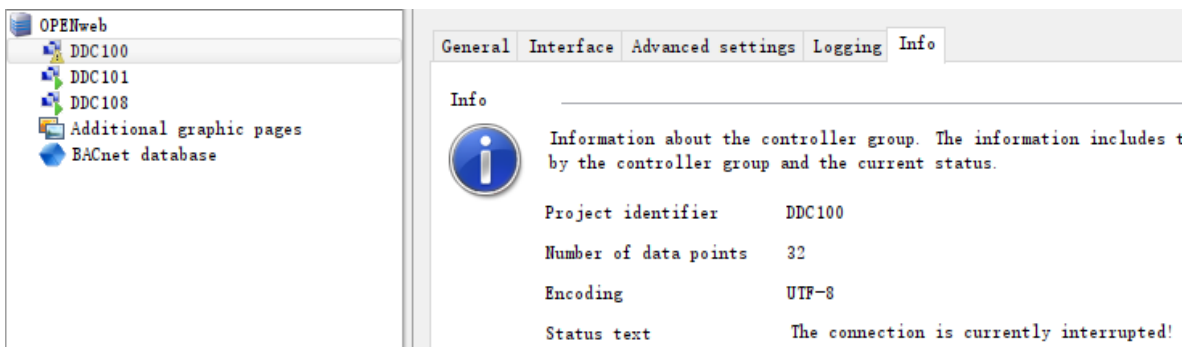
1. When the controller connects successfully to OPENweb, you will see this icon  , with the green triangle.



2. If you see the grid lines in the graphic pages (like below), then OPEBweb has problem with the connection to the controller.




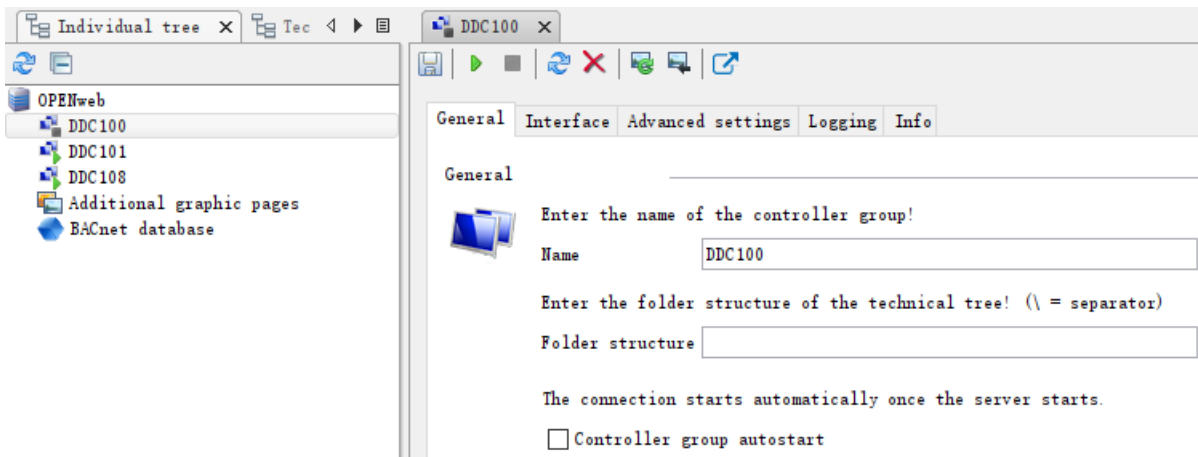
3. Check the controller status icon. If you see this icon  , with a yellow exclamation mark, then most likely the controller is power off or network is disconnected, etc. You can check the status by clicking the "Info" tab





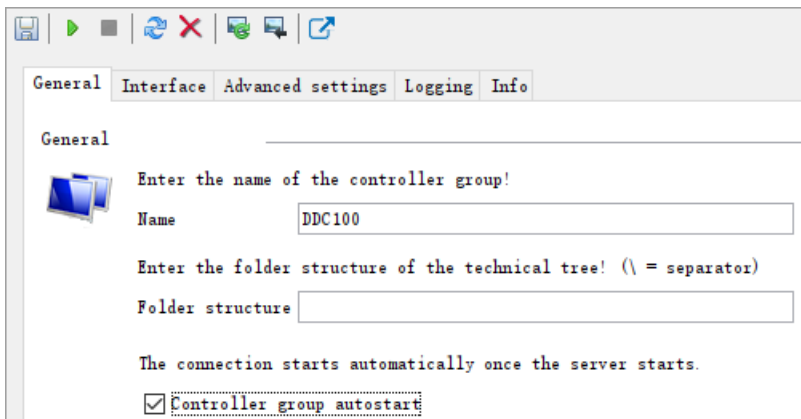
4. If the status is "The connection is currently interrupted!", then please check the following:
 - a. Check if the controller is power off or the network cable is unplugged.
 - b. Check the LED of the network port in the controller, you should see both LED (green and yellow) light up or flashing.
 - c. Start a command prompt in Window, "Ping" the controller IP to check the network.
 - d. Start a browser (e.g. Chrome), type the controller IP and check the connection.
 - e. Check if you or your IT disable network port "3020" in the firewall in the PC or in the network switch (or router)





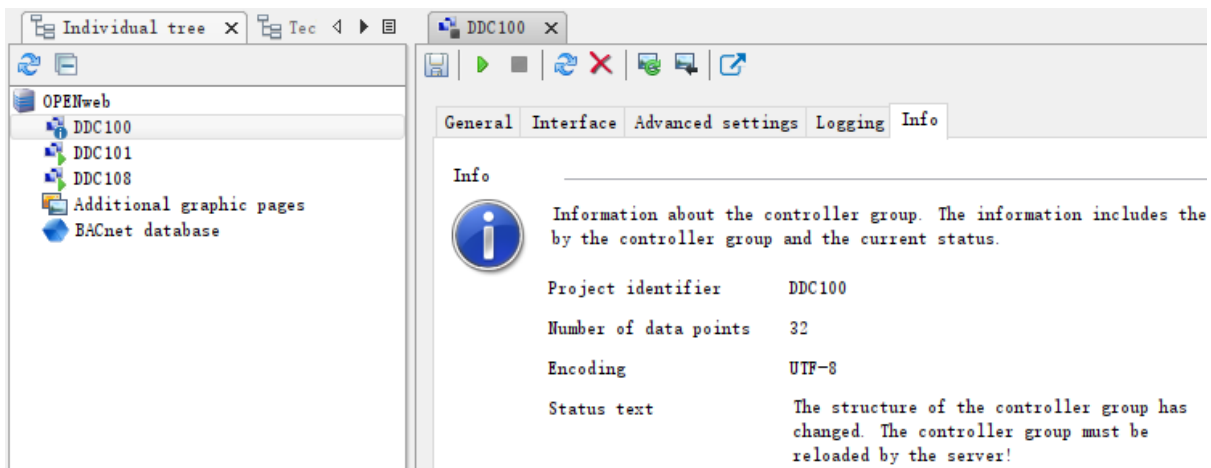
5. If you see is this icon , with a black rectangle, this means the controller connection is not start in OPENweb. In the “General” tab, you should see “Controller group autostart” is not enabled.





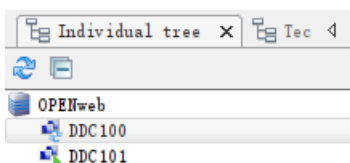
6. Enable it and click the Save button . Click the “Start” button  to start it manually.




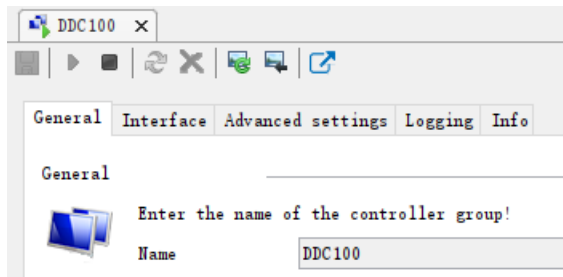
7. If you see is this icon , blue exclamation mark, this means the structure is changed in the controller, and you need to update it by clicking the refresh button .




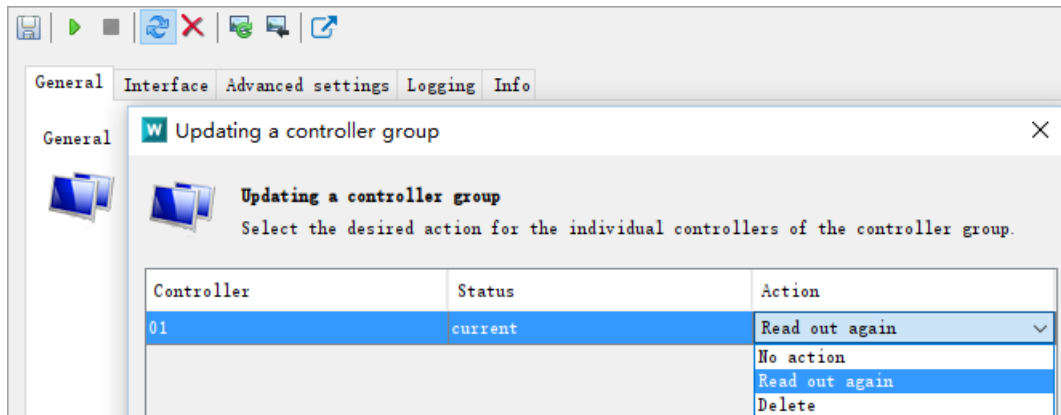
8. If you see is this icon , this means OPENweb is updating the controller automatically (e.g. the controller program is changed and uploaded to the controller in FUP) and after it finished the controller will return to normal and the icon will change back to .



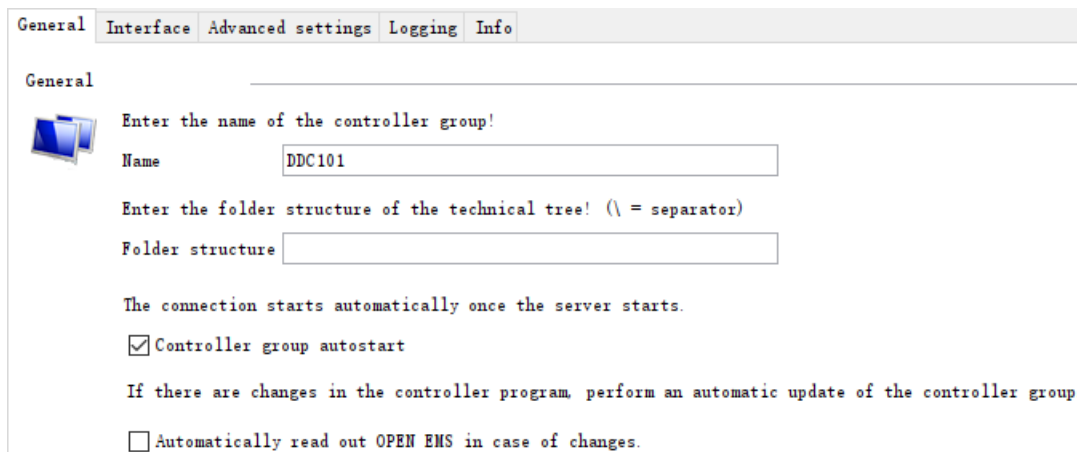
9. If for some reasons the automatic update is not happening, you can do it manually. First, stop the connection by click the stop button  .




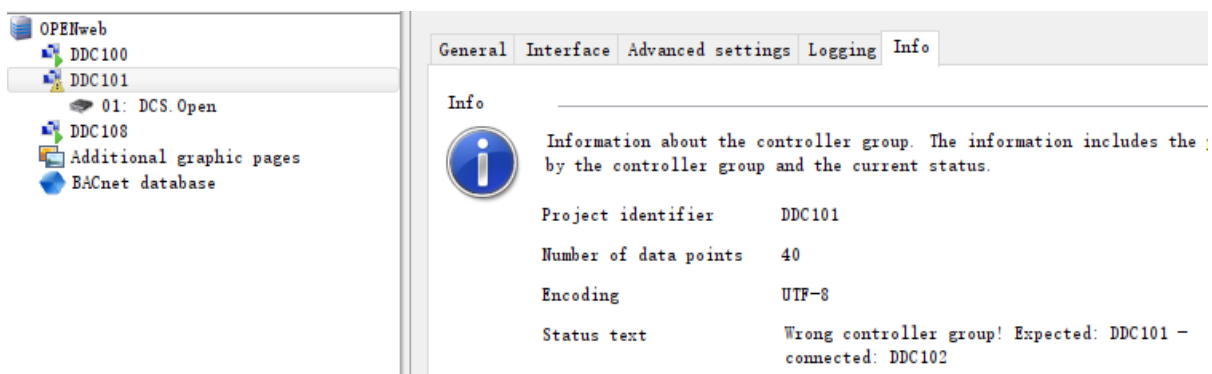
10. Click the refresh button  , select “Read out again” and OPENweb will update the controller and start it again.



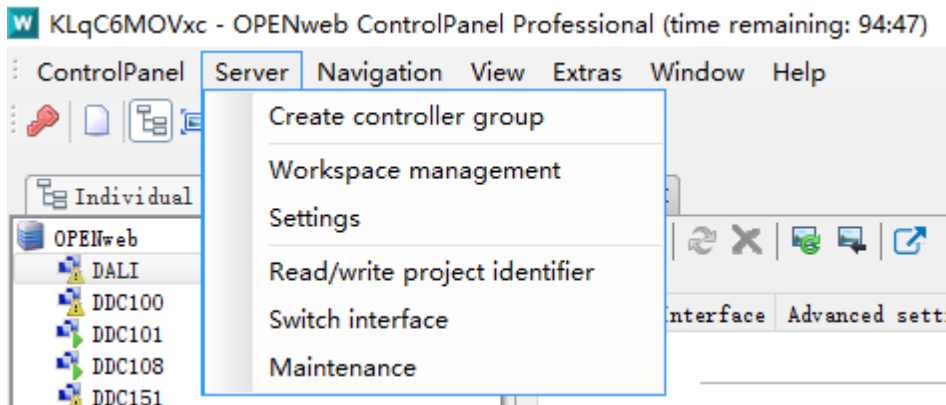
11. In the ‘General’ tab, check if the “Automatically read out OPEN EMS in case of changes” is enabled. If not, enable it. For more information, please refer to Technical Tip TT210602.



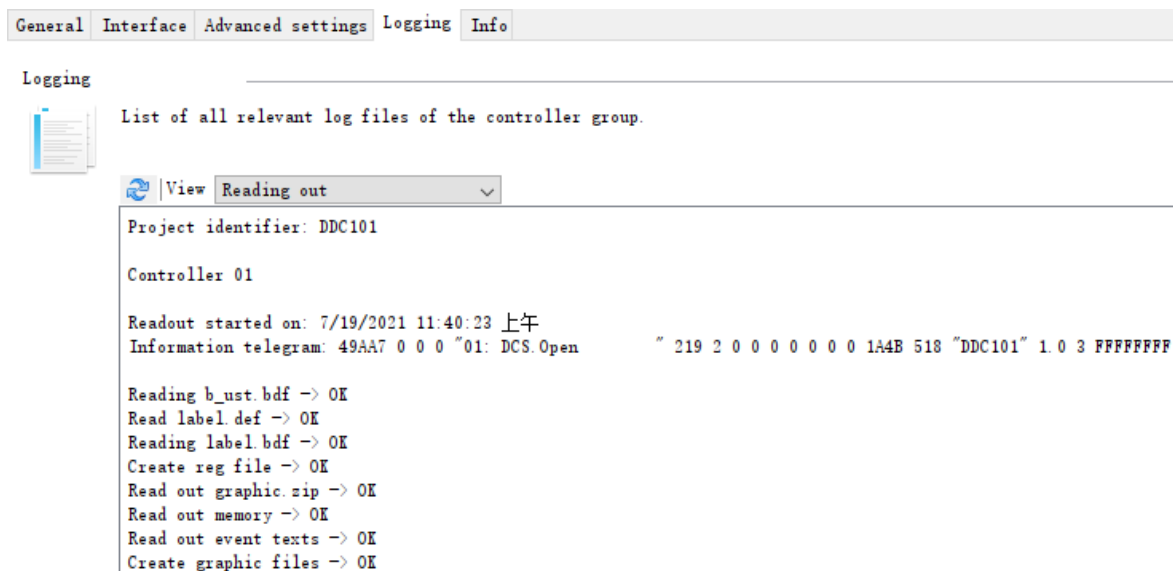
12. If you see this icon  , with a yellow exclamation mark, and in the “Info” tab, you see the status is “Wrong controller group!” (see below) or “The project identifiers does not match!”, this happens if you replace the controller with a new one.



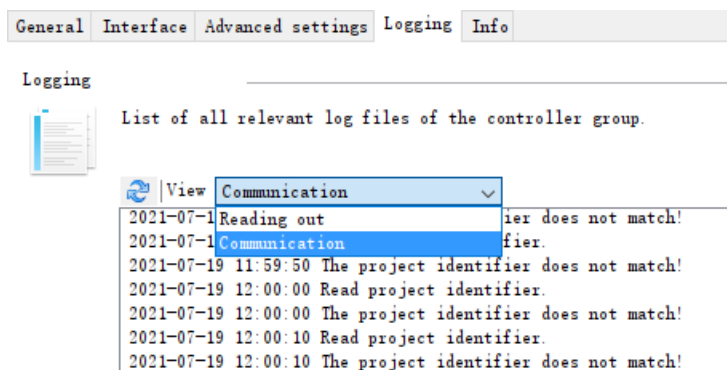
13. This may also happen if you change the “Project Identifier” when you add the controller in OPENview Control Panel. To correct it, you can change it back by clicking “Server”, “Read/write project identifier”. Please refer to technical tip TT191102 for details.



14. If after doing the above steps still can't solve the problem. Please click on the “Logging” tab to see if there are error message.



15. Select “Communication” to see more.



16. If you need technical support, please follow technical tip “TT191004-OPENweb-Log Files Collection” and send us the log file for analysis, together with some screen captures showing the problems and errors.