

By specifying the “Use different IP for Server” you are overriding the default resolved IP Address that is sent to the controllers to use as the Server IPAddress.

USING A WIRELESS ADAPTER

If you have a Wireless Adapter enabled, typically this will become the first adapter in the binding order and this is what Command Centre will resolve as the Server IPAddress when the services start.

You can test this by disabling the Wireless adapter, restarting the FT Services, and dipswitch 2 the controller. If this is for a controller that was previously on-line, disable the Wireless adapter, restart the FT Services, do a Push Configuration on the controller.

You can also change the binding order as described above to resolve this issue.

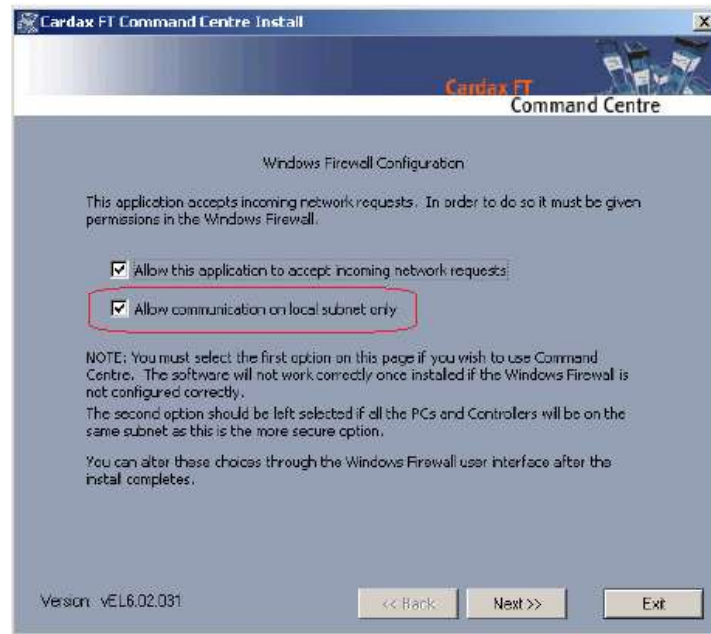
FIREWALL

Turn Firewall on/off

If the Windows Firewall is on, if it has not been correctly configured it may block connections to the controllers.

A quick method to test if it is a Firewall issue causing controllers to stay off-line is to turn the Firewall off. If it is a firewall issue, you can configure it as follows:

When Command Centre is installed, part of the installation is to add Windows Firewall rules.



If controllers or Workstations will be on different subnets to the server PC, un-tick the “Allow communication on local subnet only”.

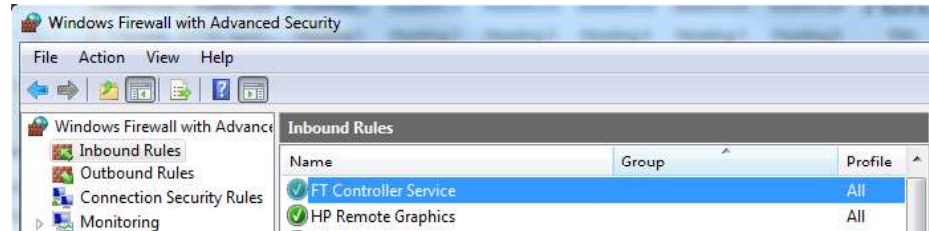
Add rules to Windows Firewall after Command Centre has been installed

The following applies to Windows7/Windows Server 2008

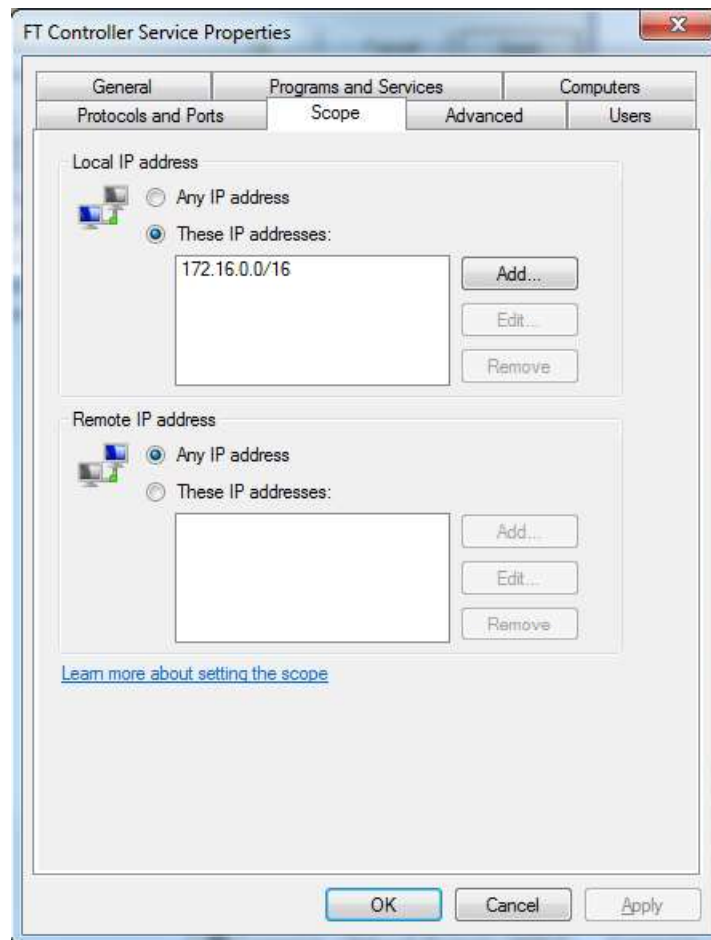
1. Open Windows Firewall by clicking the **Start** button, and then clicking **Control Panel**. In the search box, type **firewall**, and then click **Windows Firewall**.
2. In the left pane, click **advanced settings**. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
3. In the **Windows Firewall with Advanced Security** dialog box, in the left pane, click **Inbound Rules**, and then, in the right pane, click **New Rule**.
4. Follow the instructions in the New Inbound Rule wizard.
5. Add new Program, and add the following:
 - a. CCFT.exe (Command Centre)
 - b. CCFTBPS.exe (FT Bootstrap Protocol Service)
 - c. CCFTData.exe (FT Import – Export Service)
 - d. CCFTOPCData.exe (FT OPC Data 3.0 Service)
 - e. CCNTBertServ.exe (FT Controller Service)
 - f. CCNTSad.exe (FT Command Centre Service)

Update rules from Windows Firewall after Command Centre has been installed

From the **Inbound Rules** panel, click on the rule you wish to modify e.g. FT Controller Service (as this is the service that talks to the controllers).



If you had restricted the connections to the local subnet only during installation of Command Centre, you can change this from the Scope tab of the **Inbound Rules** properties.

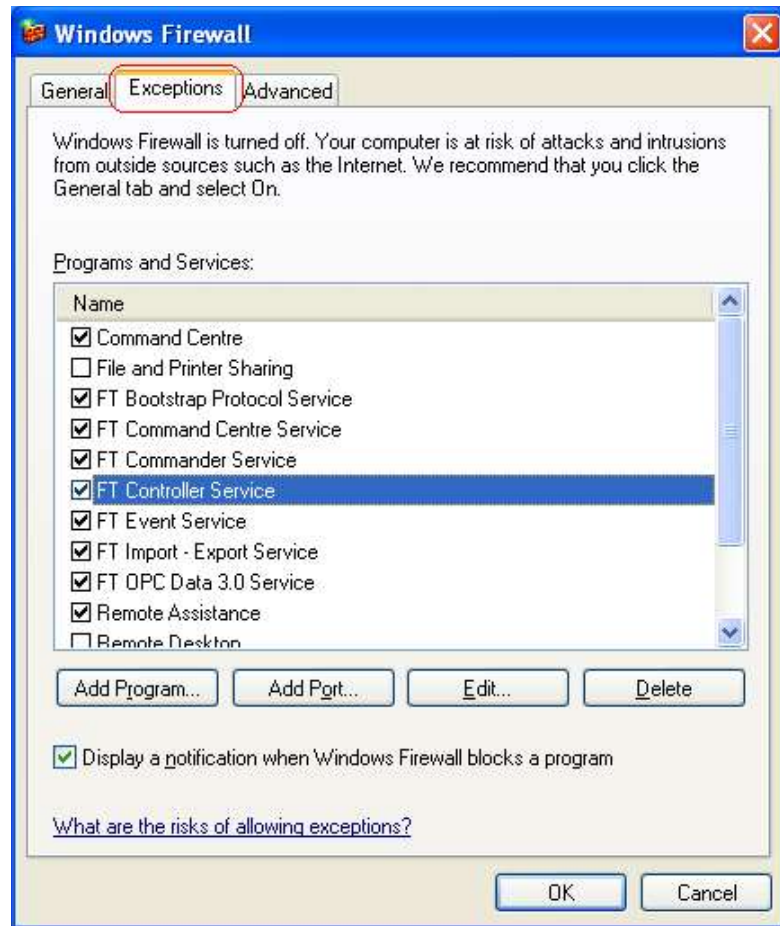


Either add additional scopes, or allow Any IP address.

The Following applies to Windows XP/Windows Server 2003

Windows XP/Windows Server 2003 firewall options are found as follows:

1. Open Control Panel and select “Windows Firewall”
2. Select the Exceptions tab



3. Select an FT Service and click “Edit”



4. Click on “*Change Scope*” and select the required option

