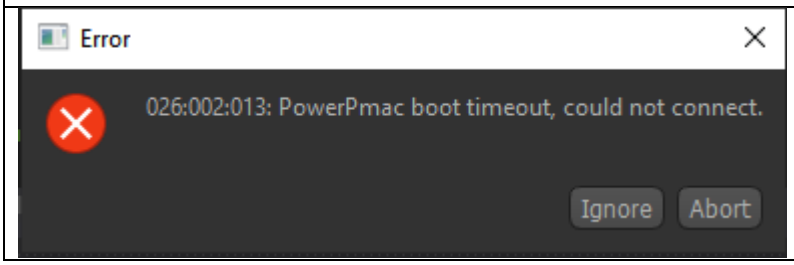
**FAQ Entry, no communication to PMAC**

Whenever the PMAC has no communication in the software, the network needs to be checked. The internal network can be recognized by the yellow rj45 cat5 cables inside of the control cabinet.

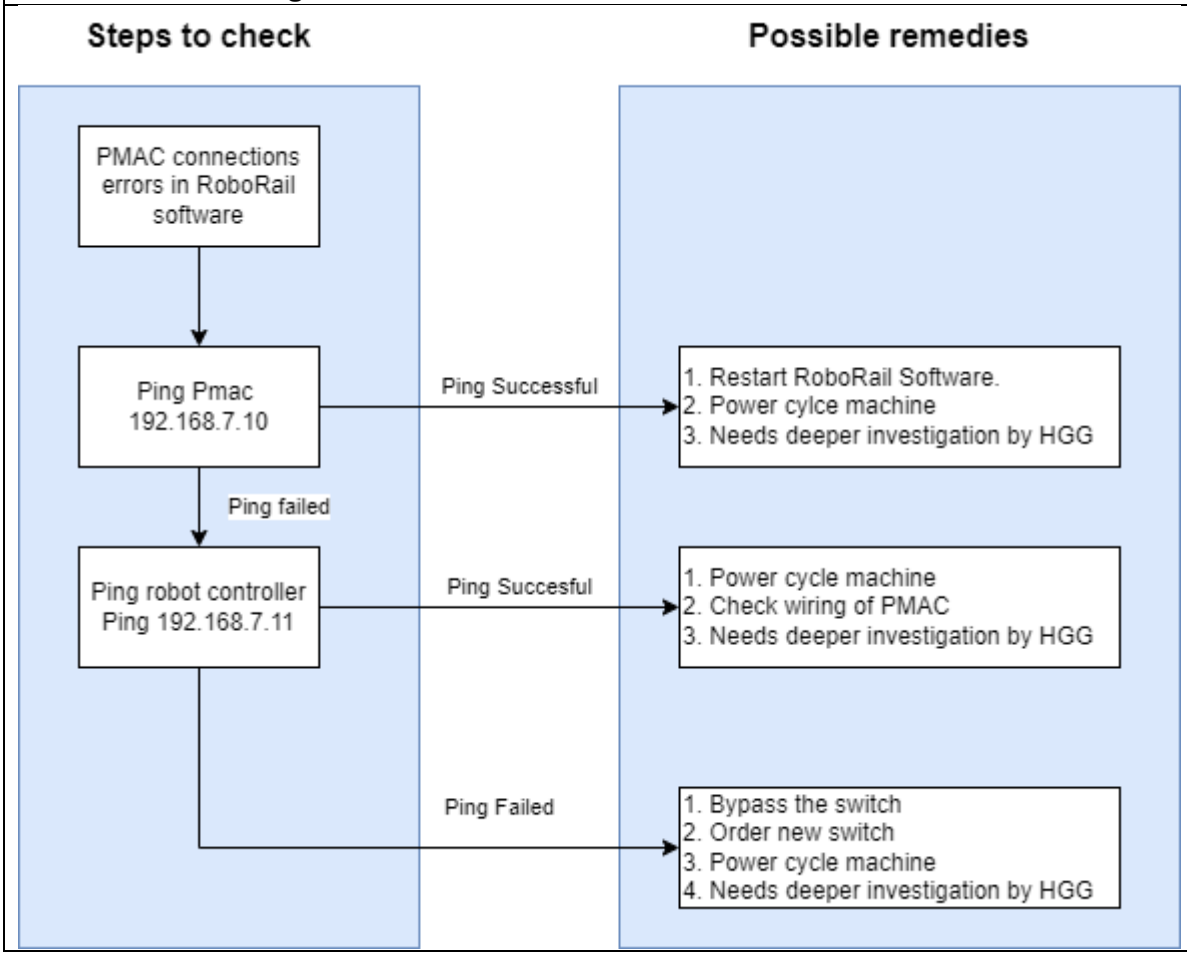
The error notification for this issue looks like this:

Power PMAC connection error in RoboRail software



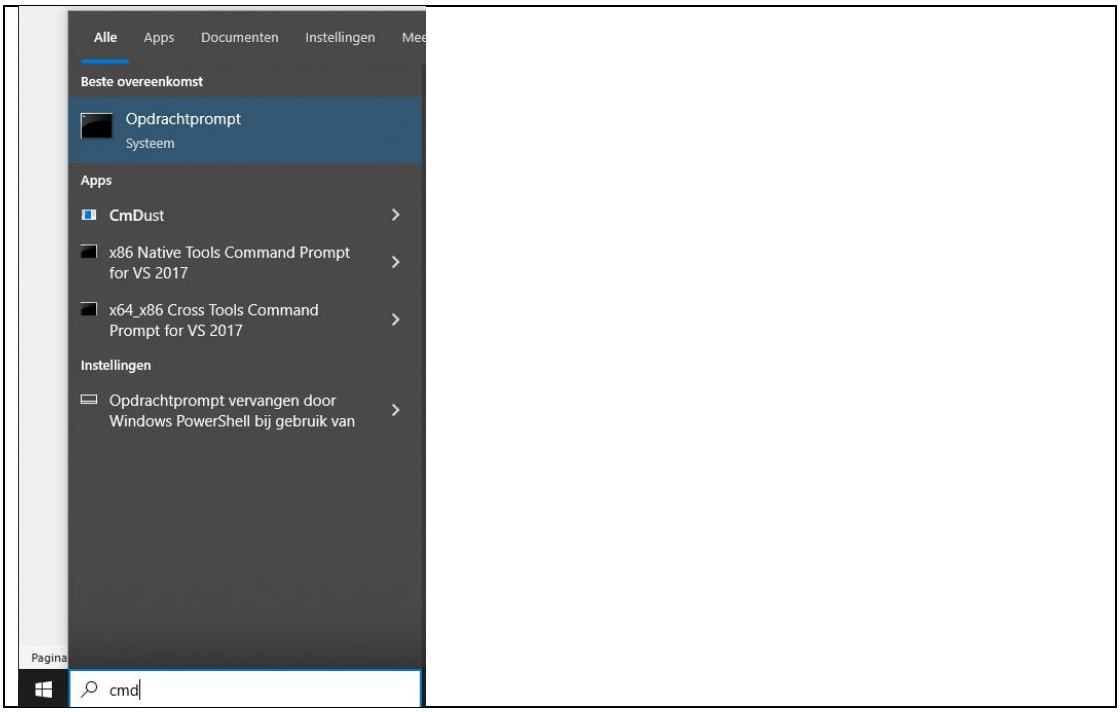

Follow this flowchart to investigate the issue, more instructions are on the next pages:

Flowchart for solving PMAC connection issues



To test the physical connection to the PMAC, it should be pinged:

1. Press windows start and type cmd, press enter.




2. Type “ping 192.168.7.10” and check the results

An example of a correct response:

```
Y:\>ping 192.168.7.10

Pinging 192.168.7.10 with 32 bytes of data:
Reply from 192.168.7.10: bytes=32 time<1ms TTL=64
Reply from 192.168.7.10: bytes=32 time<1ms TTL=64
Reply from 192.168.7.10: bytes=32 time<1ms TTL=64
Reply from 192.168.7.10: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.7.10:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

An example of a bad response:

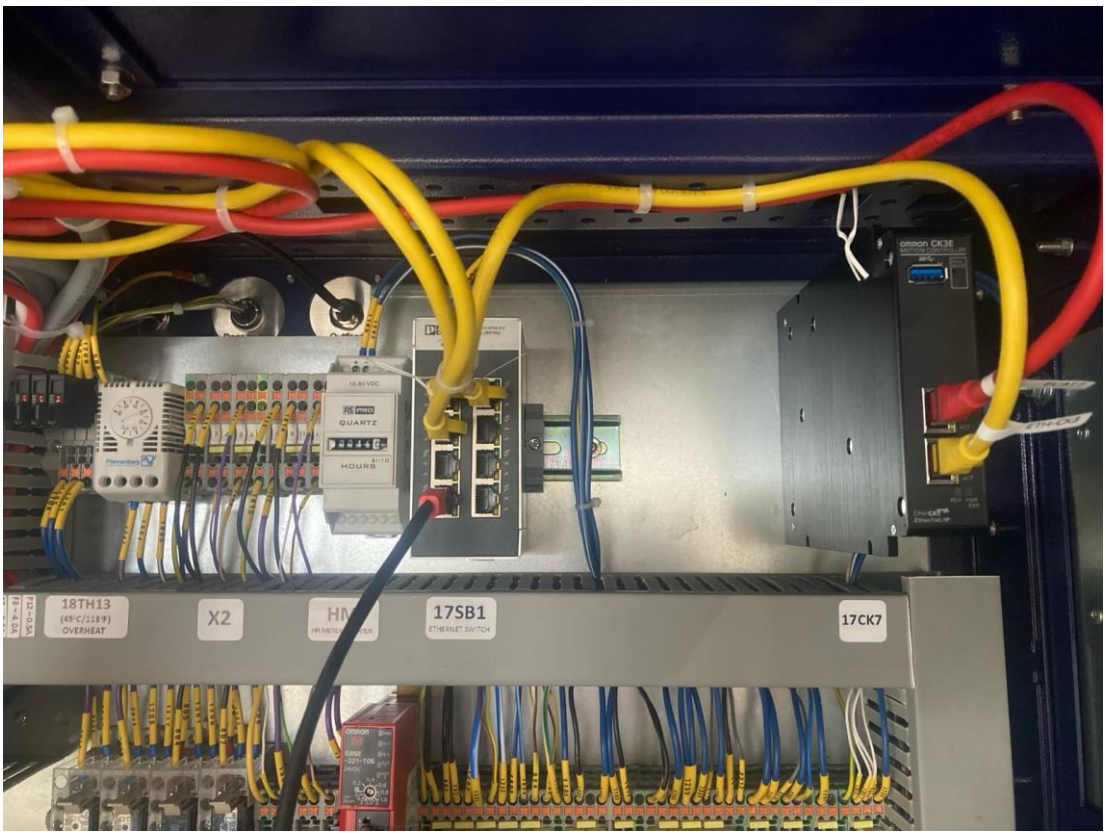
```
Y:\>ping 192.168.7.10

Pinging 192.168.7.10 with 32 bytes of data:
Reply from 185.220.109.1: TTL expired in transit.
Reply from 185.220.109.1: TTL expired in transit.
Reply from 185.220.109.1: TTL expired in transit.
Reply from 185.220.109.1: TTL expired in transit.

Ping statistics for 192.168.7.10:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
```

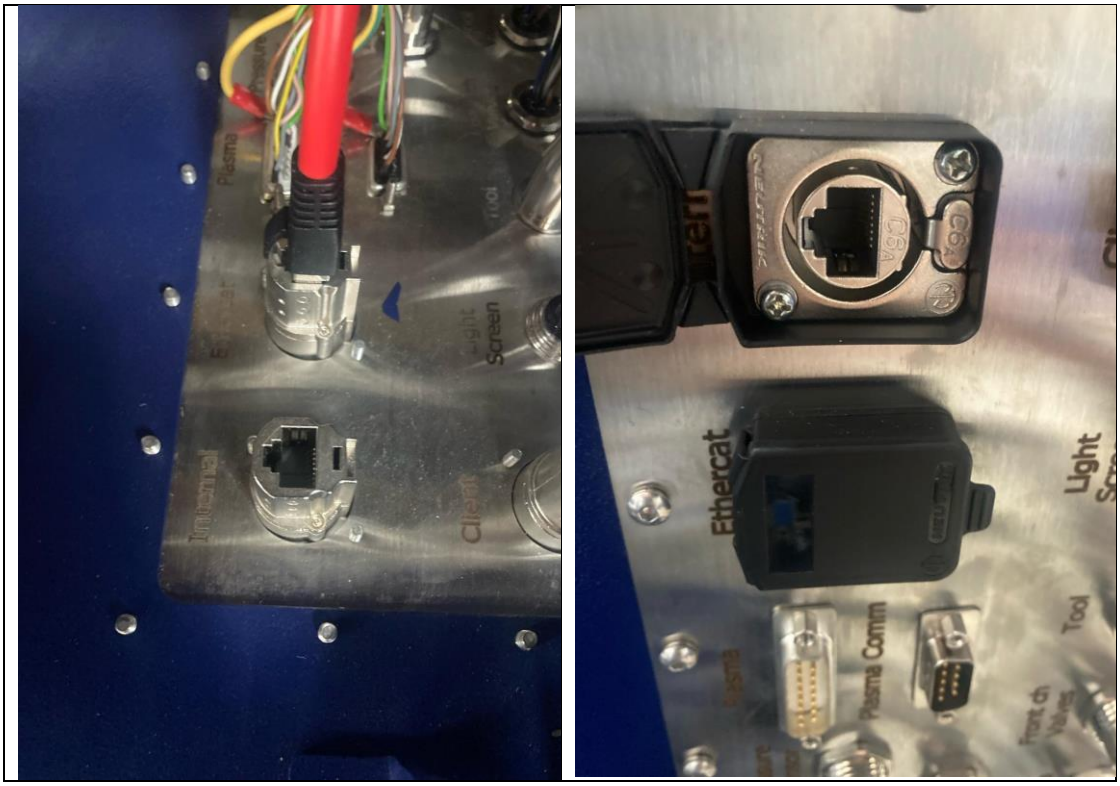
3. If the ping fails and mentions TTL expired in transit, try to ping 192.168.7.11 as well

The situation in the upper right corner should look like this:

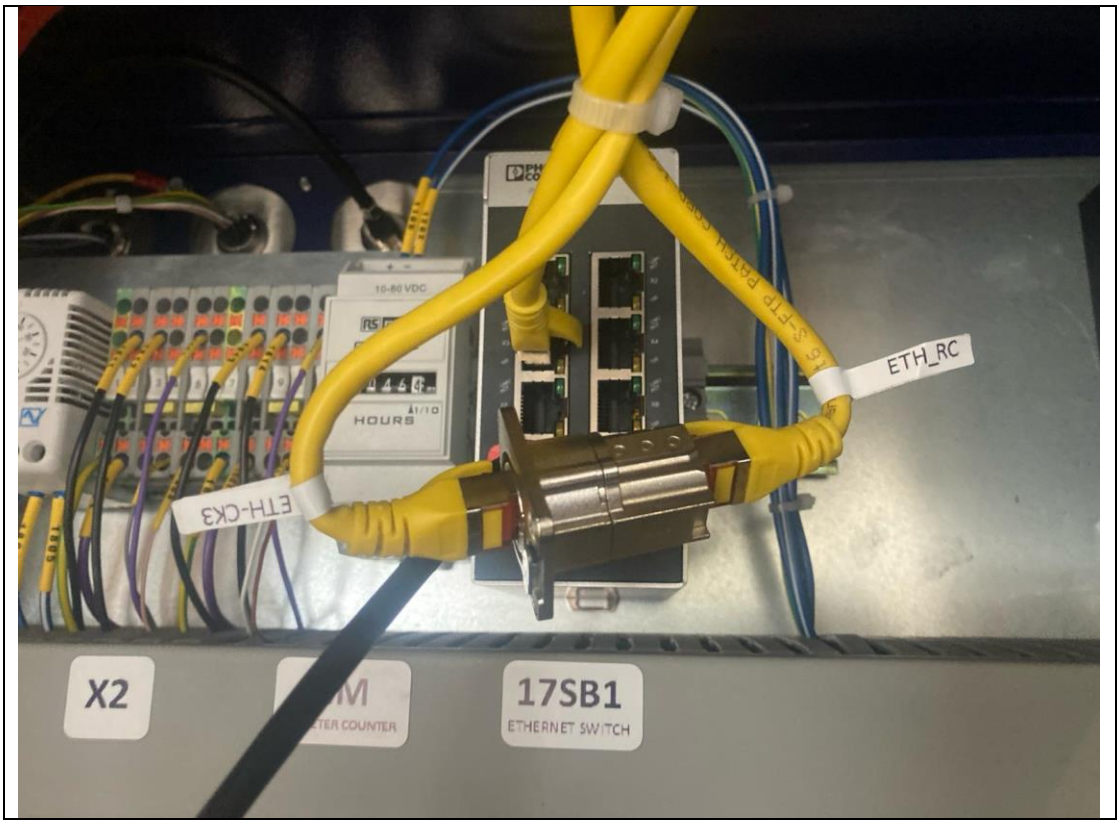


## Bypassing the switch:

1. Locate the empty RJ45 feedtrough on the right side of the control cabinet with the text “Internal”:




2. Unscrew the two crosshead screws and undo the coupler.
3. Use the couple to connect the ETH_RC and ETH_CK3 directly to each other:




4. Check if 192.168.7.10 can now be successfully pinged.