

IoT Gateway fails to connect with robot controller

Workaround

This document describes a workaround for the issues reported in PDD14318 and PDD14388.

Applies to: IoT Gateway v1.1

Expected to be fixed in IoT Gateway v1.2.

Symptoms

1. No access to robot controller data when adding new Alias name in config tool
2. No access to robot controller data when using remote controller feature
3. No access to robot controller data when upgrading to IoT Gateway v1.1

Root cause

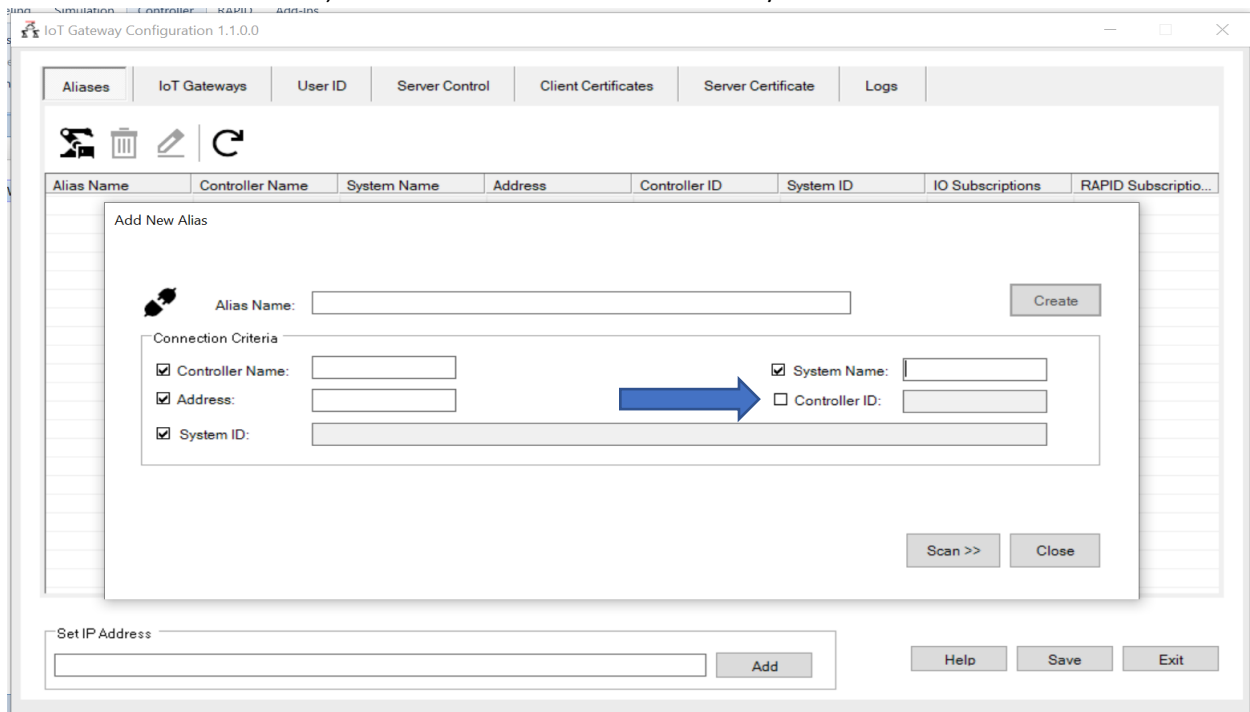
In all cases this is caused by logical error related to use of Controller ID in the connection criteria.

Workaround

Adding new Alias

When adding new alias, make sure “Controller ID” is not selected/ticked in Connection Criteria box.

Note: For virtual controller, make sure “Address” is not selected/ticked.



Adding remote controller which is on different subnet

When adding remote controller, first enter the IP address and then edit the newly added alias.

Make sure “Controller ID” is not selected/ticked in Connection Criteria box.

IoT Gateway Configuration 1.1.0.0

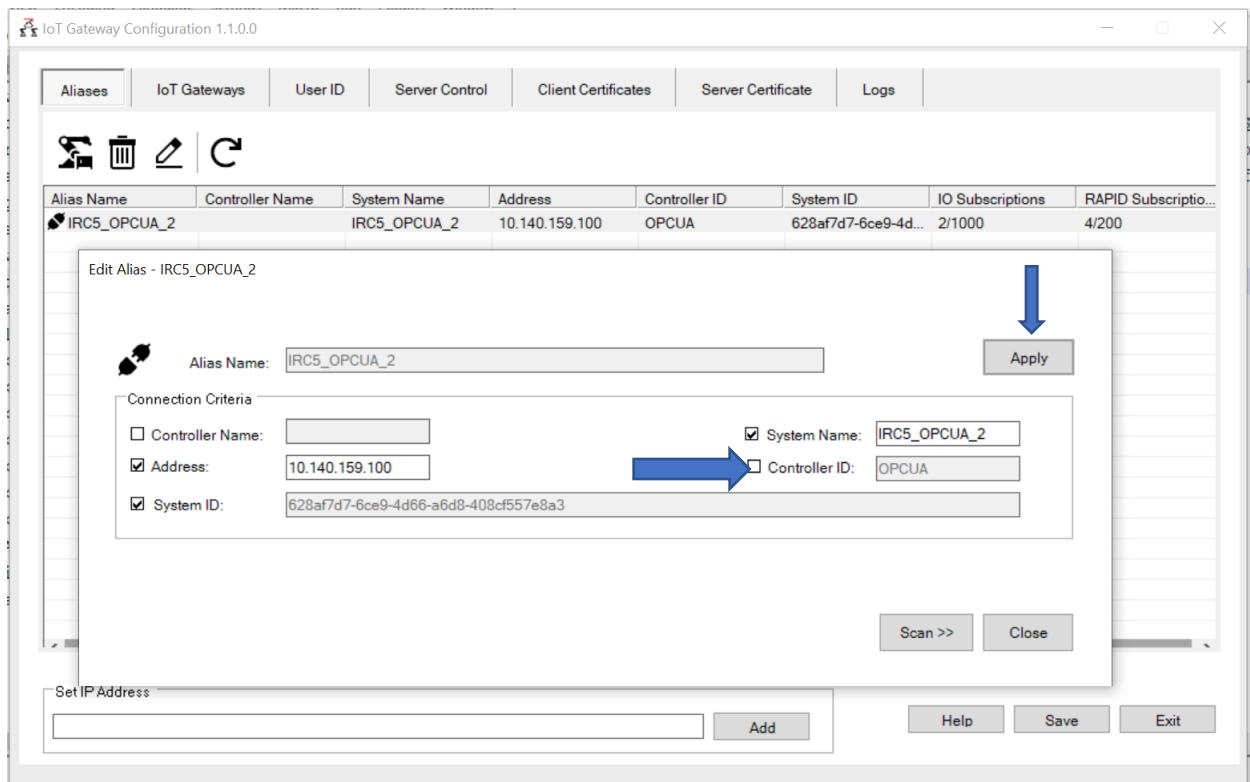
Aliases IoT Gateways User ID Server Control Client Certificates Server Certificate Logs

Alias Name Controller Name System Name Address Controller ID System ID IO Subscriptions RAPID Subscriptions

Set IP Address

10.140.159.100 Add

Help Save Exit



Modify existing alias configuration

When modifying existing alias, use the edit button to check "Controller ID" is not selected/ticked.

