hi we need a remote support for MB-10

kindly schedule the remote support today

@Viltrus hi we discussed with a customer they are available Tuesday @11:30 AM IST

@Viltrus kindly arrange the remote support accordinglly

Hello, I could not earlier than 12:00 IST, but at first could tell me about your issue?

I Have Connected My Mbus meters to the MB10 and they are also communicating with it but no data is showing there

Sometimes it shows data sometimes it doesn't

@Viltrus i have given the initial support and they're configure it but they facing the values droping

Kindly take remote and solve the problem

The setup is ready at customer site

Customer have TeamViewer and id 187904505

Kindly support at 12:00 IST

@Viltrus i m waiting for reply

@Viltrus the setup is ready sir

Hello, please use Anydesk, my teamviewer are bloked

also I would like to know the converter firmware version and configuration soft version.

ok

Anydesk Id - 846340190

ok, I'm conneting

what is the quality of the internet there? because anydesk can't upload image

pl reconnect now

the connection the stable now

ok I see, data possition is wrong (the same)
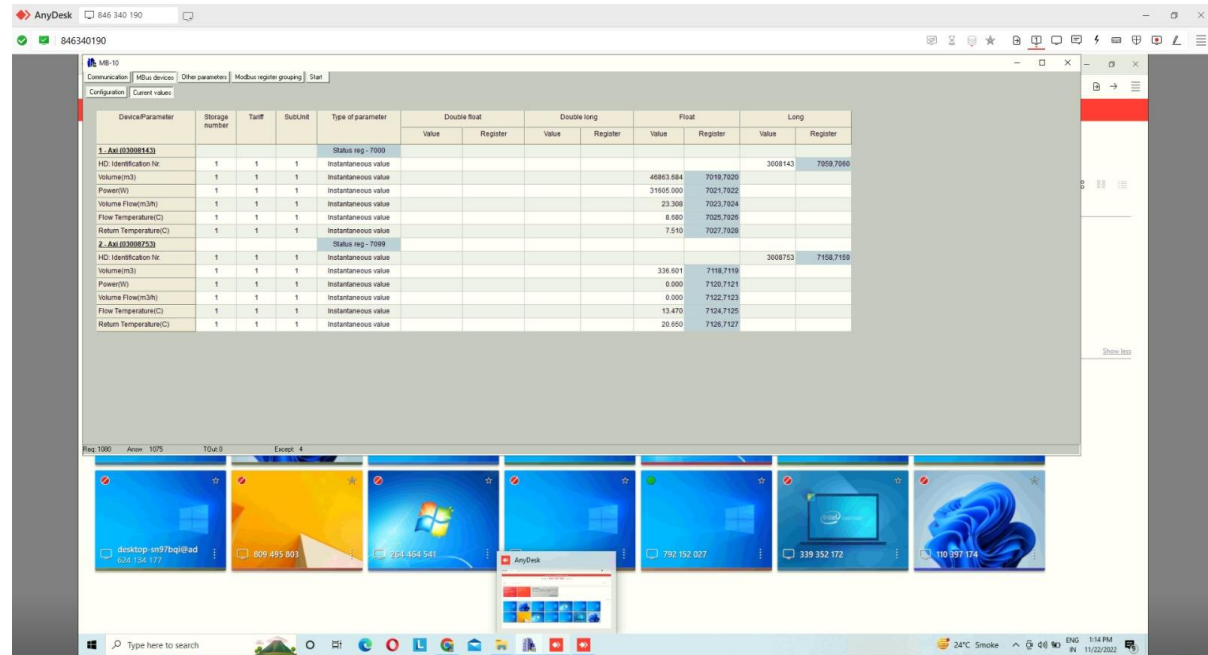
V

now everything will be ok

when you use the same data possition, converter put the values inthe same regsiter of both meters.

also there is no choose Type

also I recommend upgrade condiguration soft

i have share the setup file with customer

I created the meter type and selected it. No

Device/Parameter	Storage number	Tariff	SubUnit	Type of parameter	Double float		Double long		Float		Long	
					Value	Register	Value	Register	Value	Register	Value	Register
1 - Axi (03008143)				Status reg - 7000								
HD: Identification Nr.	1	1	1	Instantaneous value							3008143	7059,7060
Volume(m3)	1	1	1	Instantaneous value					46863.684	7019,7020		
Power(W)	1	1	1	Instantaneous value					31605.000	7021,7022		
Volume Flow(m3/h)	1	1	1	Instantaneous value					23.308	7023,7024		
Flow Temperature(C)	1	1	1	Instantaneous value					8.580	7025,7026		
Return Temperature(C)	1	1	1	Instantaneous value					7.510	7027,7028		
2 - Axi (03008753)				Status reg - 7099								
HD: Identification Nr.	1	1	1	Instantaneous value							3008753	7158,7159
Volume(m3)	1	1	1	Instantaneous value					336.601	7118,7119		
Power(W)	1	1	1	Instantaneous value					0.000	7120,7121		
Volume Flow(m3/h)	1	1	1	Instantaneous value					0.000	7122,7123		
Flow Temperature(C)	1	1	1	Instantaneous value					13.470	7124,7125		
Return Temperature(C)	1	1	1	Instantaneous value					20.650	7126,7127		

Req: 1080   Answ: 1075   TOut 0   Except: 4

Type   zener1   01138299

Parameters in device

Pos No		Storage number	Tariff	SubUnit	Type of parameter
1	HD: Identification Nr.	1	1	1	Instantaneous
2	HD: Manufacturer	1	1	1	Instantaneous
3	HD: Version	1	1	1	Instantaneous
4	HD: Medium	1	1	1	Instantaneous
5	HD: Status	1	1	1	Instantaneous
6	Fabrication No	1	1	1	Instantaneous
7	Volume(m3)	1	1	1	Instantaneous
8	Time Point(date)	9	1	1	Instantaneous
9	Time Point(date)	10	1	1	Instantaneous
10	Volume(m3)	9	1	1	Instantaneous
11	Volume(m3)	10	1	1	Instantaneous
12	Time Point(date)	21	1	1	Instantaneous
13	Volume(m3)	21	1	1	Instantaneous
14	HD: Identification Nr.	1	1	1	Instantaneous
15	HD: Manufacturer	1	1	1	Instantaneous
16	HD: Version	1	1	1	Instantaneous
17	HD: Medium	1	1	1	Instantaneous

Selected parameters

Pos No		Storage number	Tariff	SubUnit	Type of parameter	Double float index	Double long index	Float index	Long index
1	HD: Identification Nr.	1	1	1	Instantaneous				1
2	Fabrication No	1	1	1	Instantaneous			1	
3	Volume(m3)	1	1	1	Instantaneous			2	
4	Volume(m3)	9	1	1	Instantaneous			3	
5	Volume(m3)	10	1	1	Instantaneous			4	
6	Volume(m3)	21	1	1	Instantaneous			5	

Select all | Save | Save As | Delete unnecessary | Close

w converter read the values from the meters

should I do something more?

just min

2nd meter power not showing

it showing, it's 0

means ?

we show that we got from the meter,

the 2nd meter conneceted but not showing and getting the value

it's give the values, if it's not given the values you will not see any values of it.

it's give 0 of the power

[13:23, 11/22/2022] +91 81716 01288: Where is the Modbus address of these values ?

[13:23, 11/22/2022] +91 81716 01288: And how can I change it

grey column

what do you want to change?

hi sir the customer shows the value in different formate

can it possible to change formate as it is shows in M-bus formate

what do you mean? do you need mbus telegram?

mbus telegram example:
2f4401062055970005077a440020850ffad9911bc31d139499acb651b982d89bf1e5c5309668b36240
034be567ce56

when you make meter type, you can choose in what format to display the values (float or long)

how the customer chages the format

customer want to shows the value as it is shows meter

there are 2 types format float and long.

float is number with comma, long is decimal number

just insert index (number) to long or float column

ok

Type   zener1   01138299

Parameters in device

Pos No		Storage number	Tariff	SubUnit	Type of parameter
1	HD: Identification Nr.	1	1	1	Instantaneous
2	HD: Manufacturer	1	1	1	Instantaneous
3	HD: Version	1	1	1	Instantaneous
4	HD: Medium	1	1	1	Instantaneous
5	HD: Status	1	1	1	Instantaneous
6	Fabrication No	1	1	1	Instantaneous
7	Volume(m3)	1	1	1	Instantaneous
8	Time Point(date)	9	1	1	Instantaneous
9	Time Point(date)	10	1	1	Instantaneous
10	Volume(m3)	9	1	1	Instantaneous
11	Volume(m3)	10	1	1	Instantaneous
12	Time Point(date)	21	1	1	Instantaneous
13	Volume(m3)	21	1	1	Instantaneous
14	HD: Identification Nr.	1	1	1	Instantaneous
15	HD: Manufacturer	1	1	1	Instantaneous
16	HD: Version	1	1	1	Instantaneous
17	HD: Medium	1	1	1	Instantaneous

Selected parameters

Pos No		Storage number	Tariff	SubUnit	Type of parameter	Double float index	Double long index	Float index	Long index
1	HD: Identification Nr.	1	1	1	Instantaneous				1
2	Fabrication No	1	1	1	Instantaneous			1	2
3	Volume(m3)	1	1	1	Instantaneous			2	3
4	Volume(m3)	9	1	1	Instantaneous			3	4
5	Volume(m3)	10	1	1	Instantaneous			4	5
6	Volume(m3)	21	1	1	Instantaneous			5	6

| Select all | | Save | | Save As | | Delete unnecessary | | | Close |

at this cases he will see both format