



TROUBLESHOOTING GUIDE

DOC #: TG080008

DATE: 11/17/2008

REVISION: A

PROBLEM: No communications to panel using a network connection (UDS-10, UDS-1100 or Super2 Netboard).

TROUBLESHOOTING TIPS:

- 1) Verify your computer meets the recommended computer specifications and you are using a supported operating system. Refer to the Continental Website (www.cicaccess.com) for documentation on the minimum computer specs.**
- 2) Verify the Windows Firewall is turned off. You must verify this in your services. Click on “My Computer/Manage/Services”. Verify the “Windows Firewall/Internet Connection Sharing (ICS) is stopped and disabled. This doesn’t apply to Windows 2000 professional.**
- 3) Reboot the computer and the application. Many times a network will lose connection to the target device. After rebooting the computer, start the program and verify if you have communications to the panel.**
- 4) Cycle the power to the UDS-10 or the UDS-1100. Verify if the problem is resolved, and if you have communications to the panel. If you are using a Supertwo with a netboard, reset the Supertwo panel. After the Supertwo is reset, verify if you have communications to the panel.**

- 5) Verify the communications problem is really network related. If possibly, move the host computer to the first panel, and connect up using a serial polling cable (this is highly recommended). Verify you have communications using a serial cable. This could save you many hours of troubleshooting a network problem, when actually it is not network related.**
- 6) Check the back of the PC. Verify your network cable is plugged into the back of the PC.**
- 7) Verify the Lantronix device is programmed properly. Use the ping command in a Windows command window to verify you can ping the Lantronix device. To get into a Windows command window, click “Start/Run”, type “cmd” and click OK. Enter the ping command into the dos window (ex. Ping 192.168.1.1). NOTE: The IP address must be the IP address you previously programmed into the Lantronix device. If it pings properly, you will get 3 successful replies. If you don’t get replies, you must reprogram the Lantronix device. A ping test is a partial test. A Lantronix device can successfully reply back, but still not communicate. If the subnet mask (netmask bits) is incorrect, quite often the ping test will succeed but will still not communicate properly.**
- 8) To configure the Lantronix device, you can use HyperTerminal with the supplied serial cable (9 to 25 pin cable). For reference on programming, use the UDS programming procedure on the Continental website (www.cicaccess.com). Click support/library. You can also use the DeviceInstaller utility from Lantronix. You can download DeviceInstaller from Lantronix at www.lantronix.com . Click on “Support and Downloads/Utilities” and find the latest version of DeviceInstaller for XPort.**
- 9) To program a Lantronix device properly, the IT department must supply you with a static IP address, the correct subnet mask and a gateway address. You must program this information into the Lantronix device. Another very important setting in the Lantronix is the Port setting. Our software uses port 3001 to communicate to the Lantronix. If this “Port” setting is not set properly, the Lantronix will not communicate with the CardAccess software.**

- 10) **Verify the CardAccess software is configured properly. Check “Configuration/Com ports” and verify the correct comport is configured. For network communications, Com 5 and higher should be used. The comport should be configured for network and the IP address should be the IP address programmed into the Lantronix device. NOTE: Do not enter a baud rate or select compressed mode.**
- 11) **In the software, check “Configuration/Panels” and verify your panel is configured for the correct address and the correct comport.**
- 12) **Verify the cable from the Lantronix is connected to pins 4, 5 and 6 of the 16 pin polling connector, not the 6 pin com connector. The cable wiring is as follows:**

Lantronix (25 pin)

Panel (16 pin polling connector)

| | | |
|---|-------|---------|
| 2 | ----- | 4 (txd) |
| 3 | ----- | 5 (rxd) |
| 7 | ----- | 6 (gnd) |

NOTE: Do not cut the serial programming cable provided with the Lantronix. The gauge of the wire doesn't meet Continentals specifications and quite often, wires in the cable get crushed causing shorted wires. Continental doesn't sell a Lantronix cable. Most customers build the Lantronix cable themselves. The cable should only have 3 wires in it. You can purchase a modem cable from Continental, and it will work with the Lantronix.

NOTE: Verify you are not using any adaptors between the Lantronix cable and the Lantronix. These adaptors swap wires and cause many problems.

- 13) Verify the address switch on the panel is set properly (for panels with dip switches, address 1 is switch 1 pushed down on the left, and all other switches pushed down on the right). Refer to the panel installation guide for all switch and jumper configurations.**