

IPC Troubleshooting Guide

IPC3401, IPC3401-NET, IPC3402, IPC3402-NET, IPC3402-A2, IPC3402-A2-NET, IPC3402-2756, and IPC3402-2930



Serial Problems:

Problem	Suggestions
<p>The IPC does not respond when I connect to it via the serial port</p> <p>The diagram shows the rear panel of the IPC unit. Red arrows point to the Ethernet port (J11 NET), the Strapping Switch (STRAPPING SELECT), the Strapping Ports (J9 and J10), and the DB9 Serial port (J12 SERIAL).</p>	<ul style="list-style-type: none"> • Make sure your settings are correct: Baud=9600, Data Bits=8, Parity = None, Stop Bits = 1, Flow Control = None • Make sure you have a straight through cable (Null modem cables will not work). When you open the com port to the IPC, you should hear the unit click. • The unit will not prompt you for a user name or password you must type your user name ('@@@' by default from the factory) and press 'Enter'. The unit should respond back IPC Online at this point (You may have to enter it twice). • It is recommended that you turn on Local Echo because the IPC will not echo back the characters that you type. • Make sure the strapping Selector switch on the back of the unit is set to 0 • If you have checked all of these things and the unit is still not responding you may have a bad cable. The red data light on the front of the IPC should blink briefly whenever you type a characters.

Telnet Problems:

Problem	Suggestions
<p>I am having trouble assigning the unit an IP Address (unit does not respond to the ping command)</p>	<ul style="list-style-type: none"> • The IP Address must be in the same class as the rest of your network. For example, if your computer has an IP address of 10.0.2.150, then your IPC unit must also have the same prefix of 10.0.2.xxx (where xxx is a free IP address on your system). • If you have a windows OS you may also download Device Installer from our website. See our tech support section on our website for the program and more instructions.
<p>I have assigned the unit an IP Address but the unit does not respond in a telnet session.</p>	<ul style="list-style-type: none"> • The unit will not prompt you for a user name, you must type the 4 character user name ('@@@' by default) and press 'Enter' at which point the IPC will respond IPC Online! (You may have to enter it in twice). Turn on Local Echo as the IPC does not echo characters you type. Type a '?' and press 'Enter' for a list of commands. • Make sure your 'Caps Lock' is activated • Make sure the strapping selector switch on the rear of the unit is set to 0. • Make sure that you are not trying to connect to the unit through the serial port. You may only control the unit via serial or Ethernet (Serial takes priority over Ethernet). • Telnet to the unit on port 9999 and make sure that Channel 2 configuration is set to port 23 (if your unit only has Channel one make sure Channel 1 is set to 23) • If the unit still does not respond, check the connections. The data light should blink on the IPC when you send characters to the unit.

PULIZZI
ENGINEERING, INC.
www.pulizzi.com

Sales or Technical Support: 800-870-2248
Fax: 605-334-4999 or 605-334-2611
sales@pulizzi.com **ISO9001**
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Pulizzi Engineering Inc.
3200 S. Susan Street
Santa Ana, CA 92704
Federal ID: 95-3411351

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Web Browser Problems:

Problem	Suggestions
How do I use the web browser interface?	<ul style="list-style-type: none"> Once you have setup your IPC direct your web browser to http://xxx.xxx.xxx.xxx/webipc.html where xxx.xxx.xxx.xxx is the IP address you assigned to the unit. Login to the ipc with your user name ('@@@' factory default) and port number (23) (factory default). Do not click the stacked button unless you have multiple IPC unit chained together. You must use Internet Explorer 4.0 or Netscape 7.0 or newer. This interface may not work correctly on any other browsers. You must have the latest version of Java (Available from www.java.com)
You receive the error message "Connection refused – another use may be connected"	<ul style="list-style-type: none"> Make sure that you are not logged on through a telnet or serial session (only one interface may be used at a time). Make sure your setup is correct and you can telnet to port 23 (see Telnet Troubleshooting above).
You receive an error that the page cannot be displayed	<ul style="list-style-type: none"> Make sure you typed in the correct IP Address Verify that setup is correct by trying to telnet to the unit (See Telnet Troubleshooting above)

Strapping Problems:

Problem	Suggestions
How do I connect (strap) units together?	<ul style="list-style-type: none"> You can connect up to ten units together using standard Cat5 jumper cables. Simply connect the 'OUT' connector of an IPC to the 'IN' of the next IPC. Each unit MUST have its strapping switch set to a unique number. Having multiple units on the stack with the same 'Strapping Select' number will cause many communication problems. All units must have the same log-in ('@@@') by default from the factory. If any unit has a different name you will not be able to communicate with that unit. Connect only the head unit (0) to the control source (Ethernet, or serial). The other units should only be connected through the daisy-chained ports.
I am able to connect to unit 0, but I'm not able to get any of the other units to respond	<ul style="list-style-type: none"> You may have the wrong type of cable between the units. You can check this by making sure that the data light on all of the units flash when sending commands.

Are you unable to solve your problem?

If you are unable to get the units to work, don't hesitate to give us a call or send us an E-Mail at Sales@Pulizzi.com. We are happy to help you solve any problems you have with your unit. Our office is open M-F 8:00AM – 5:00PM Central time.

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