

Troubleshooting Offline Devices

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Summary

These are the first steps to troubleshooting offline (non-communicating devices). Before spending the time to go out into the field to troubleshoot the hardware connections of your meters there are a couple things you can check from the server.

Keywords

ION Enterprise, Management Console, communication, meter, offline, problem

Symptoms

Management Console is stuck on 'Connecting' or Disconnected under Site Status column. Communication error message.

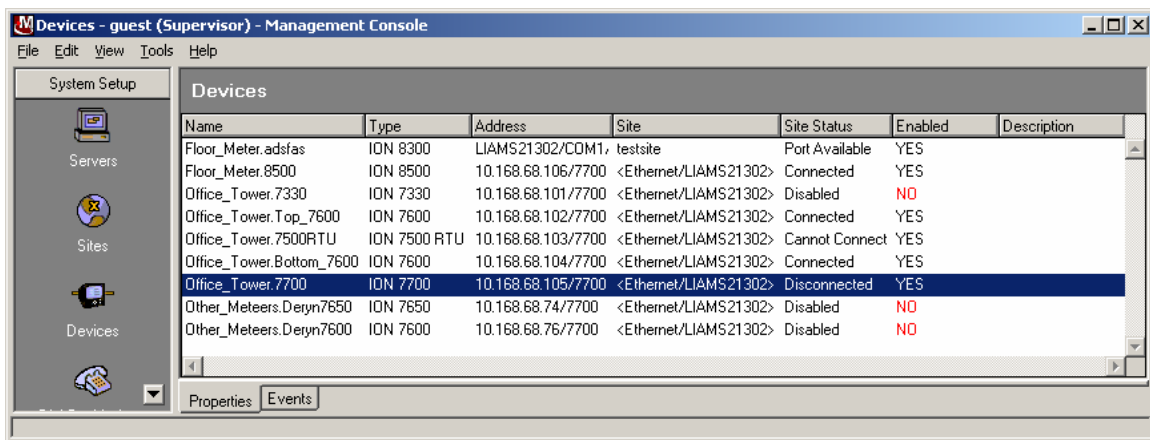
Cause

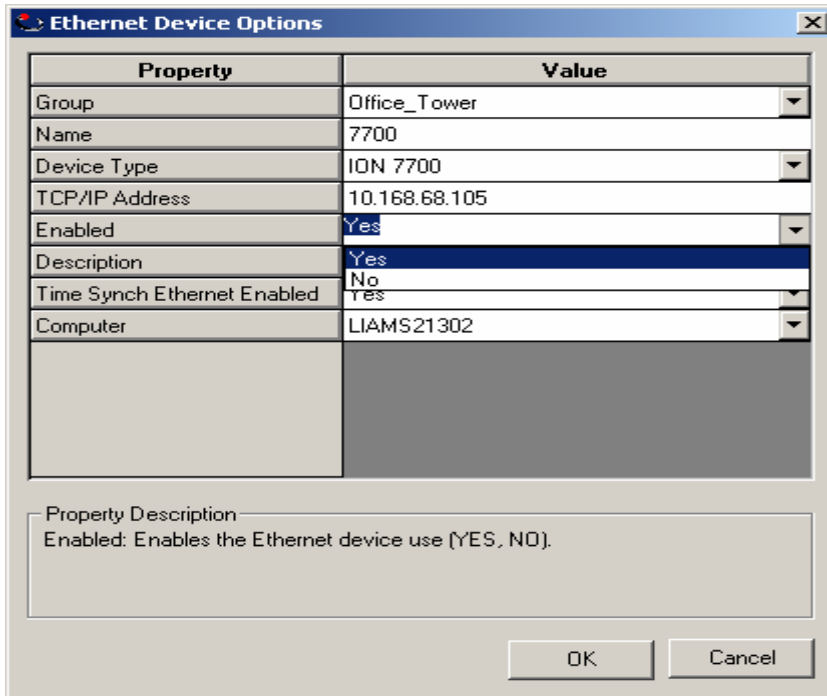
The software may have had difficulties communicating to the device, a com port locked up, device timed out and couldn't be reached by ION :Enterprise

Workaround

The first trouble shooting steps one should take are:

- 1) In Management console:
 - Open the device properties (double click on device) and check the Enable field is set to 'YES'. This will be in the Devices section of Management Console.



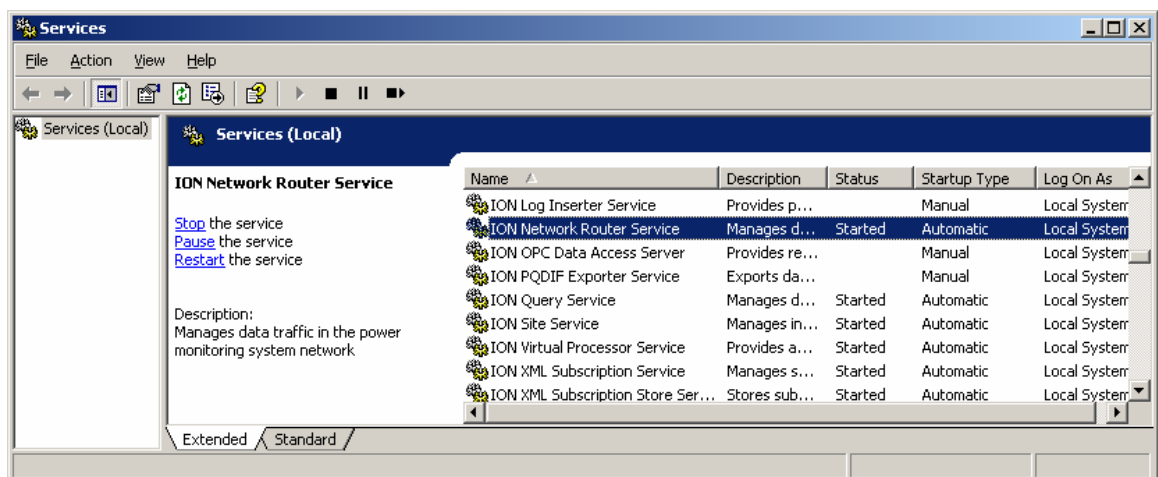


- Right Click on device and select Disconnect, then go to the view menu and choose refresh. After right click on device again and select Connect. Please note that this will be done in the Devices section for Ethernet devices. For Serial, modem, and Ethergate devices you will need to do this in the Site section.

2) If step 1 does not restore communications, then go to the Services editor.

Start -> Control Panel -> Administrative Tools -> Services

Here look for the ION Network Router Service. Right click on the network router, and select 'Restart'. It will ask you if you would like to restart several other services that are dependent on the Network Router Service, select YES.



- 3) As a final step before Advanced trouble shooting/meter level trouble shooting begins, you can reboot the server to force a hard release of the Server Com Ports. This is typically for modem/serial device com port lockup problems.

If after these steps communications hasn't been re-established then please contact Power Measurement Technical Support for assistance with advanced communications troubleshooting.