



# Knowledge Base

## How to Connect with Primary Controller if Standby Controller not Available on the Network

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Rev 1.1  
15 November 2020

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# Table of Contents

1	INTRODUCTION.....	4
2.	BEST PRACTICE.....	5
3.	CONCLUSION .....	10

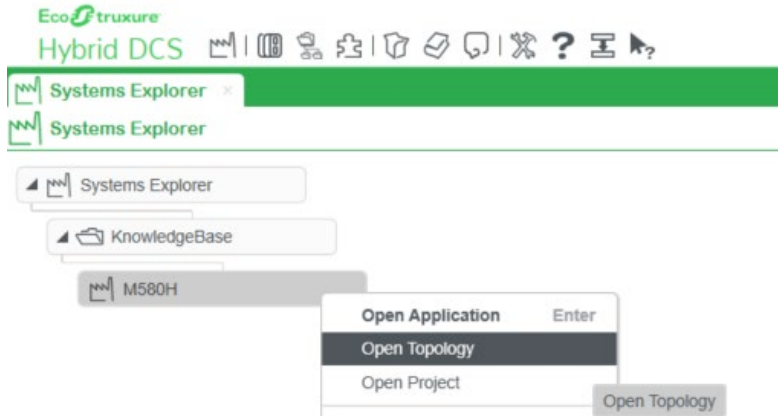
## **1 INTRODUCTION**

EcoStruxure Process Expert (formerly EcoStruxure Hybrid DCS) uses Ethernet as the backbone to achieve all Controller configuration. There could be many situations where due to networking issues, the EcoStruxure Process Expert Engineering Station may not be able to reach both controllers and the user is unable to Deploy or Refine logic online.

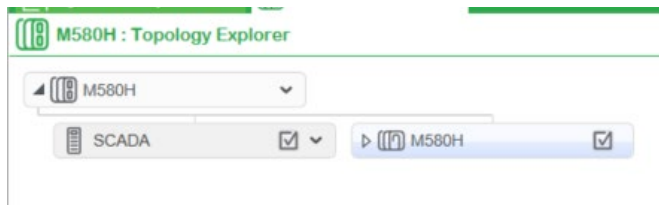
## 2. BEST PRACTICE

To assist in handling such situation please follow the below steps:

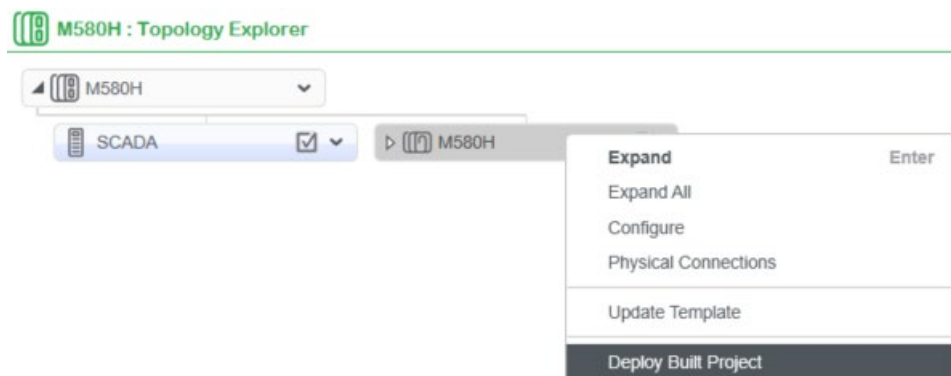
1. Open the **Topology Explorer**:



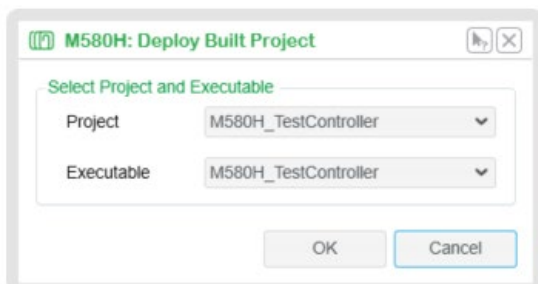
2. You will be able to see all devices configured which include Platform and Controller:



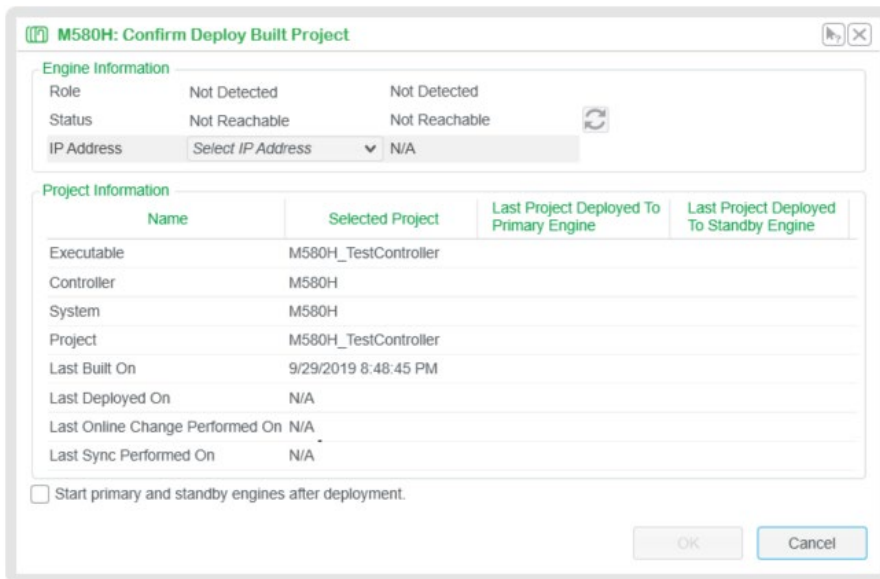
3. Select the required Controller to Deploy, open context menu and hit **Deploy Built Project**:



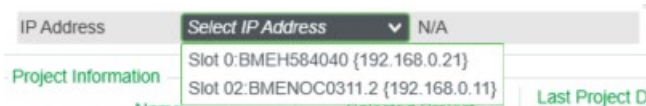
4. Select the correct **Project** and **Executable** and click **OK**:



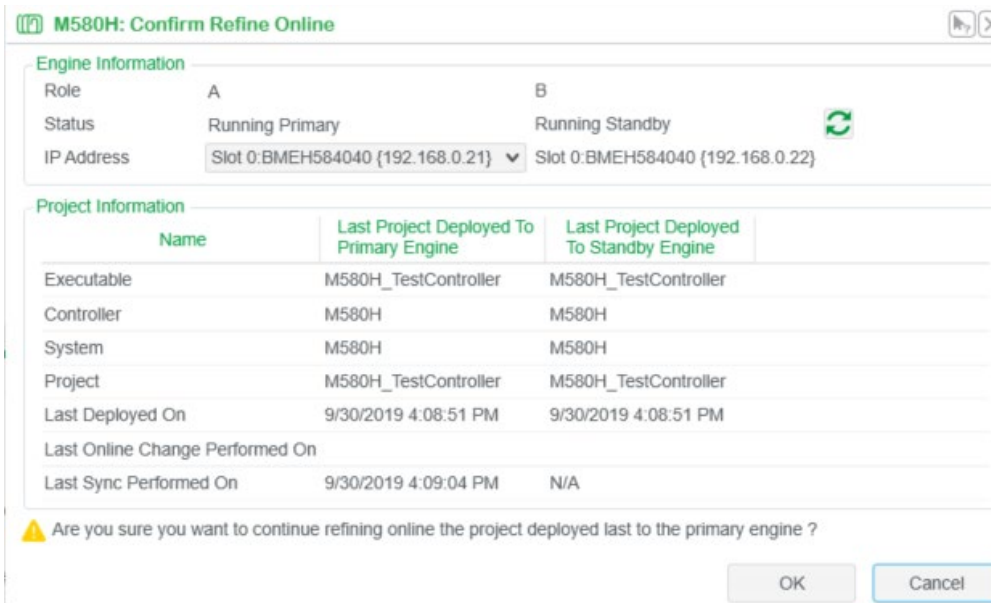
- The deployment confirmation page will open:



- Select the Channel which is used to Deploy or Refine online project:



- Select any available channel, you can experience below changes:



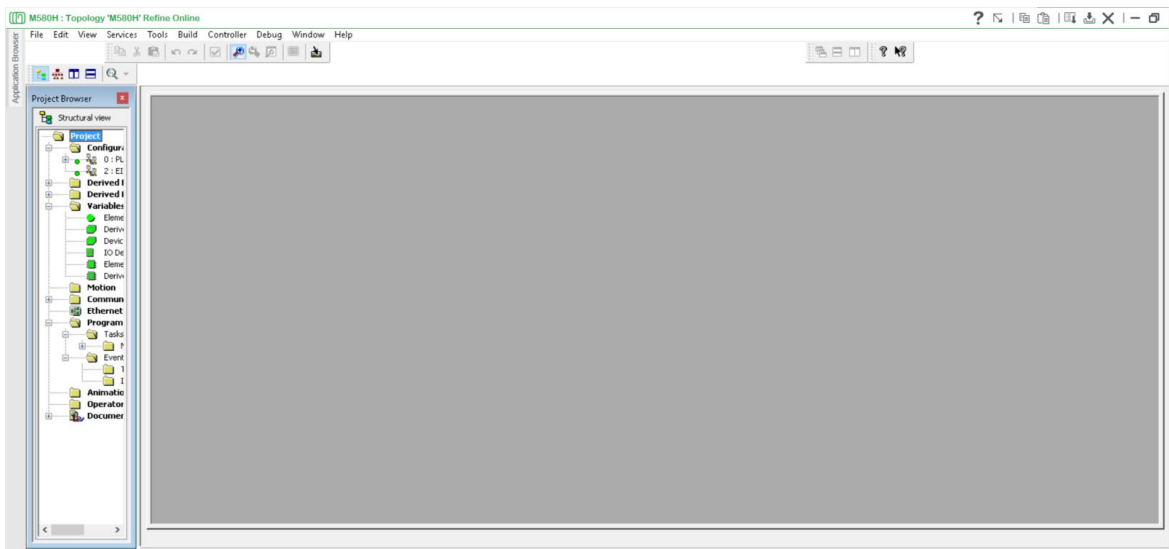
Click **OK**.

8. In case of refinement the following message will appear:



Click **OK**.

9. The Control participant will open:

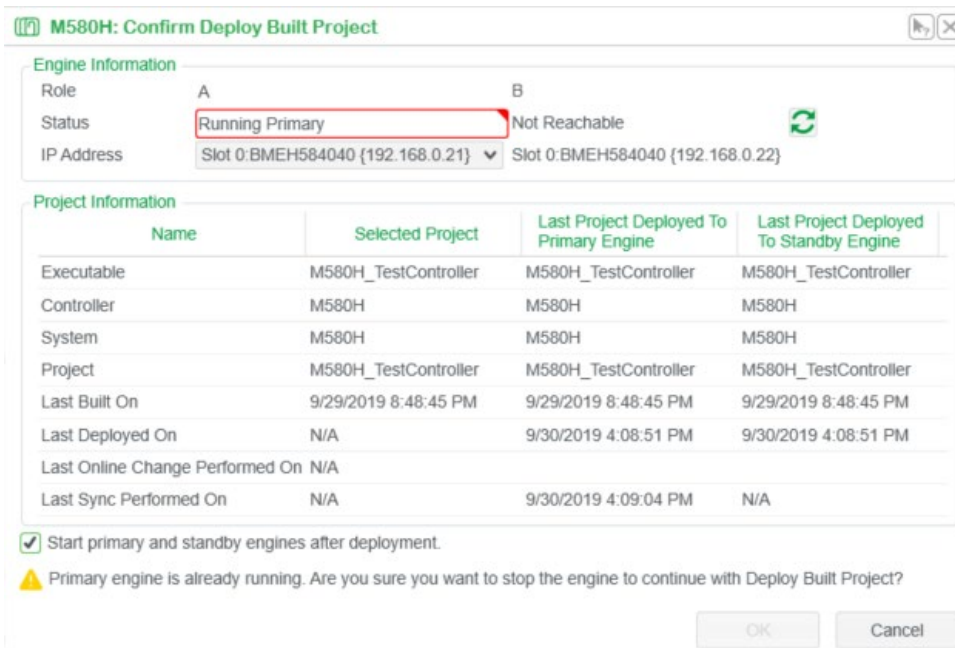


10. Step 1 to 9 is the normal life cycle.

11. Now assume the Standby (STBY) Controller link fails and EcoStruxure Process Expert Engineering Station is not able to ping the STBY controller:

```
Pinging 192.168.0.22 with 32 bytes of data:  
Reply from 192.168.0.50: Destination host unreachable.  
Reply from 192.168.0.50: Destination host unreachable.  
Reply from 192.168.0.50: Destination host unreachable.  
Reply from 192.168.0.50: Destination host unreachable.  
  
Ping statistics for 192.168.0.22:  
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
```

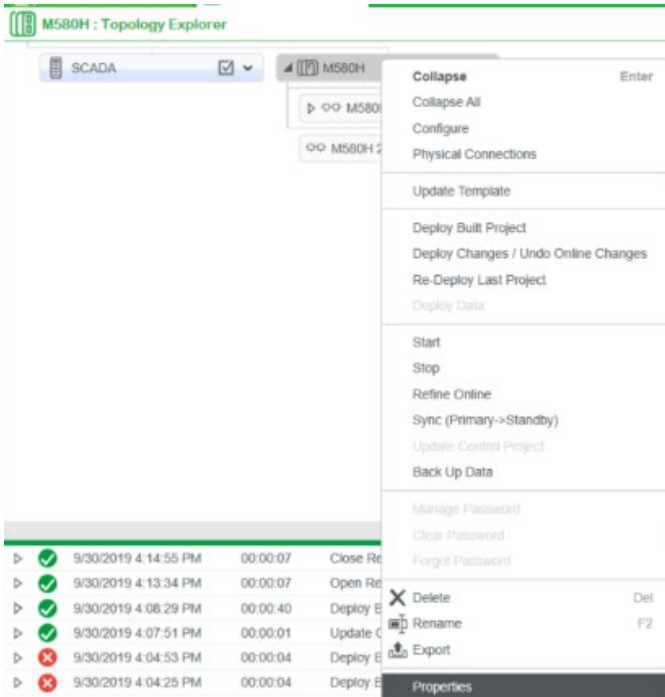
12. Try to Deploy or Refine online project and notice as per below image, Controller Role B STBY controller of not reachable:



In the above scenario EcoStruxure Process Expert does not allow us to Deploy or Refine online.

Please find steps below after 13 to resolve this issue:

13. Open the Controller properties:

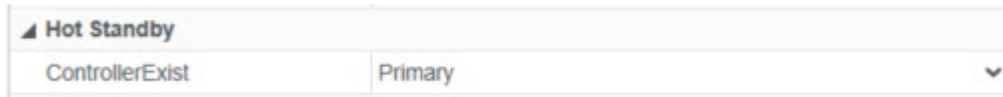




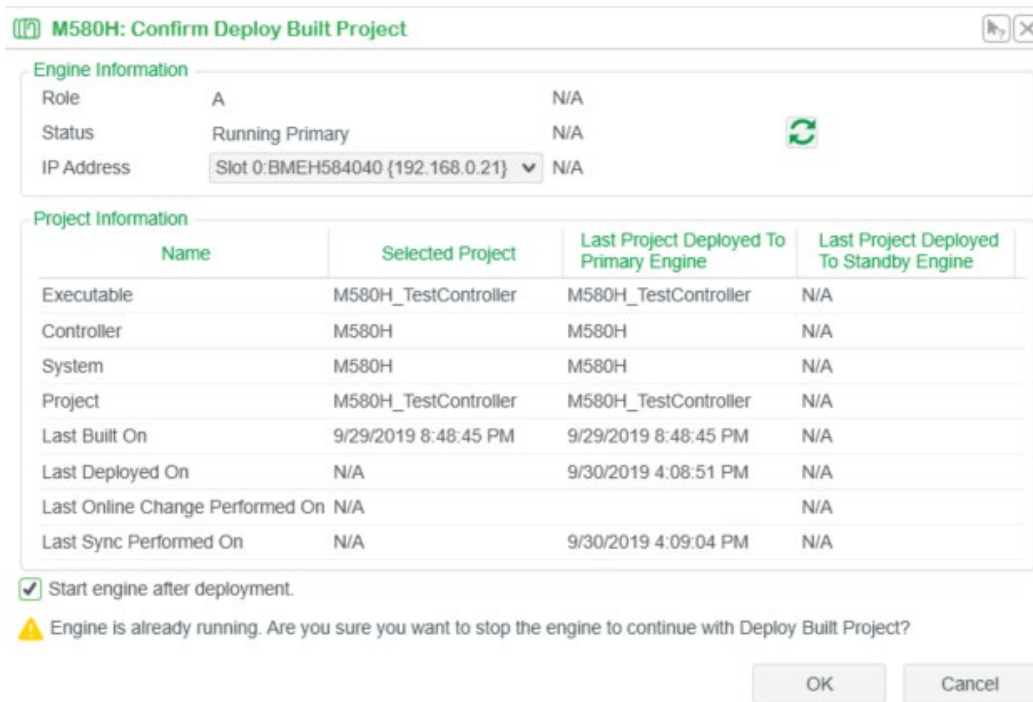
14. For HSBY Controllers, by default you see **ControllerExist = PrimaryandStandby** if configured:



Change Hot Standby, **ControllerExist** property to **Primary** only:



15. Deploy or Refine the project:



Now you notice OK is enabled, click **OK**.

16. EcoStruxure Process Expert will try to open HSBY controller that failed, and you receive the following message:



Click **OK**.

17. Switch **off** the Standby Controller rack.

18. Repeat Step 15:

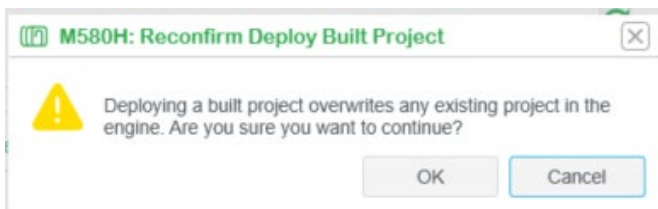
The screenshot shows the EcoStruxure Process Expert interface. At the top, the status is 'Running Primary' with a refresh icon. Below it, the IP address is 'Slot 0:BMEH584040 {192.168.0.21}'.

The 'Project Information' section contains the following table:

Name	Selected Project	Last Project Deployed To Primary Engine	Last Project Deployed To Standby Engine
Executable	M580H_TestController	M580H_TestController	N/A
Controller	M580H	M580H	N/A
System	M580H	M580H	N/A
Project	M580H_TestController	M580H_TestController	N/A
Last Built On	9/29/2019 8:48:45 PM	9/29/2019 8:48:45 PM	N/A
Last Deployed On	N/A	9/30/2019 4:08:51 PM	N/A
Last Online Change Performed On	N/A		N/A
Last Sync Performed On	N/A	9/30/2019 4:09:04 PM	N/A

Below the table, there is a checkbox 'Start engine after deployment.' and a warning message: 'Engine is already running. Are you sure you want to stop the engine to continue with Deploy Built Project?'. At the bottom right, there are 'OK' and 'Cancel' buttons.

19. In EcoStruxure Process Expert, the user confirms the action to enter into Deployment or Refinement.



Click **OK**.

20. Confirm if Deployment or Refinement is successful from Engineering audit trail:



### 3. CONCLUSION

With this article, the user should gain enough knowledge to connect with Primary Controller if the Standby Controller is not available on the network.