



Xenta 527 Offline Response

When a 527 is reported as being offline in I/NET:

Contact the appropriate personnel and request they determine who may be working on site that day and what areas they are working in.

Define what the specific original symptom was that indicated there was a problem. (i.e. system shutdown, connecting to controller, graphics page failure, etc.)

When taking notes please record date/time of incidents and full I/NET addresses of affected points or controllers (example - 99633109-PI Ext). Be sure to use exact text when recording errors and if possible press ALT+Print Screen to capture an image of the message.

At the Host Workstation –

1. In I/NET Click on Connect (if DLA connect to the affected link)
2. Does the Xenta 527 reported as being offline has an asterisk next to it?
3. If not connect to the Xenta 527
4. Try to connect again
5. If you are able to connect record visible controllers. At this point it is safe to say the link is not offline just a few controllers.
6. Select Edit>Host Computer>Network Configuration
7. Penetrate to the 527.
8. Record if it shows an "*", a "+" or a "-" sign
9. Penetrate to the controller LAN
10. Record all saved controller LAN addresses, noting any plus signs, minus signs or asterisks.
11. Open I/NET Configuration
12. Modify the Active Configuration Profile
13. Click on NP Routers at the bottom of the screen.
14. Look for the Xenta 527 in the List. If you find it. Note the IP address and note status of the "Offline" check box in the top left-hand corner of the window
15. If you cannot find it, toggle the offline check box and look again. Record the same information.
16. Click on Host Masks at the bottom of the screen.
17. Look for the Xenta 527 in the List. If you find it. Note the IP address and note status of the "Offline" check box in the top left-hand corner of the window
18. If you cannot find it, toggle the offline check box and look again. Record the same information.
19. Open the Command Prompt (Start>All Programs>Accessories>Command Prompt)
20. Type "ping xxx.xxx.xxx.xxx -t" replacing the X's with the IP address of the Xenta 527. (press CTRL+C to abort)
21. Record success or failure, and Average, Minimum and Maximum round trip times.
22. If Ping is successful, type "tracert xxx.xxx.xxx.xxx" Record full DNS name including domain.



23. Open Internet Explorer
24. Enter the IP address of the controller into the navigation bar and press enter
25. Attempt to Log into the Xenta 527. If unable, record exact text of any errors received and any other issues encountered.
26. If able to log in copy the System Report to a txt file and save.

At the Xenta 527-

1. Record the state of All LEDs (Run, Ethernet Rx/Tx, RS485C Rx/Tx) Include color, and rate of any blinking.
2. Connect to the Xenta 527 through port B using the Xenta Serial Cable
3. Open HyperTerminal
4. Select Transfer>Capture Text
5. Save the file to an appropriate location. (Filename should include router name and date/time of capture)
6. Connect to the Xenta 527 and log in (note errors if unable)
7. Not all errors are saved to the capture
8. Type "time" and press enter (if the printed time shows anything other than the correct time. Type "Actual time is HH:MM" and press enter to record difference in the log)
9. type "sysinfo" press enter
10. type "err" press enter
11. type "procmem" and press enter
12. type "ping xxx.xxx.xxx.xxx" using the IP address of the Host workstation
13. If able, leave HyperTerminal running. Periodically run "time" "procmem" and "err". Note if any errors that come through and at what rate.

Direct Connect to a Controller on the Controller LAN Segment-

1. Record any abnormalities in the Controller's LEDs, especially if any points are in alarm
2. Record the LAN wire voltage
3. Record the Voltage powering the controller
4. Record any visible damage to the controller, include labels of components damaged
5. Click Connect, Record all visible controllers
6. Connect to the Controller you are tapped into
7. Record the Controller Address and Type
8. Select Edit>Controller Configuration
9. Record the Firmware Status and Memory Status
10. Check to see if values are coming in on the local controller. Note any errors, old data on Indirect Points, or any abnormalities
11. Try to connect to another controller on the Controller LAN segment
12. Repeat Steps 6-9
13. If there are any controllers not visible in Step 2 repeat this process on at least one of those controllers

By the time you have finished gathering this data, someone should have reported back to you about anyone working in the area.



Conclusions:

- If you were unable to connect to the Xenta 527 via the workstation but found no errors locally or on the Controller LAN, you have a TCP/IP problem
- If while connected to the Controller LAN you were unable to connect to other controller or had issues doing so, you have a Controller LAN issue.
- If you had any issues while logged into the 527 via HyperTerminal, or could only get partial function out of the 527 at the workstation, you have a problem at the 527.

Actions:

Check to see if the originally reported problem still exists after each action. To prevent similar issues from re-occurring we need to know exactly what fixes the problem.

TCP/IP Issue –

1. Verify that the port the Xenta 527 is plugged into is functional
2. From HyperTerminal, try pinging several Host workstations or another IP
3. See if you are getting the same symptoms on multiple Host workstations around the network. (Record Host Number and IP)
4. Use the tracert command to see if the Xenta 527 is on the same domain as the rest of the system
5. Work with the buildings IT department to ensure ports used by I/NET are open
6. Clear site Routing tables, and ensure Reference Hosts are configured correctly

Controller LAN Issue –

1. If someone was working on this Controller LAN, go to that location and check the controller LAN wiring
2. Remove the wires from the terminal block and reseal them, checking for solid connection and no loose bits of wire.
3. Remove that controller from the controller LAN and see if the rest of the system comes back up
4. If no one was working in the area you can try removing all Stations from the controller LAN and bringing them on one at a time. You may need to use LANMon to determine the issue.

Xenta 527 Issue –

1. If you are unable to log into the Xenta 527 via HyperTerminal, jumper pins 9 and 10. Do not cycle power. Try to log in again.(if successful repeat data gathering section commands listed above)
2. Remove the Controller LAN wiring from the Xenta 527, if no change try re-attaching
3. Remove and re-attach the TCP/IP cable
4. From HyperTerminal, type "inet delall" to clear the IP routing table.
5. Use a crossover cable to connect to the 527. Check I/NET to see if the problem exists locally



6. Record any findings or abnormalities
7. From HyperTerminal, again type "inet delall" to clear the IP routing table.
8. Type "restart" and press enter
9. If issue persists cycle power with failsafe pins shorted
10. If issue persists upgrade the router to the latest revision.
11. Attempt to reproduce the original error using the new revision.

If the problem persists, contact your local Schneider Electric Office or Product Support. Please inform them you have used this document and provide your findings.