

## Chapter 12: Troubleshooting

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### How the Information is Organized

This chapter contains information to help you resolve problems you might encounter while working with PowerNet Software.

As with most Windows applications, if you enter or choose an invalid value for a field in PowerNet Software, a dialog box containing an error message displays. Error messages also display when there are communication problems, device problems, and so on. Most error messages are self-explanatory.

This chapter contains the following information:

- ◆ Frequently Asked Questions
- ◆ Modbus response codes supported by IMPACC

### Frequently Asked Questions

This section lists frequently asked question associated with PowerNet Software applications and lists a solution for the problem encountered.

#### System Wide

***I made a change to my NetPower Security Manager and/or my NetPower Configurator. After I opened an application, database synchronization took place. Why are the changes that I made overwritten?***

It is recommended that you install the NetPower Security Manager and the NetPower Configurator on the same computer and to always run these programs only on one computer. Make sure that the NetPower Configurator and NetPower Security Manager are on the computer that has ODBC pointing to the respective master databases.

***Why does my IMPACC Series III data differ by a factor of 1000 or 100,000?***

The data Series III read from devices was measured in terms of kilo units, mega units, and base units, and this information was conveyed to the user. A NetPower DeviceServer reads this information from the devices, but converts all the information to base units for all applications.

## **Installation**

***Why didn't NetPower DeviceServer or NetPower License Manager install when I ran the setup program?***

In order to install NetPower DeviceServer or NetPower License Manager, you must choose the custom installation setup type.

***Should I overwrite my shared files when installing PowerNet Software?***

The Windows files are installed to make sure that you have all necessary files and to make sure these files are compatible with your version of PowerNet Software applications. If you already have the file, the install program asks you if you want to replace it. In order to ensure that PowerNet Software runs properly, you should overwrite all the files.

## **NetPower Configurator**

***Why can I only configure one device on the NetPower DeviceServer?***

Make sure that you have installed the NetPower DeviceServer license. The NetPower DeviceServer license comes on a 3.5-inch floppy disk. Insert the disk and run Install.exe.

***Why do I get a PowerNet Protocol Error Timeout (-1) when I try to configure a CONI or change device addresses in the DeviceServer Configurator?***

Check the TCP/IP timeout for the device in the NetPower Configurator. Increase the timeout to at least 25 seconds.

***Why can't I configure a CONI card on my NetPower DeviceServer?***

Make sure that there are no interrupts or address conflicts with the CONI card and other installed hardware. Try a different combination of interrupts and addresses. Also make sure that you are running the NetPower DeviceServer on a computer running Microsoft Windows NT.

***Why do I get an (-8002) error message when trying to configure a NetPower DeviceServer?***

Make sure that your network is set up properly and that your NetPower DeviceServer is running.

***Why can't I get my device to respond through a COM Port Direct through a MINT II?***

Make sure your MINT II dip switches match your MINT II configuration under COM Port Direct.

***When I try to configure a NetPower DeviceServer in the NetPower Configurator, why does it say that I have insufficient security privileges, even though my user ID has administrative privileges?***

Try starting the NetPower Configurator in the off-line mode and configure the NetPower DeviceServer off-line. Run the NetPower Security Manager and then reopen the NetPower Configurator on-line.

***Whenever I logon to the NetPower Configurator, it still opens in the Monitor-only mode. Why can I not add or delete anything?***

Make sure that the user has the proper security privileges. In order to run NetPower Configurator in Online-mode, a user must have Administrator or Configurator privileges.

***How do I delete a NetPower DeviceServer configuration from my database without deleting my NetPower DeviceServer files?***

You must run the NetPower Configurator off-line, delete the NetPower DeviceServer you want removed from your configuration, and then restart NetPower Configurator.

***Why am I not receiving data from any of my devices?***

Make sure that the CONI is configured to poll data in the NetPower Configurator.

***Why am I unable to log energy?***

Make sure that the energy log checkbox is checked in the NetPower Configurator.

## **NetPower License Manager**

### ***Why am I unable to return or check out a license?***

Make sure that NetPower License Manager is running. Also make sure that NetPower License Manager is running on a computer with a fixed IP address.

### ***Do I need to save the Master License Disk?***

It is imperative that you save the Master License Disk in order to transfer the license to a different location.

The first license disk you receive and install is the Master License Disk. If you receive a second license disk with more PowerNet Software licenses, you still need the original Master License Disk. If you want to transfer the license back to a disk, the only disk you may use is the Master License Disk.

### ***Can I lose a license for an application?***

No. In case the hard drive crashes on a computer that has checked out a PowerNet Software application license, the License is returned to the NetPower License Manager after three days.

## **NetPower Tools**

### ***Why are my files not merging?***

Make sure that the proper .csv files are generated. When NetPower DeviceServer first runs, the folders for storing these .csv files are created in NetPower DeviceServer's operating directory.

Each type of .csv file has its own folder; Elog for E-Log files, Trend for trending files, and TSEvent for time stamped event files. You will find the .csv files in these folders.

Also, check your access to these folders. If the drive or the folder is not shared over a network, not mapped to your computer, or you do not have access with your username and password, these files will not merge into a database.

### ***Why are trend files not being created?***

Check to see if you have trending enabled for the NetPower DeviceServer in the NetPower Configurator.

Also, check the event log in the Event folder in the NetPower DeviceServer directory. Make sure that you have not exceeded hard disk space requirements.

## **NetPower Waveform**

### ***Where do my waveform files go?***

When NetPower DeviceServer first runs, a folder titled “Waveform” is created. All uploaded waveform data from devices connected to that NetPower DeviceServer are stored in the Waveform folder. If you cannot see the uploaded waveform data on the Open NetPower Waveform File dialog box in NetPower Waveform, then you must select your NetPower DeviceServer path or select your Waveform path manually. Make sure you have access to the Waveform directory that is storing your uploaded waveforms.

### ***Why is the Display button not enabled on my NetPower Waveform upload screen?***

The Display button on the upload screen is enabled only when the selected buffer has an asterisk (\*) next to it, indicating the file exists on disk and a NetPower DeviceServer path for the NetPower Waveform files has been selected.

### ***Why is there an asterisk (\*) next to my NetPower Waveform files in the waveform upload screen?***

The “\*” indicates that the NetPower Waveform file exists on disk. If you have saved a NetPower Waveform file to a disk and it does not have an asterisk (\*) next to it, then check to see if you have selected your NetPower DeviceServer path for the Waveform folder.

### ***When I double-click on my waveform file in the upload progress list, the file is not opened. Why?***

Double-clicking on an uploaded waveform file in the upload progress list does not open the file unless you have selected a valid path for that NetPower DeviceServer’s Waveform folder.

## **NetPower Setpoints & Trip Curve**

### ***Why do I have a different configuration on my NetPower Setpoints & Trip Curve screen than what is on my NetPower Configurator screen?***

When NetPower Setpoints & Trip Curve is started, it reads the current configuration from the Configurator database. If any changes occur to this database while NetPower Setpoints & Trip Curve is running, a message displays that tells you to restart the application due to a change in the configuration. NetPower Setpoints & Trip Curve does not update its configuration while it is running.

***Why do I get an error message every time I try to display a trip curve, and why is it asking for a bus voltage?***

In order for a trip curve to be displayed for a device, the bus voltage for the device must be configured in the NetPower Configurator to a value greater than zero. Configure the bus voltage for that device in NetPower Configurator, then restart NetPower Setpoints & Trip Curve.

***Why can't I see my trip curve on the display screen?***

Try adjusting the trip curve per unit setting. The proper adjustments move the trip curve to the left or right.

## **DDE and Modbus**

***Why don't Modbus and DDE tags that worked with IMPACC Series III work anymore?***

Some of the Modbus and DDE tags from Series III are no longer available or have been switched to a new tag name.

***Are multiple logons (such as "logon A logon B logon C") still supported?***

PowerNet Software does not support multiple logons.

***Why am I unable to get data back using NetPower Integrator?***

In Series III, the topic name was always set to "values." In PowerNet Software, you must set the topic name to equal the NetPower DeviceServer name, as set in the NetPower Configurator.

***Using NetPower Integrator and Modbus, why are the values for energy tags from the IQ 200, IQ Analyzer, and IQ DP4000 calculated incorrectly?***

PowerNet Software calculates the values differently. For example, due to a four-byte limitation in Series III, the base value for energy for these devices was read using "posenergy" and the exponent "sysenergy." A user needed to calculate the actual energy using the "posenergy" and "sysenergy" tags. PowerNet Software calculates the true energy and returns this in the "posenergy" tag.

***In NetPower Modbus Tools, why do the holding registers have no data?***

Until the Modbus Master requests the data, the holding register fields are blank.

***When I start the Modbus system, why are there tags for devices that are already configured in a NetPower DeviceServer, but I have not configured devices in NetPower Modbus Tools myself?***

NetPower Modbus Tools does not check for device type when configuring tags, or displaying tags on start up.

For example, if you previously configured Modbus tags for an IQ Analyzer in NetPower Modbus Tools, and then deleted the IQ Analyzer and replaced it with another device, you will still see the tags that were supported by the last device in that register, in this case the IQ Analyzer.

## **NetPower DeviceServer**

***Why does the NetPower DeviceServer shut down immediately after starting it up?***

Your system is set up incorrectly. Run NetPower DeviceServer from the DOS command line to view the error messages.

## **NetPower Monitor**

***In NetPower Monitor, why is some data invalid?***

Some Device-ActiveX display plates support additional information when placed underneath a subnetwork master. When communicating directly, those attributes are colored red. "Attribute not supported" displays when you place the mouse pointer over these attributes.

## Modbus Response Codes supported by IMPACC

Exception Code	Meaning
01 (Illegal Function)	The Modbus Master has requested an unsupported function. <b>OR</b> The Modbus Master has attempted to write a holding register while the IMPACC Modbus Gateway is not logged on for device control.
02 (Illegal Data Address)	The Modbus Master has requested more than 125 registers. <b>OR</b> The Modbus Master has requested a register outside the valid register address range.
03 (Illegal Data Value)	The Modbus Master input register request has caused IMPACC to attempt to access an illegal datum (check the configuration of the IMPACC-Modbus register).
04 (Failure in device)	The Modbus Master has attempted to write to a holding register (i.e., issue a command) for a device that is not configured in IMPACC.
06 (Busy/Rejected message)	The Modbus Master has attempted to read from or write to a register while IMPACC is loading an IMPACC-Modbus register configuration. <b>OR</b> The Modbus Master has attempted to re-write a holding register (i.e., issue a command) before the previous command was completed.