Chapter 4: Troubleshooting

Frequently Asked Questions

This section lists frequently asked question associated with NetPower Modbus Tools application and lists a solution for the problem encountered.

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

Some of the Modbus 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.

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

Due to a four-byte limitation in Series III, the base value for energy for these devices was read using "posenergy" and multiplying by the exponent "sysenergy." Because PowerNet Software does not have this four-byte limitation, it uses the "posenergy" value and does not multiply by any exponent.

In the 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.