





TROUBLESHOOTING

1

Power Supply Issue:

- Check power supply and level
- Change power cable

Connection Issue:

- Try to ping the product (if applicable)
- Change data cable
- Check port configuration (if applicable)

Addressing Issue (if applicable):

- Check addressing spelling (IP, Node ID, Name)
- Look for duplicates
- Enable/Disable DHCP/BOOTP (Ethernet interfaces only)

2

Product(s) Information:

- Type Key(s)
- Serial Number(s)
- How Many Products are Affected?

Description of the Application:

- General Purpose
- Location of the Product in the Application
- Type of Coupling
- Level of Shocks and Vibrations
- Environment Temperature
- Power Supply Voltage Level
- Are there Products Well-Functioning in the Application?
- Cable Length Between Product(s) and Master

Circumstances of the Failure:

- How Was it Noticed?
- How Long was the Product in Use?
- Failure Occurred After a Specific Event?
 - After Power Cycle
 - Change of Direction
 - Reach of a Specific Position