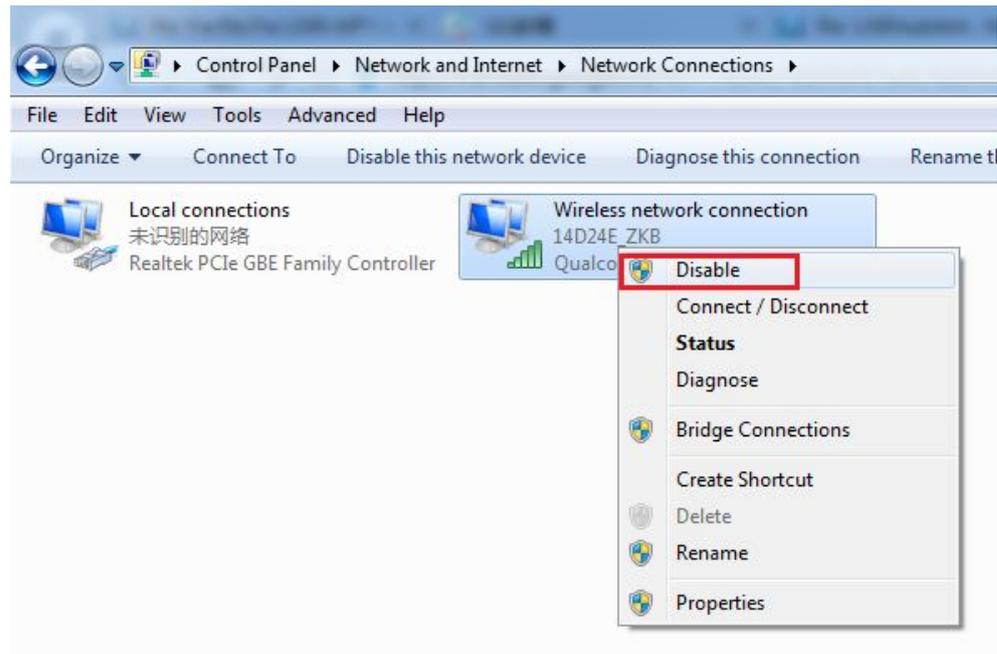


TCP232 series products FAQ

1. Multiple network card and firewall issues

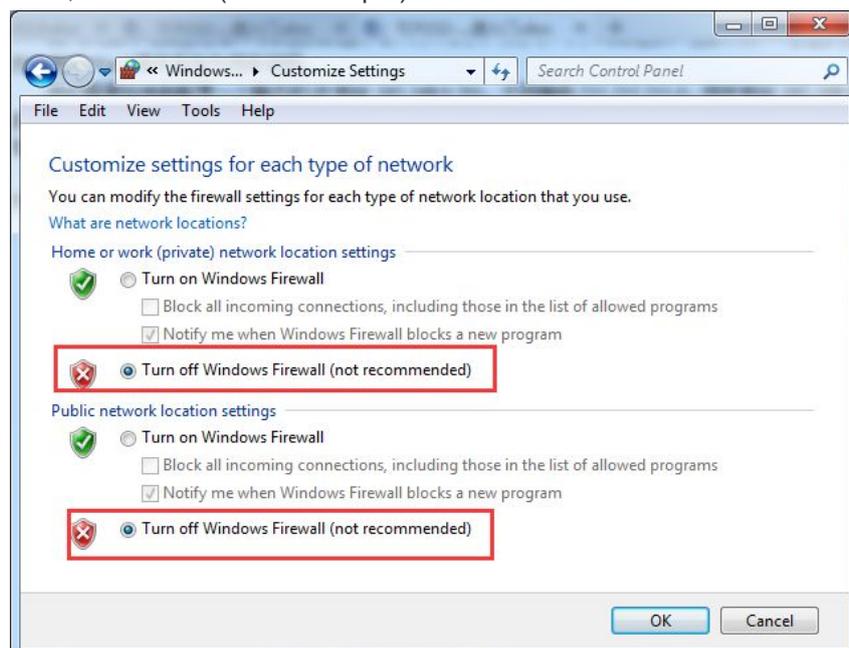
1: About to Multiple network card

USR-TCP232-T24 series of products that do not support DHCP function, need to set the computer to a fixed IP. When you disable communications test, extra card, retaining only a network card, as shown in the following figure (win7 for example), we just open a local connection, wireless network card is disabled



2: About to windows firewall

Communications test, close the windows firewall, because: it will intercept TCP communication, see below (win7 example)



3: Across the network segment problem

If the device IP communication with PC network segment are not identical, equipment and PC are connected between the router and then the two devices is unable to communicate.

illustrate

serial server IP address:192.168.1.66

subnet mask:255.255.255.0

PC IP address:192.168.0.161

subnet mask:255.255.255.0

For equipment IP 192.168.1.66, leads to web pages on the PC cannot access equipment, also can't ping it.

If you want to both to communicate, you need to change the IP of equipment to 192.168.0.X, so you can login module page.

2: After the upgrade firmware, web page can't open, etc

After the upgrade firmware, web page can't open, Can't search module of IP
Solution:Restore factory Settings

3: Use the setup software search for devices, Prompt port occupied

Please check whether the open two set software, need to shut down one of the software interface

4:Why the serial server cannot connect to public server under client Mode?

Pls ensure that multi-NIC or firewall is disabled.

pls check the gateway address when visiting outside server. Generally, it should be the IP address of the router. the gateway setting of module should be same with router's. If still not work, pls do TCP Client test with our USR-TCP232-Test software, connect to server and check whether it is connected.

5.Unnormal communication, unconnect networks or can't search it

All computer should be closed firware (in the windows firewall setting)
USR-TCP232-E45 series, it have three local port, these should be different, default as 23, 26, 29

Illegal MAC address, example all FF MAC address, it may occur the destination IP can't be connect or MAC address is repeated

Wrong IP address, for example, module IP and router IP in different network segment, it can't visit internet

Check hardware connection, RS485 cable A and B sequence are opposite, RS232 (PIN 2 and 3) received and send pin connect opposite, under this connection, you can change another type serial cable

Module connect with PC directly, PC should be set static IP, can't set as DHCP

6.Find a hardware problem

Lack of power supply, power supply connector poor contact

The power light is not on, so the light is not bright, that is no power supply or a hardware problem

Ethernet interface hardware problems, please see the light

Normal is: green light normally on, yellow lights flashing

7. View the virtual serial port software, whether to establish TCP communications

