WALCHEM

IWAKI America Inc.

WebMaster®/WebAlert®
Windows 8
USB Driver Installation

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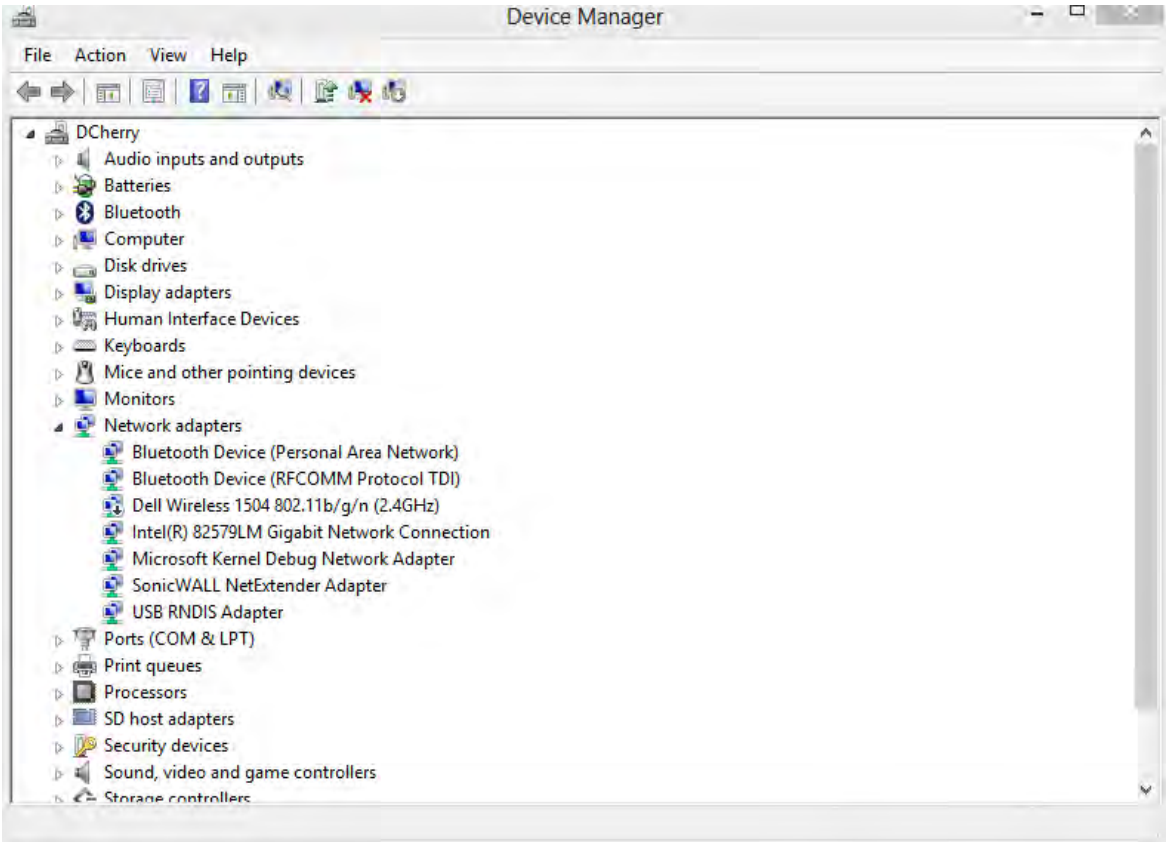
QUICK START GUIDE

WINDOWS 8

USB DRIVER INSTALLATION FOR WINDOWS 8

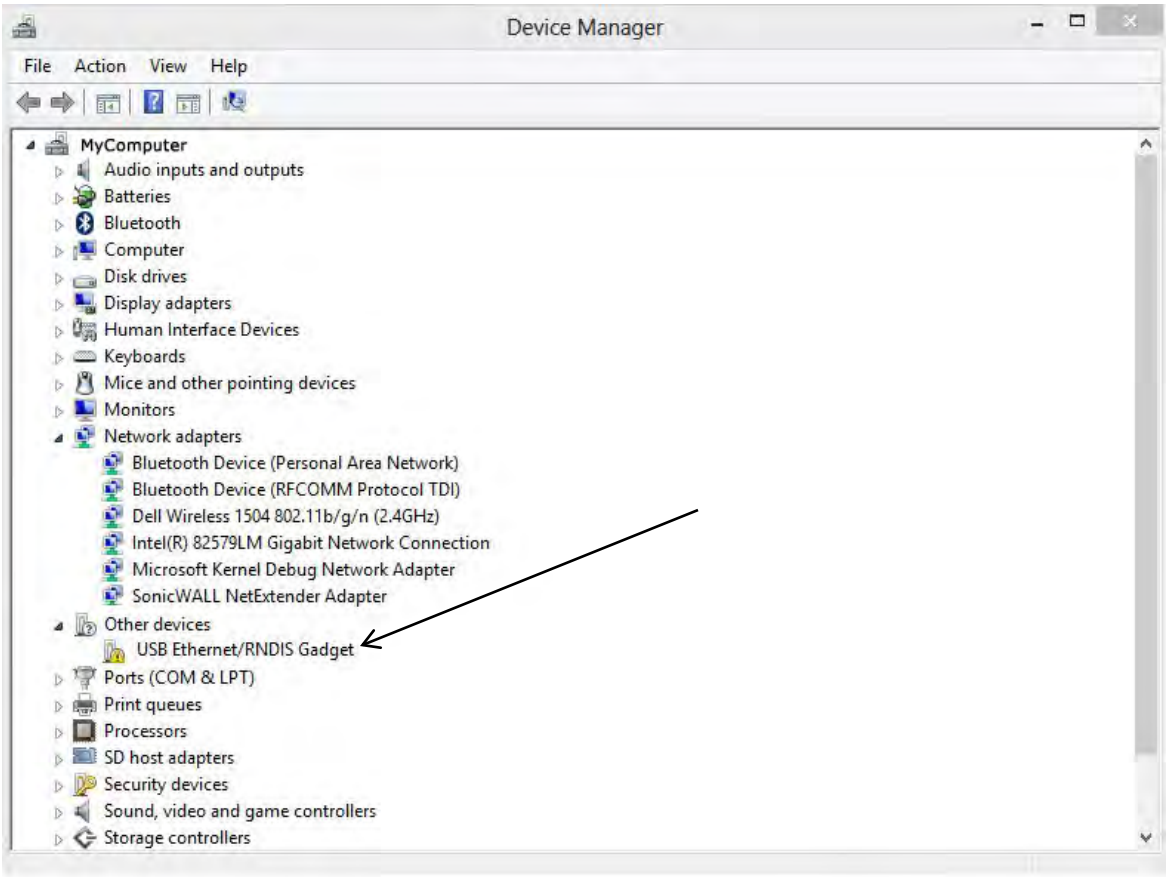
Step 1

- ► Plug the USB cable into the WebMaster/WebAlert and your computer.
- ► Go to the Device Manager (right-click the lower left corner, select Control Panel, then Device manager)



Step 2

- ► Right-click the RNDIS Ethernet Gadget with the yellow exclamation mark.
- ► Select Update Driver.

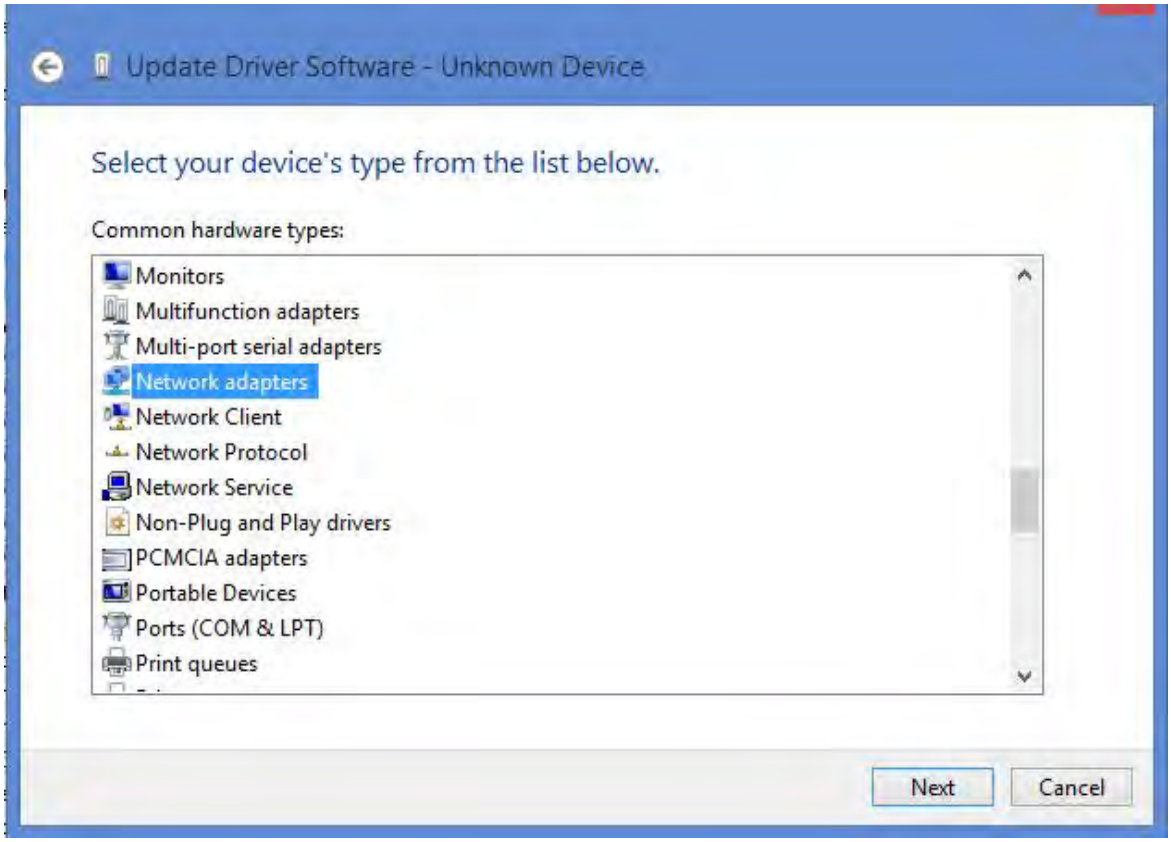


Step 3

- ► Select Browse my computer
- ► Select "Let me pick from a list of device drivers on my computer"

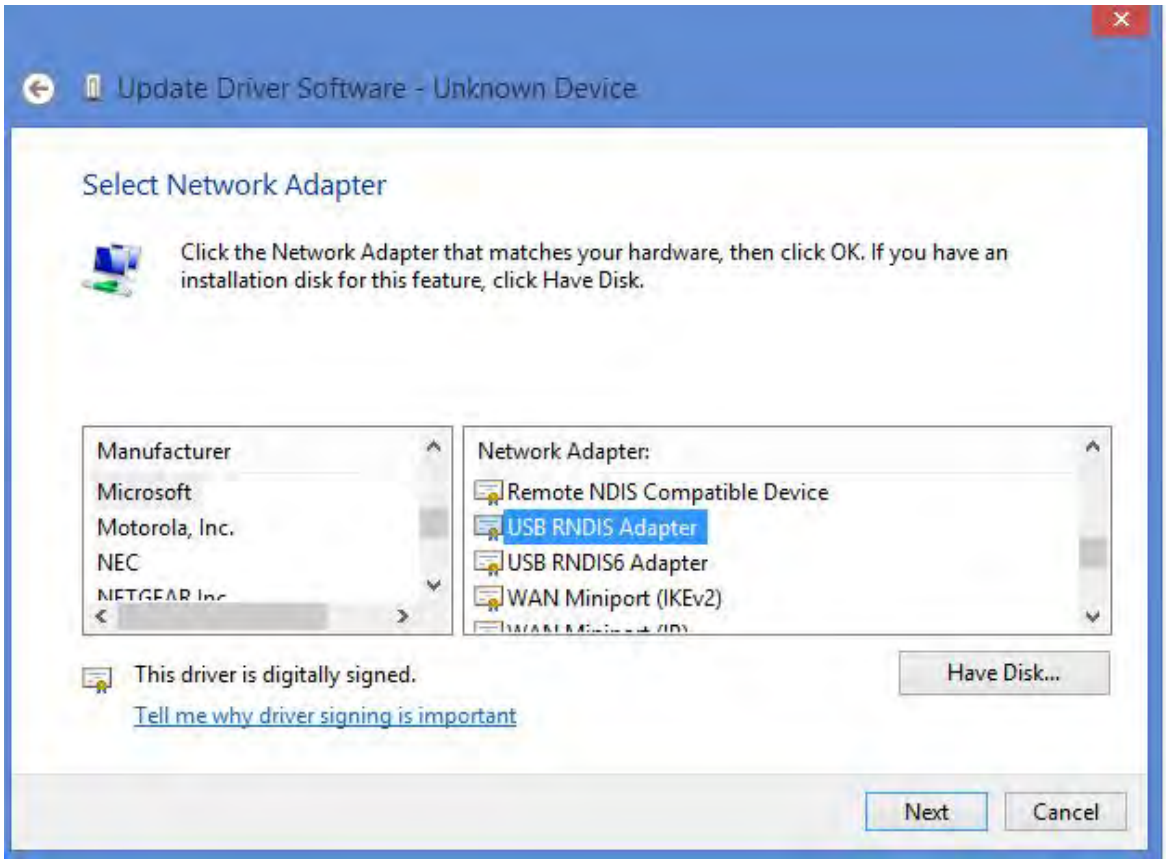
Step 4

► Select Network Adapter, click Next



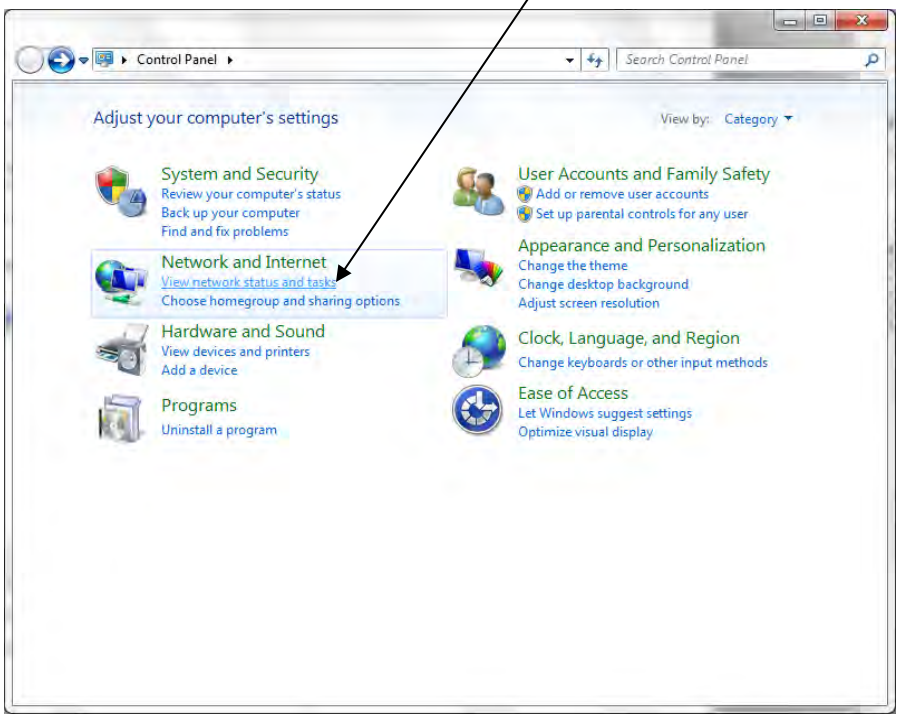
Step 5

► Select Microsoft and then USB RNDIS Adapter



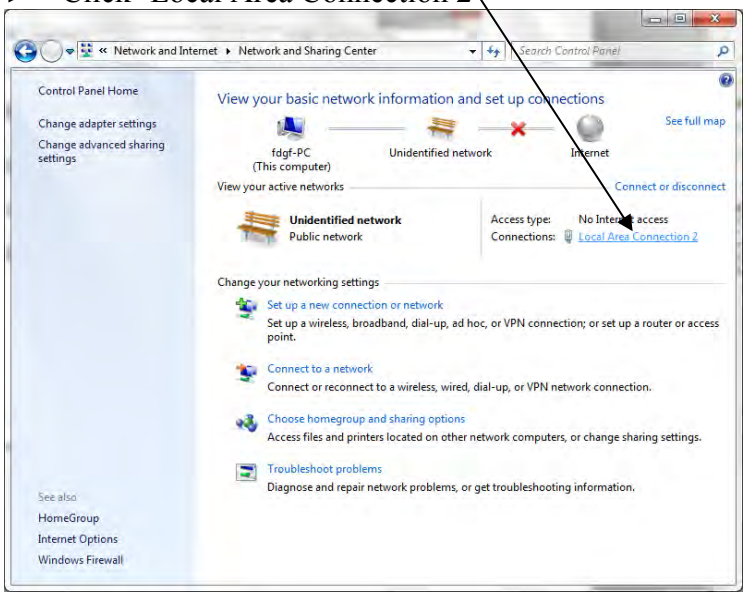
Step 6

- ► Return to the Control Panel
- ► Click ‘View Network Status and Tasks’



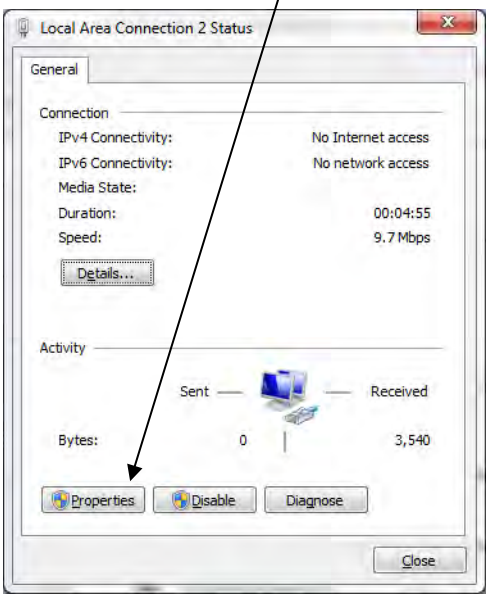
Step 7

► Click ‘Local Area Connection 2’



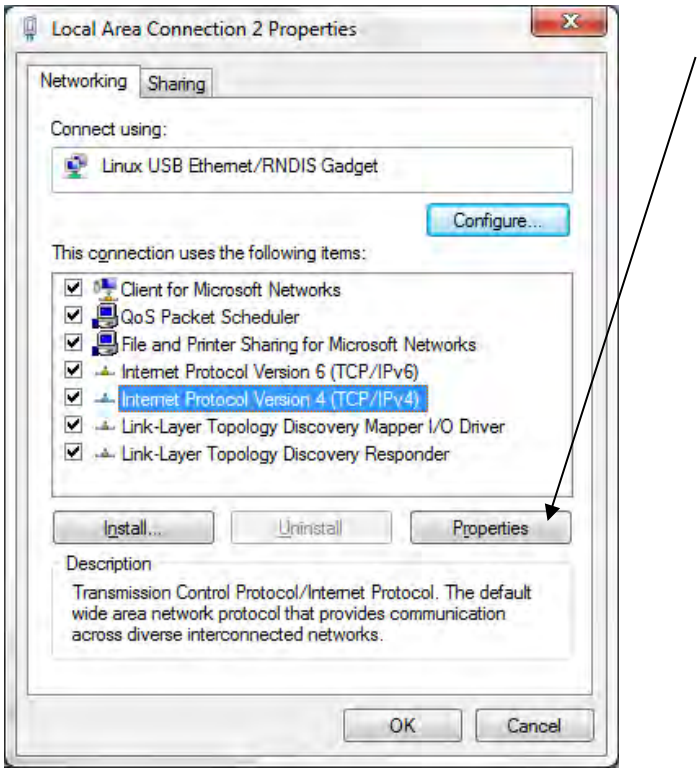
Step 8

► Click ‘Properties’



Step 9

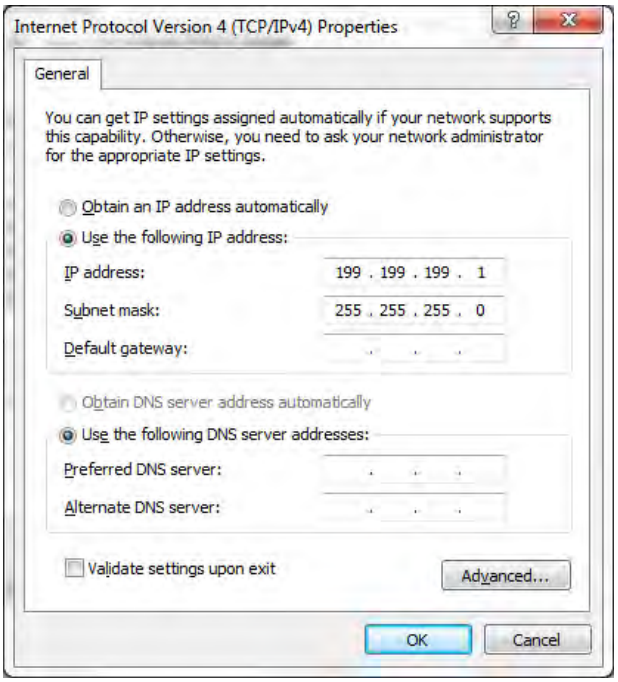
► Highlight Internet Protocol Version 4 (TCP/IPv4) and then click ‘Properties’



Step 10

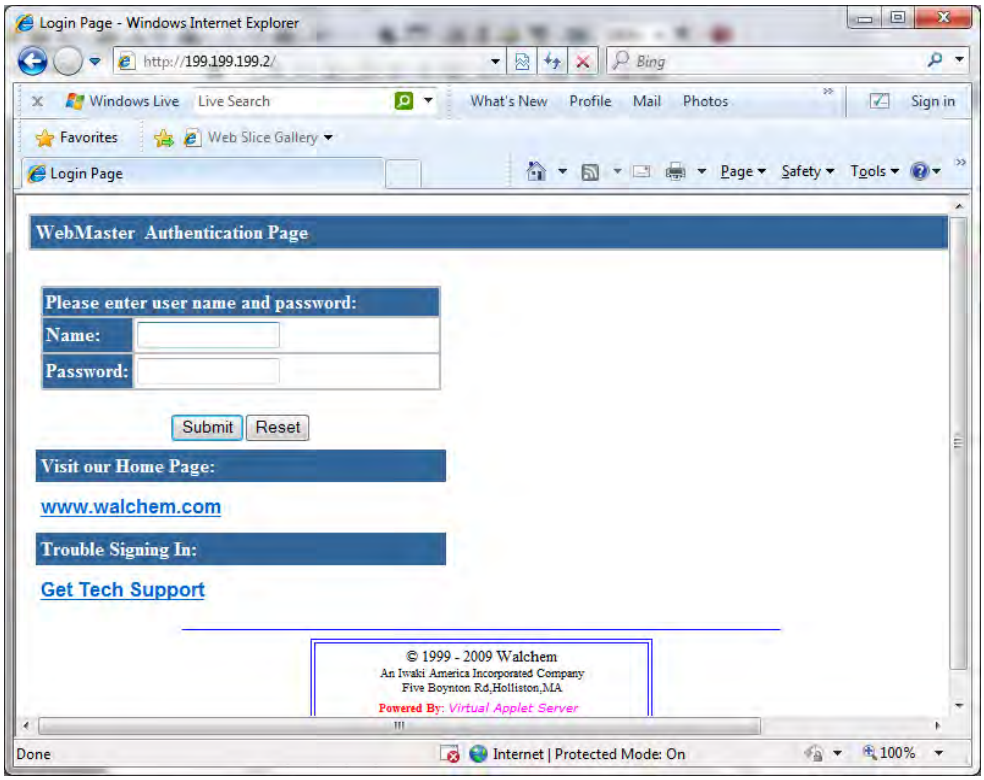
► Select ‘Use the following IP address’ and type in 199.199.199.1

► Click ‘OK’



Step 11

► Open Internet Explorer and enter 199.199.199.2 in the address bar.
The WebMaster Authentication screen appears as shown below:

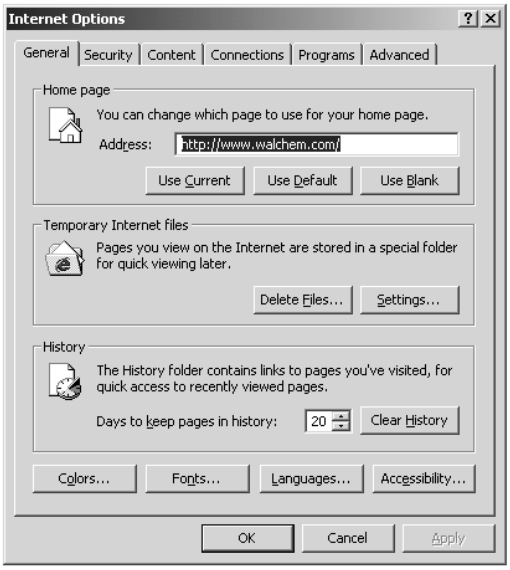


CHECK BROWSER SETTINGS

Step 1

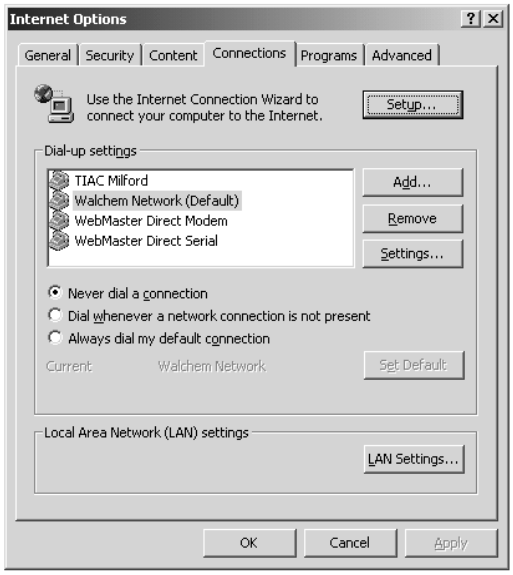
► Click 'Tools' from the top menu bar
► Select 'Internet Options' from the drop down menu

Step 2



► Click the 'Connections' tab

Step 3

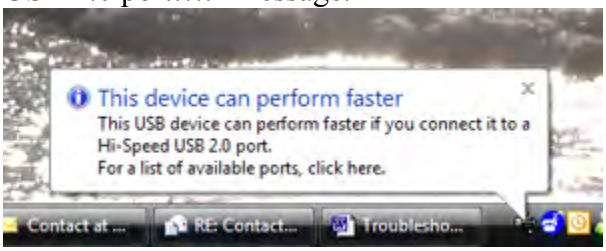


► Click 'Never dial a connection'
► Click 'OK'

Troubleshooting the USB connection

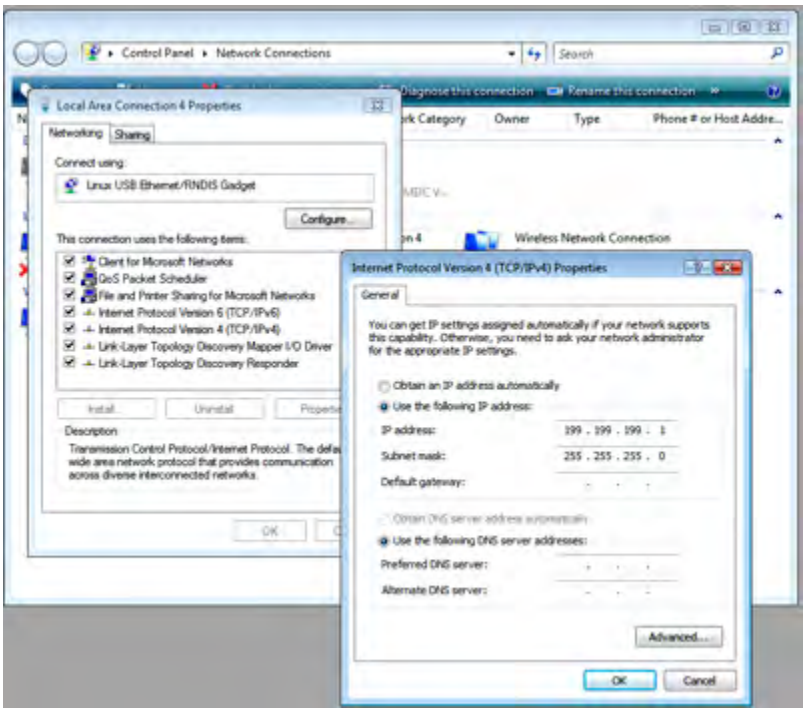
The problem: You connect to the Webmaster with your USB cable, open your browser, type in the IP address 199.199.199.2, and the ***Login Page*** doesn't load. What do you do?

1. First, when you plug the cable in, you should see "Device can perform faster on a USB 2.0 port…." message.



   If you see this, then go to your Network Connections on your computer. Under "LAN or High Speed Connection", you should see Local Area Connection 2 (it may be Local Area Connection 3, or some other number). It should be connected, and the connection time moving. If you see this, then you're connected.

2. Right-click on Properties. Highlight TCP-IP (in Vista, it will be TCP-IP-v4), and click Properties. The IP address should be 199.199.199.1, and the subnet mask should be 255.255.255.0.



3. If you don't get the message "This device can perform faster", or if you don't see the Local Area Connection 2, then unplug your USB cable, wait 3 minutes, and plug back in.
4. If waiting 3 minutes and plugging the USB cable back in doesn't work, re-boot both computer and controller.
5. If this doesn't work, read the tips below:

TROUBLESHOOTING THE USB CONNECTION

Scenario	Cause	Corrective Action
Connect cable and get New Hardware Found Wizard	Driver not installed	Install driver
	Driver installed on another USB port	Move cable to the other port
Connection worked normally, but after removing cable and plugging it back in after a minute, can't reconnect. Get "this device can work faster" message but No 'Local Area Connection 2' appears.	Driver in PC has not reset	Unplug cable and wait for 5 minutes, or reboot PC
Get "this device can work faster" message when cable is connected. Local Area Connection 2 says it's connected but time is stuck at 0:00. Local Area Connection 2 does not disappear when cable is disconnected	Driver in PC has crashed. Can happen when Controller Restart button is clicked with USB cable connected.	Reboot PC. May require a hard reboot if a blue screen appears on restart attempt.
	Driver in PC is corrupt	Uninstall and reinstall the driver
No "this device can work faster" message when cable is connected, No Local Area Connection 2	Faulty core interface board	Replace CI board
	Foam grommet shorting to CI board (WM1 only)	Put tape between grommet and CI board, or remove grommet
	Faulty USB cable	Replace USB cable
	Noisy DC power supply in controller	Install two p/n 103608 ferrite clamps on the DC output cable of the power supply
	PC does not recognize all USB 1.0 devices	Install a 2.0 USB hub between PC and cable
Get "this device can work faster" message when cable is connected, but No Local Area Connection 2	Driver installed improperly	Uninstall and reinstall driver
Get "this device can work faster" message when cable is connected, get Local Area Connection 2, but it can't be enabled	Faulty USB cable	Replace USB cable
	Noise coupling in on SI, AI, DI	Properly shield all I/O cables. Ensure proper earth ground connection to controller.
Get "this device can work faster" message, Local Area Connection 2 appears, but when 199.199.199.2 is entered in the browser you get "The page cannot be displayed"	Local Area Connection 2 not set to use fixed IP address	Enter 'Local Area Connection 2' properties and enter fixed IP address of 199.199.199.1 as described in Quick Start Guide