

IWAKI America Inc.

WebMaster[®] & WebAlert[®] USB Driver Installation

WebMaster[®]/WebAlert[®] Windows 8 USB Driver Installation

Five Boynton Road Hopping Brook Park Holliston, MA 01746 USA TEL: 508-429-1110 FAX: 508-429-7433 WEB: www.walchem.com © 2013 WALCHEM, Iwaki America Inc. (hereinafter "Walchem") 5 Boynton Road, Holliston, MA 01746 USA (508) 429-1110 All Rights Reserved Printed in USA

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Notice



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)

A	Device Manager	- - -
File Action View Help		
(+ - → = = = = = = = = =	R 15	
DCherry		^
Audio inputs and outputs		
Batteries		
Bluetooth		
🔈 🚰 Computer		
Disk drives		
🕞 🌉 Display adapters		
Image: Human Interface Devices		
A Keyboards		
Mice and other pointing device	es	
Monitors		
a 🔮 Network adapters		
👰 Bluetooth Device (Persona	I Area Network)	
🔮 Bluetooth Device (RFCOM	M Protocol TDI)	
🛐 Dell Wireless 1504 802.11b/	'g/n (2.4GHz)	
Intel(R) 82579LM Gigabit N	letwork Connection	
Microsoft Kernel Debug N	etwork Adapter	
👰 SonicWALL NetExtender A	dapter	
USB RNDIS Adapter		
Ports (COM & LPT)		
Print queues		
Processors		
D SD host adapters		
> Descurity devices		
Sound, video and game contr	ollers	
Storage controllers		Y

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"

Θ	Update Dr	iver Software - Unknown D	evice		
	Search for driver	software in this location:	mputer		
			*	Browse	
	Let me p This list wil software in	pick from a list of device d ill show installed driver software co n the same category as the device.	rivers on my comp ompatible with the devic	outer e, and all driver	
				Next	Cancel

Step 4

► Select Network Adapter, click Next

elect your device's type from the list below.	
ommon hardware types:	
Monitors 🖉	^
Multifunction adapters	
T Multi-port serial adapters	
Network adapters	
Network Client	
- Network Protocol	
Network Service	
Non-Plug and Play drivers	
PCMCIA adapters	
Portable Devices	
Ports (COM & LPT)	
Print queues	
	~

Step 5

Select Microsoft and then USB RNDIS Adapter

Sciectivetwork Auc	apter		
Click the Netwo	ork Adapter ti	hat matches vour hardware, then click OK. If	vou have an
installation disk	for this featu	ure, click Have Disk.	
Manufacturer	^	Network Adapter:	
Microsoft		Remote NDIS Compatible Device	
Motorola, Inc.	100	USB RNDIS Adapter	
		🔄 USB RNDIS6 Adapter	
NEC		WAN Miniport (IKEv2)	
NEC NETGEAR Inc	. *	-W strait in the further	
NEC NETGEAR Inc.	>		
NEC NETGEAR Inc	> vigned		Have Disk

Step 6

- Return to the Control Panel
- Click 'View Network Status and Tasks'



Step 7



Click 'Properties' Local Area Connection 2 Status General Connection IPv4 Connectivity: No Internet access IPv6 Connectivity: No network access Media State: Duration: 00:04:55 Speed: 9.7 Mbps Details... Activity Received Sent Bytes: 0 3,540 Properties Diagnose Close

Step 9

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



Step 10

Step 8

Select 'Use the following IP address' and type in 199.199.19

Click 'OK'

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199 . 255 .	199 255	. 19	9.	1	1
199 . 255 .	199 255	. 19	9.	1	1
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Step 11

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

 → → × P Bing What's New Profile Mail Photos → → → → → → Page → 	≥ Sign i Safety • Tools • @ •
▼ What's New Profile Mail Photos	[≫] ∑ Sign i Safety ▼ Tools ▼
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By: Virtual Applet Server	
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CHECK BROWSER SETTINGS

Step 1



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

Step 2



Step 3



► Click the 'Connections' tab

Click 'Never dial a connection'
Click 'OK'

Quick Start Guide TROUBLESHOOTING THE USB CONNECTION

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.

Local Area Connection 4 Properties	13	tion 🔤 Kename this	connection *
Networking Sharing	ork Category Ow	ner Type	Phone # or Host Ad
Connect using:			
2 Linux USB Ethemet/RNDIS Gadget	MDIC V-		
Configure.	and in	Wireless Network Con	nection
Clert for Monsoft Networks Dos Packars Schedule Dos Packars Soft Shedule Soft Shedule	Internet Protocol Version 8 (TC General You can get IP settings assign the capability. Otherwise, you for the appropriate IP settings Chan an IP address aut B close the following IP address Subnet mask: Default gateway: Comarn (Mic server addre	9/IPv4) Properties ed automatically if your in meed to ask your network bomatically esse 299 - 199 - 2 255 - 255 - 2 	etwork supports rk administrator 99 : 1 25 : 0 :
	Preferred DNS server: Alternate DNS server:		Advanced

- 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:

Quick Start Guide TROUBLESHOOTING THE USB CONNECTION

Scenario	Cause	Corrective Action
Connect cable and get New Hardware	Driver not installed	Install driver
Found Wizard	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	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.
Local Area Connection 2 does not disappear when cable is disconnected	Driver in PC is corrupt	Uninstall and reinstall the driver
No "this device can work faster" message when cable is connected	Faulty core interface board	Replace CI board
No Local Area Connection 2	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"	Faulty USB cable	Replace USB cable
Local Area Connection 2, but it can't be enabled	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