INTUITION-6/-9 & W600/W900 Connection Troubleshooting Guide

Purpose:

Troubleshoot an Intuition or W600/W900 controller connection to the Walchem Fluent server (https://fluent.walchem.com).

Please follow the steps below:

1. Establish a physical connection between the controller and the LAN using a CAT5 cable
2. Program the controller with an IP address, subnet mask and gateway
    a. By going to Config -> Network Settings and enabling DHCP or
    b. By going to Config -> Network Settings and manually entering the addresses based on the guidance from the LAN's IT department
    c. IP addresses in the 172.18.xxx.xxx range are not allowed.
3. Under Network Settings, enable Fluent
4. Under Network Settings, enable Live Connect
5. Also program the Update Period (how often data will be sent to Fluent)

If the controller is successfully connected, under Config -> Network Details you will see:

> DHCP Status (if applicable) = Success
> Last Fluent Data = today's date and time
> Live Connect Status = Success

If data is not going out, or Live Connect is not successful, then please check the following:

1. Make sure that the controller is on the LAN. If using DHCP, that should say Success. Using a computer on the same LAN you should be able to enter the IP address of the controller (found under Network Details), open a web browser, and type the IP address of the controller into the browser.
   If this doesn't work, then work with IT. Either the physical connection is bad, or the addresses are incorrect.
2. Make sure that the controller is allowed outbound access to the Internet. This type of outbound access is very similar to the outbound privileges given to PC's on a private network when they access various websites and send email over the Internet. There is no need to modify any router/firewall inbound configuration settings.
    a. The gateway address must be valid
    b. Consult with IT. The following ports and protocols used must be open:
        • TCP and UDP support on Port 53 used to access a public DNS server if there is no private DNS server available
        • UDP support on Port 9012 & TCP support on Port 44965 used to establish a secure, encrypted, point-to-point connection to Walchem's Fluent Account Manager Gateway
        • TCP support on Port 44998 (software versions prior to v4.17) and Port 44999 (v4.17 and after) is used to send data records to Walchem Fluent