



Troubleshooting Guide – VNet Connection to VTouch Server



Purpose:

Troubleshoot a WebMasterOne controller VNet connection to the Walchem VTouch server (www.w-vtouch.com).

Please follow the steps below:

Program the Controller – Communications Menu

- 1) Locally connect to the controller using USB cable and laptop computer.
- 2) The controller must be connected to the local area network (LAN) using an Ethernet cable.
 - a. Make sure the controller is connected to the LAN and the activity LEDs adjacent to the Ethernet port are blinking.
- 3) Go to the controller Communications menu, click on the Enable button next to the VNet activation, wait for a minute and then cycle power. The controller will connect to the LAN via DHCP on power up.
 - The controller is pre-configured with DHCP support enabled. If the facility does not support IP address assignment via DHCP, a fixed IP address can be configured in the controller’s communication set-up webpage.
 - If you need to use a fixed IP address, click Enable for VNet, then before rebooting, uncheck DHCP and enter the fixed IP info, hit Submit, then cycle power.

4) Verify that VNet is enabled as shown in the Activations section of the Communications menu.

Activations				
Enter Activation Key (Modbus or Subnet Keys only):	<input type="text"/>	Enter 17 digit key		
Upload Key File:	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Import"/>	
Activations Status:	Normal			
Activations Log:	Activations Log			
Type of Key Installed	Key Number	Status	Enable/Disable Feature	Delete
1) Modbus TCP/IP	1779-3456-8730-32476	Enabled	<input type="button" value="Disable"/>	<input type="button" value="Delete"/>
2) VT-VNet	1177-3854-2030-42805	Enabled	<input type="button" value="Disable"/>	<input type="button" value="Delete"/>

[Advanced Communications Settings](#)

Troubleshooting Guide – VNet Connection To VTouch Server

- 5) If the controller is online, the **Communications Status** will show **Gateway Access = Success** and **Connection Status = Online**.

Communications Status		
Gateway Access:	Success (07-25-11 08:18:54).	
Connection Status:	Online.	
Dynamic IP Address:	169.254.2.137.	
Last Connection Date & Time:	07-25-11 08:19:01.	
VNet Log:	Download VNet Log	

- a. If the controller is not online, then please check the following:
- Make sure the controller is on the LAN. Meaning, get to a computer that is connected to the same LAN as the controller. Open up a web browser, type in the controller IP address and verify you can successfully connect over the LAN.
 - If the controller is not on the LAN, then the Ethernet connection or the IP addresses are bad.
 - If the controller is on the LAN, then you need to make sure the controller has Outbound Access:
 - The controller needs **outbound** network 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.
 - Outbound access details:
 - TCP/UDP support on Ports 53 and 1194
 - Port 53 is used to access a public DNS server
 - Port 1194 is used to establish a secure, 128-bit encrypted, point-to-point connection to Walchem's VTouch Account Manager Gateway

- iv. If the Gateway Access says Bringing Tunnel Up and this never progresses to say Success, and if the controller s/n starts with 1601 or earlier (i.e., 1512, 1511, 1510, etc), the next step is to run the VPN upgrade.
- The VPN upgrade file can be downloaded from http://www.walchem.com/techsupport/Software_Firmware_Upgrades.htm
 - The VPN upgrade is executed the same as a normal software upgrade.

Program the Controller – VTouch Config Menu

- 1) After enabling VT-VNet, a link will appear under Utilities for “VTouch Config”. Click on that link and you will see a list all of the measurements that are available to send to the VTouch server.
- 2) Click on the Yes radio button for each measurement that should be sent to VTouch. Click on Submit Details to save the changes. Clicking on Submit Details also sends the controller’s configuration to VTouch. The data received by VTouch will be used to display the correct name, units of measure, and current value of each parameter.

VTouch Configuration

Select the items to be sent:	
Measurements	Send to VTouch
Conduct (S1)Measure	<input checked="" type="radio"/> Yes <input type="radio"/> No
Conduct (S1) Min/Max/Avg	<input type="radio"/> Yes <input checked="" type="radio"/> No
pH (S2)Measure	<input checked="" type="radio"/> Yes <input type="radio"/> No
pH (S2) Min/Max/Avg	<input type="radio"/> Yes <input checked="" type="radio"/> No
ORP (S3)Measure	<input checked="" type="radio"/> Yes <input type="radio"/> No
ORP (S3) Min/Max/Avg	<input checked="" type="radio"/> Yes <input type="radio"/> No
ORP (AI_1) Measure	<input checked="" type="radio"/> Yes <input type="radio"/> No
ORP (AI_1) Min/Max/Avg	<input type="radio"/> Yes <input checked="" type="radio"/> No
Flow Switch (DI_A) State	<input type="radio"/> Yes <input checked="" type="radio"/> No
Counter1 (DI_B) Total	<input type="radio"/> Yes <input checked="" type="radio"/> No
Counter1 (DI_B) Rate	<input type="radio"/> Yes <input checked="" type="radio"/> No
Generic Input1 (DI_C) State	<input type="radio"/> Yes <input checked="" type="radio"/> No
Flow Switch B (DI_5) State	<input type="radio"/> Yes <input checked="" type="radio"/> No
Paddlewheel1 (DI_6) Total	<input type="radio"/> Yes <input checked="" type="radio"/> No
Paddlewheel1 (DI_6) Rate	<input type="radio"/> Yes <input checked="" type="radio"/> No
LevelSwitch1 (DI_E) State	<input checked="" type="radio"/> Yes <input type="radio"/> No

VTouch Communications Settings		Description
Enable Service:	yes ▾	(Needs ReStart)
Data Refresh Rate:	5	(1 to 1440) Min
Last Config Date & Time:	07-25-11 07:59:41 OK	
Last Data Date & Time:	07-25-11 07:59:54 OK	
Log:	Download Log	

- 3) The Last Config Date & Time status field on the controller's VTouch Config web page should update to the current date and time and say OK. If this status field shows an error message, click the Submit Details button again. If it still can't update, then the communications connection has a problem. Make sure the controller communications programming was done correctly and ports 53 and 1194 are not blocked on the LAN.