



USB Troubleshooting tips: When Web browser is opened and the IP address (199.199.199.2) is entered, the Login page is not displayed.

Unplug the USB cable from your computer, wait a minute, and then plug it back in. Go to your Network Connections:

For XP: Control Panel > Network and Internet Connections > Network Connections > Local Area Network

For Vista: Control Panel > Network and Sharing Center > Manage Network Connections

For Windows 7: Control Panel > View Network Status and Tasks

You should see a connection named “**Local area connection 2**” or similar.

(If you don't see this, unplug the USB cable from your computer and try a different USB port.)

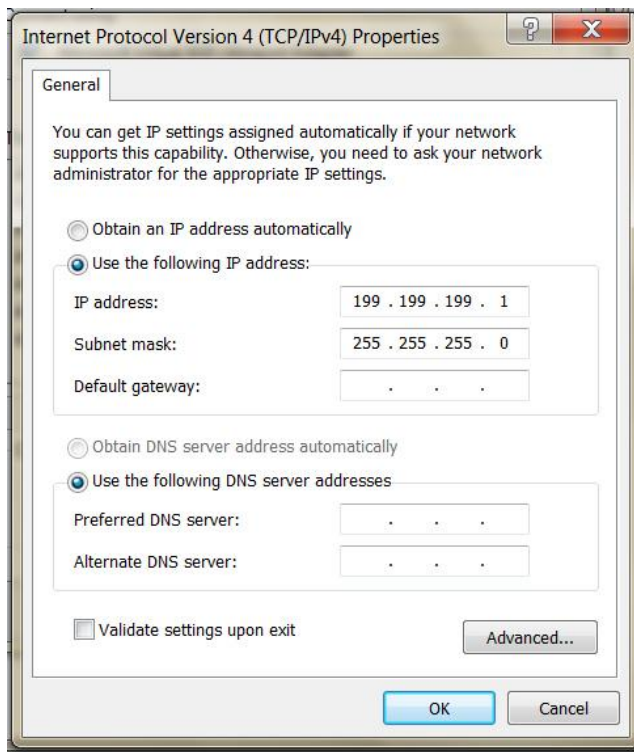
If you do see this, that's good!

Right-click on the LAN connection, and choose Properties.

For Windows XP: Highlight **Internet Protocol (TCP-IP)**

For Vista and Windows 7: Highlight **Internet Protocol Version 4 (TCP/IPv4)**

What you should see is “Use the following IP Address” checked off. If it isn't, select it, then put in the appropriate information.





Then go back to the Web browser and enter the controller's IP address again (199.199.199.2)

If the IP info in the LAN settings is correct but the page does not load, try clearing your cache, history and cookies from your browser.

In Firefox, it's Tools > Clear recent history

In IE it's Tools > Internet options > Delete browsing history

Close your browser, open it again and put the IP address in again.

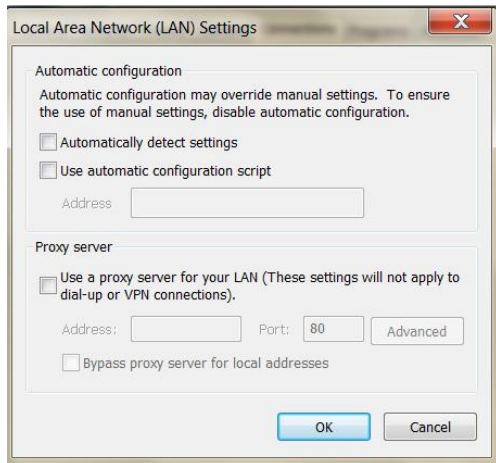
If it still doesn't load, and you are using Internet Explorer, go to:

Tools > Internet Options > Connections Tab

The only thing checked on this page should be **Never Dial a Connection**:



Click on the LAN settings button. Nothing should be checked.



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, then removed cable, then after a minute reinstalled cable, and now can't reconnect. Get "this device can work faster" message but No LAC2 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, LAC2 says it's connected but time is stuck at 0:00, LAC2 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 LAC2	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 devices
Get "this device can work faster" message when cable is connected, but No LAC2	Driver installed improperly	Uninstall and reinstall driver
Get "this device can work faster" message when cable is connected, get LAC2, but LAC2 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, LAC2 appears, but when 199.199.199.2 is entered in the browser you get "The page cannot be displayed"	LAC2 not set to use fixed IP address	Enter LAC2 properties and enter fixed IP address of 199.199.199.1 as described in Quick Start Guide
	Browser is Offline	Click File then uncheck Work Offline
	Browser is set to use a default connection	Click Tools, Internet Options, Connections and select Never Dial a Connection
	Browser is set to use a proxy server	Click Tools, Internet Options, Connections, LAN Settings and uncheck Use a proxy server OR click Advanced and in Exceptions box type 199.*
	LAC2 is set to the same fixed IP address as another active connection	Disconnect the other connection if possible, or change the address.
	VPN connection is active and being used instead of the USB connection	Deactivate the VPN connection

Other possible scenarios, and corrective action:

If all checks out, and you still cannot get the Login screen, then try another USB port on your computer.