

Troubleshooting the USB connection:

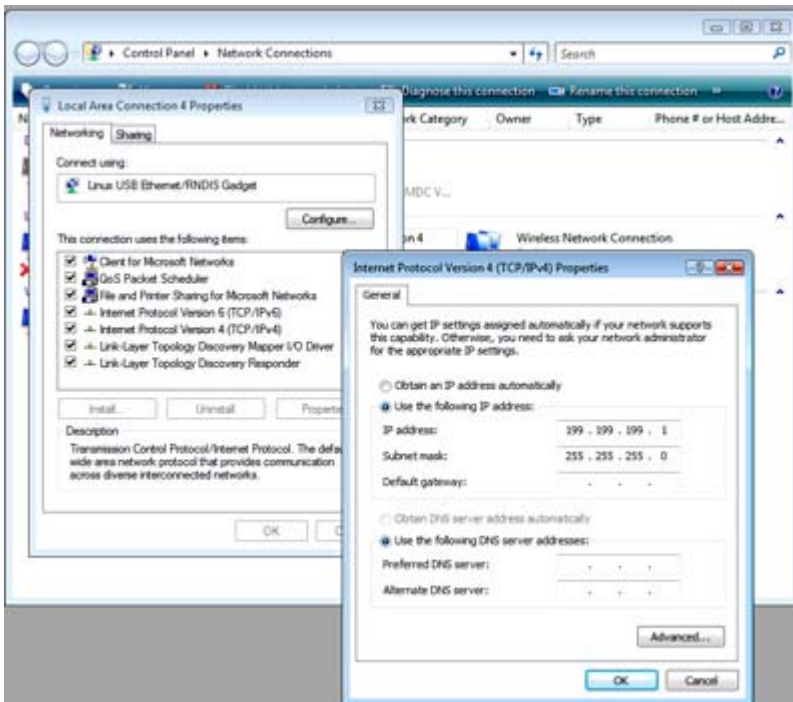
The problem: You connect to the Webmaster with your USB cable, open your browser, type in the IP address 199.199.199.2, and the **Login Page** doesn't load. What do you do?

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:

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
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