

XI. Troubleshooting iConnector and Globiots

No.	Phenomena	Reason	Solutions
1	Cannot read modbus	<ul style="list-style-type: none">No power supply, the power cord is incorrectly connectedModbus connection pin A, B is loose or wrongConfiguration slave address, baudrate, parity is not correctReading the wrong command, wrong address register	<ul style="list-style-type: none">Check the power connectionCheck the connection modbus A, BCheck the configuration of slave address, baudrate, parityiConnector only supports modbus 3, 4, and 16. Check if the value of modbus status returned by 2 or 3 is an incorrect address reading.
2	Failed to add auto sensor (iConnector integrated Co-ordinator version)	<ul style="list-style-type: none">When the first 5 minutes are up, the sensor cannot be addedNode needs to be added further away from WS433-CLThe iConnector and the node are configured to run at 2 different RF frequencies, or different data rates	<ul style="list-style-type: none">Unplug, wait 10 seconds, plug in again to enable automatic add or write to modbus <code>Enb_auto_add_sensors = 1</code>Bringing nodes and iConnector together or temporarily setting the smaller <code>Rssi_threshold</code> can add sensors farther (then return the old values)Check the RF frequency, data rate of iConnector and the node
3	Read modbus normal health values but read the data of the node, all are 0	<ul style="list-style-type: none">The modbus 4 command only supports FW 1.9, old FWs can't read command 4	<ul style="list-style-type: none">Check the FW of WS433-CL in iConnector if it is older than 1.9 then use command 3 to read data and other registers
4	The node's data has no data of prm1 and prm2	<ul style="list-style-type: none">The sensor attached to the node is looseFor the WS433-M12F node, if the sensor is attached after the battery is attached to the node, the sensor type may be different so the data cannot be read.	<ul style="list-style-type: none">Attach the sensor to the node firmlyAttach the sensor to the WS433-M12F node first. Then remove the node pin, wait for 10 seconds, re-attach to the node to re-identify the sensor
5	Status led of iConnector doesn't light	<ul style="list-style-type: none">No power supply	<ul style="list-style-type: none">Check if the power cable is disconnectedCheck if the connector of iConnector is loose or disconnected
6	Modbus led of iConnector doesn't light	<ul style="list-style-type: none">No RS485 connection	<ul style="list-style-type: none">Check if the signal cable is loose or disconnected
7	Network led of iConnector doesn't light	<ul style="list-style-type: none">No network connection	<ul style="list-style-type: none">Check if the power cable is disconnectedCheck if the connector of iConnector is loose or disconnected

🕒 Revision #4

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