

# XI. Troubleshooting iConnector and Globiots

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

🕒 Revision #4

★ Created Mon, Jul 5, 2021 9:21 AM by [Lộc Vĩnh Nguyễn](#)

✎ Updated Mon, Jul 5, 2021 9:22 AM by [Lộc Vĩnh Nguyễn](#)