

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 connected Modbus connection pin A, B is loose or wrong Configuration slave address, baudrate, parity is not correct Reading the wrong command, wrong address register | <ul style="list-style-type: none"> Check the power connection Check the connection modbus A, B Check the configuration of slave address, baudrate, parity 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. |
| 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 added Node needs to be added further away from WS433-CL The 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 Enb_auto_add_sensors = 1 Bringing nodes and iConnector together or temporarily setting the smaller Rssi_threshold 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 loose 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. | <ul style="list-style-type: none"> Attach the sensor to the node firmly 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 |
| 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 disconnected Check 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 disconnected Check if the connector of iConnector is loose or disconnected |

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