XI. Troubleshooting iConnector and Globiots

No.	Phenomena	Reason	Solutions
1	Cannot read modbus	• 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	• 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)	• 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	• 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	• The modbus 4 command only supports FW 1.9, old FWs can't read command 4	• 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	• 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.	• 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	• No power supply	• Check if the power cable is disconnected • Check if the connector of iConnector is loose or disconnected
6	Mobus led of iConnector doesn’t light	• No RS485 connection	• Check if the signal cable is loose or disconnected
7	Network led of iConnector doesn’t light	• No network connection	• Check if the power cable is disconnected • Check if the connector of iConnector is loose or disconnected

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