TROUBLESHOOTING

PROBLEMS
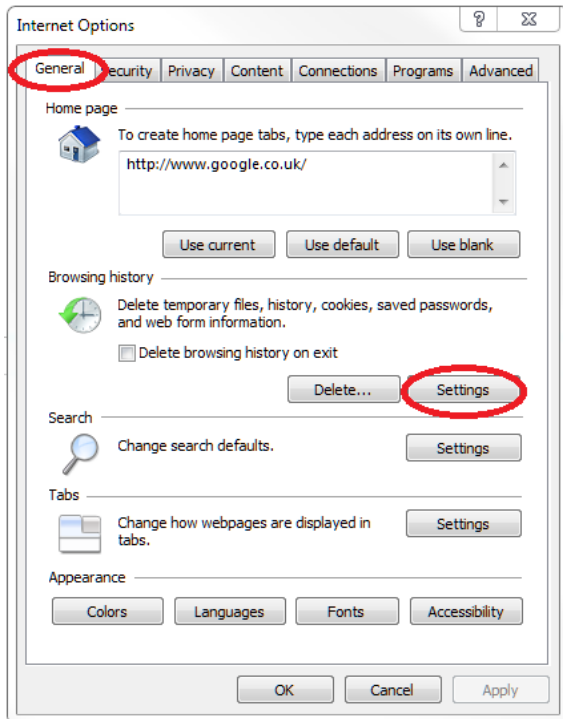
1. Why is the graph not visible on the web site?
2. Why the graph is showing data only from the current day and only for the 1st channel?
3. I've connected the unit directly to the PC via ethernet cable but I can't open the web site
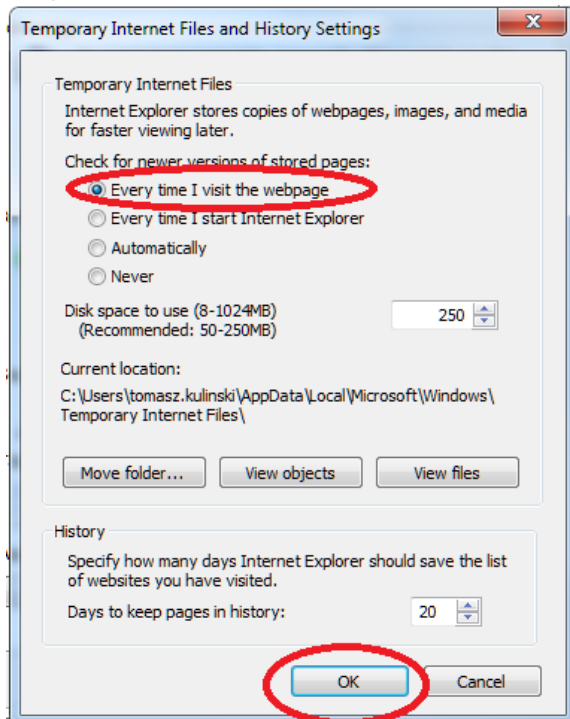
SOULUTIONS

1. Java Runtime Environment (JRE 6 or higher) must be installed.
2. Change the web browser's cache settings.
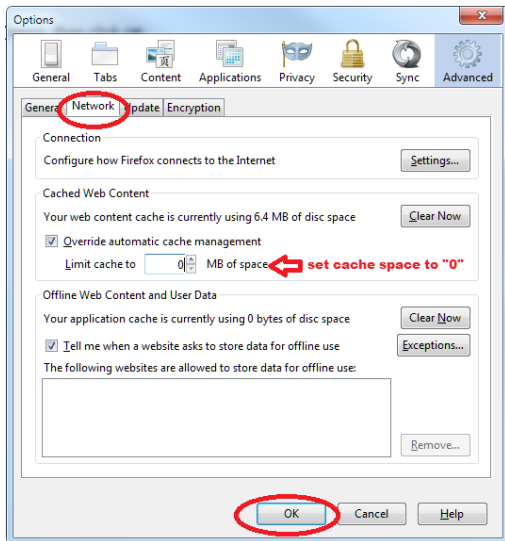   - Internet Explorer

     Step 1

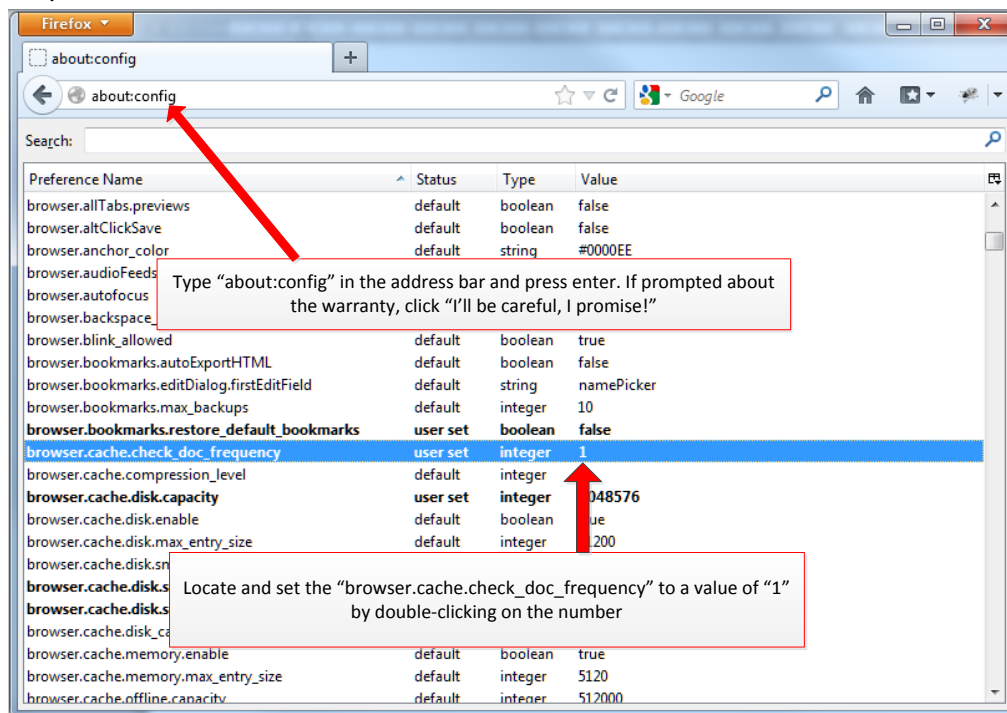   Step 2

- Firefox

    Step 1

    Step 2

3. The IP address of the PC needs to match the IP address of the unit.
    If your PC uses DHCP it should pick-up the right IP address automatically but if doesn't, the IP address has to be changed manually.

    Example:
    Unit's default network settings: IP: 192.168.0.2
                                       Mask: 255.255.255.0
                                       Gateway: 192.168.0.1

    PC's network settings: IP: 192.168.0.x   (x is a number between 0 and 255 but different than 2)
                             Mask: 255.255.255.0
                             Gateway: 192.168.0.1

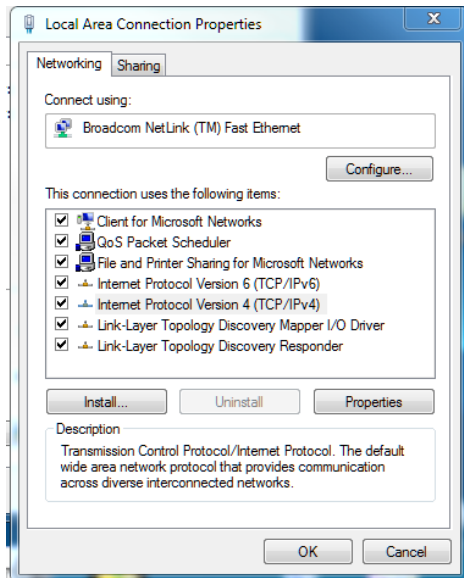   To change the network settings in Windows 7 please follow these steps:

Step1

Open Network connection by clicking the **Start** button, and then clicking **Control Panel**. In the search box, type **adapter**, and then, under Network and Sharing Center, click **View network connections**.

Step 2

Right-click the connection that you want to change, and then click **Properties**. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

Step 3

Click the **Networking** tab. Under **This connection uses the following items**, click **Internet Protocol Version 4 (TCP/IPv4)**, and click **Properties**.

Step 4

To specify an IP address, click **Use the following IP address,** and then, in the **IP address**, **Subnet mask**, and **Default gateway** boxes, type the IP address settings.