

Technical Support Request for No Connection to Device Issue
(RADAR Sensor/ TMIB)

(Fill-in this form if the issue is related to No Connection to the Device)

(1) Summarize in short words about the issue of failing to connect to the sensor and or TMIB.

What is the problem? How did it happen?

(2) What is your request about? (Most appropriate)

<input type="checkbox"/>	Failed to Connect to the Sensor.			
<input type="checkbox"/>	Failed to Connect to the TMIB.	What version?	V1	V2
<input type="checkbox"/>	Other/s (please describe)			

(3) What is the device serial number and the used device-firmware?

*List all **problematic** devices (sensors and TMIBs):*

	TMIB	Sensor 1	Sensor 2	Sensor 3	Sensor 4
Serial 0x:					
Main -FW					

If unknown, please go to pp. 4 on how to find out the information.

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1 NO CONNECTION to the DEVICE (RADAR Sensor/ TMIB)

(1) Is a JBOX used?

<input type="checkbox"/> No
<input type="checkbox"/> Yes, serial number is 0x_____ (read from device sticker)

(2) Is a TMIB used?

<input type="checkbox"/> No
<input type="checkbox"/> Yes, serial number is 0x_____ (read from device sticker)

(3) What is the power input voltage reading? _____ .

(4) What is the Wattage rating of the power supply? _____ .

(5) What is the TMC version number?

Version _____

If unknown, please see section 0 of how to find out the information.

(6) What is the communication interface used?

<input type="checkbox"/> TMIB
<input type="checkbox"/> Ethernet (embedded)
<input type="checkbox"/> RS485-Ethernet-Adapter (Moxa, etc.)
<input type="checkbox"/> RS485
<input type="checkbox"/> CAN

(7) What is the PC-interface used to connect to the device?

<input type="checkbox"/> USB-Adapter, please specify the brand and model: _____
<input type="checkbox"/> Integrated Socket (RJ45, Ethernet)
<input type="checkbox"/> Other: _____

(8) What is the PC's operating system?

<input type="checkbox"/> Windows 7 32-bit	<input type="checkbox"/> Windows 7 64-bit
<input type="checkbox"/> Windows 8 32-bit	<input type="checkbox"/> Windows 8 64-bit
<input type="checkbox"/> Windows 10 32-bit	<input type="checkbox"/> Windows 10 64-bit
<input type="checkbox"/> Other:	

If unknown, please check with:  + "Break"

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(9) Have you checked all cables / wiring status?

<input type="checkbox"/>	checked and working
<input type="checkbox"/>	not working
<input type="checkbox"/>	unknown / not installed yet

(10) TCP-Ethernet used?

<input type="checkbox"/>	No
<input type="checkbox"/>	Yes, Firewall settings checked? <input type="checkbox"/> No <input type="checkbox"/> Yes Network configuration is: <input type="checkbox"/> Factory-Default-Setup <input type="checkbox"/> Own-Setup: Sensor/TMIB with: <input type="checkbox"/> Integrated Ethernet <input type="checkbox"/> External TCP-Adapter (e.g. Moxa), specify _____ Sensor/TMIB/Adapter is in TCP-Mode: <input type="checkbox"/> TCP-Client-Mode <input type="checkbox"/> TCP-Server-Mode Sensor/TMIB-IP: _____ . _____ . _____ . _____ PC-IP: _____ . _____ . _____ . _____ Subnet: _____ . _____ . _____ . _____ Gateway: _____ . _____ . _____ . _____

If recently changed, go to TMC-installation folder: (... |LogFiles|NetworkChanges_XY.txt)

(11) Snapshot of the Computer screen.

<input type="checkbox"/>	*.jpg / *.png of error message / current display / etc.
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(12) Log Messages

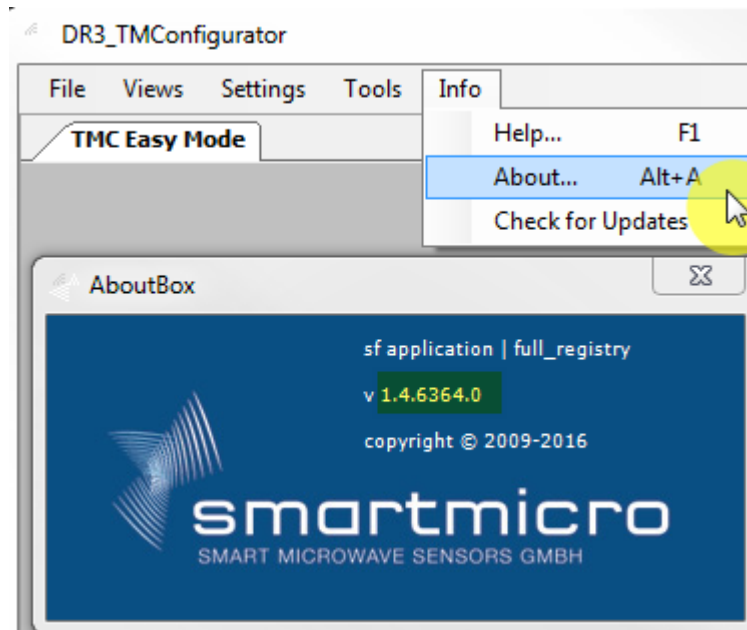
<input type="checkbox"/>	Log_YYYYMMDD_hhmm.txt (Select the file from the time of occur.) C: Program Files (x86) DR3_TMConfigurator_V14_2G_ALL_REG LogFiles
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Checking the TMC Version number.



- 1.) Open TMC
- 2.) Go to "Info -> About..."
- 3.) TMC Version v _____

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