

Vijeo Connect

Troubleshooting Guide

For SiteManager

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www.schneider-electric.com



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All pertinent state, regional, and local safety regulations must be observed when installing and using this product. For reasons of safety and to help ensure compliance with documented system data, only the manufacturer should perform repairs to components.

When devices are used for applications with technical safety requirements, the relevant instructions must be followed.

Failure to use Schneider Electric software or approved software with our hardware products may result in injury, harm, or improper operating results.

Failure to observe this information can result in injury or equipment damage.

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Safety Information



Important Information

NOTICE

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation, and has received safety training to recognize and avoid the hazards involved.

Before You Begin

 WARNING
UNINTENDED EQUIPMENT OPERATION <ul style="list-style-type: none">• Only use software approved by Schneider Electric for use with this equipment.• Update your application program every time you change the physical hardware configuration. Failure to follow these instructions can result in death, serious injury, or equipment damage.

About the Book



At a Glance

Document Scope

This document describes the connection setup, connection status, and operation of Vijeo Connect. The Vijeo Connect provides secure remote access to our customers as if you were on site (allow remote programming just as you are on site to save travel cost and reduce machine downtime).

NOTE: Read and understand this document and all related documents before installing, operating, or maintaining your Vijeo Connect.

The Vijeo Connect users should read through the entire document to understand all features.

Validity Note

This document has been updated for the release of Vijeo Designer V6.2 SP5, SoMachine V4.2 or later and Vijeo XD coming soon.

Related Documents

Title of Documentation	Reference Number
Vijeo Connect User Guide for GateManager	<i>EIO0000002449 (ENG)</i>
Vijeo Connect Troubleshooting Guide for LinkManager (Starting and Connecting)	<i>EIO0000002450 (ENG)</i>
Vijeo Connect User Guide for Security Setting	<i>EIO0000002451 (ENG)</i>

You can download these technical publications and other technical information from our website at <http://www.schneider-electric.com/ww/en/download>

Chapter 1

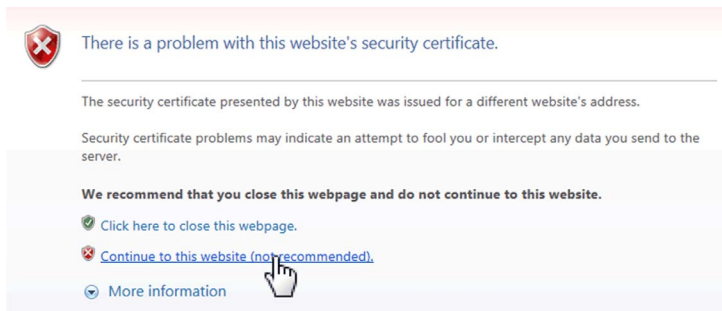
Test GateManager

Test GateManager Access from a PC

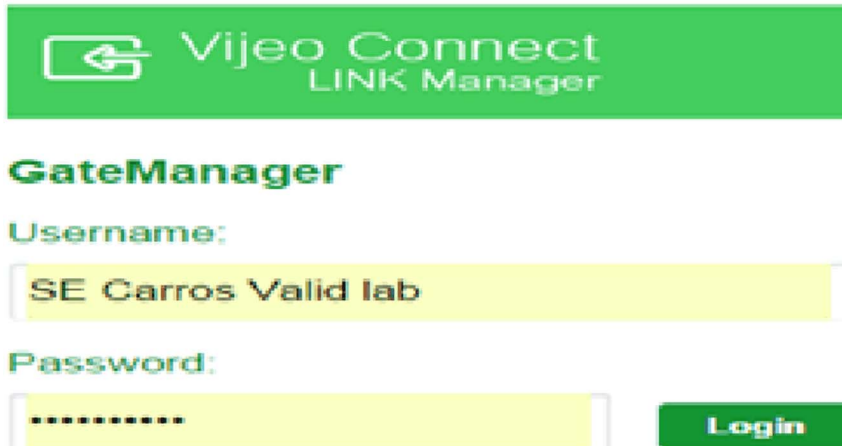
The SiteManager attempts to access the Internet by trying the following connection methods one by one from its Ethernet port:

1. Port 11444 (verification: `https://***.***.***.***:11444`)
2. Port 443 with HTTPS/TLS (verification: `https://***.***.***.***`)
3. Port 80 with TLS (Transport Layer Security) over HTTP (verification: `https://***.***.***.***:80`)
4. TLS through Web-proxy.

In case a notification screen appears on browser, select: **Continue to this website.**



Select **Continue to this website** to view this screen:



If none of the links resulted in the above screens, it may be due to:

1. A firewall is blocking TLS access and only allows plain text or html. In other words, http:// is supported while https:// is not. You may need to set up special rules in the firewall of the PC. This may be solved by approval of the IP address, the MAC address, DNS name of the PC, or the PC itself on a local Microsoft Directory Services server.
2. A Web-proxy is required for Internet access and is not configured on the PC you are attempting to connect from. Typically, this is handled by the DHCP (Dynamic Host Configuration Protocol) server, but you can also configure it manually. On Microsoft Internet Explorer, from the menu, open **Tools** → **Internet Options** → **Connections** → **LAN Settings** → **Proxy server**.

If all the above is verified and you still do not get the LinkManager Mobile login screen on your PC, SiteManager also has trouble connecting. Contact your IT administrator for assistance.

Chapter 2

PC Can Connect, but SiteManager Cannot

What Is in This Chapter?

This chapter contains the following topics:

Topic	Page
Basic Issues	12
Web-proxy Issues	13
Deleted Issue	15

Basic Issues

Ethernet Cables Not Connected Correctly

Most common connection issue is that the cables are not connected correctly, a connector is loose, or the cable is damaged. Confirm that the cable is inserted in the display unit. Check that the Ethernet status LEDs are green.

IP Address Configuration Issues

Check that the SiteManager has an IP address matching the network through which it accesses the Internet.

Check that IP address matches the subnet of the network it is connected to. Check the subnet mask matches the subnet class, and that the default gateway is defined as the router that provides Internet access. Try to ping the IP address from a PC on the same network.

DNS Issue

NOTE: You need to check the following when using the iPC or HMI Series

If you are using the DNS name (Domain Name System) of the GateManager server (for example, gatemanager.eu.schneider-electric.com) in the SiteManager configuration, its name may not resolve correctly to the IP address. Configure the IP address of the GateManager server. From the menu, click **GateManager** and open **General**.

The IP address is available in the lower section of the email you received from the GateManager with the GateManager X.509 Certificate.

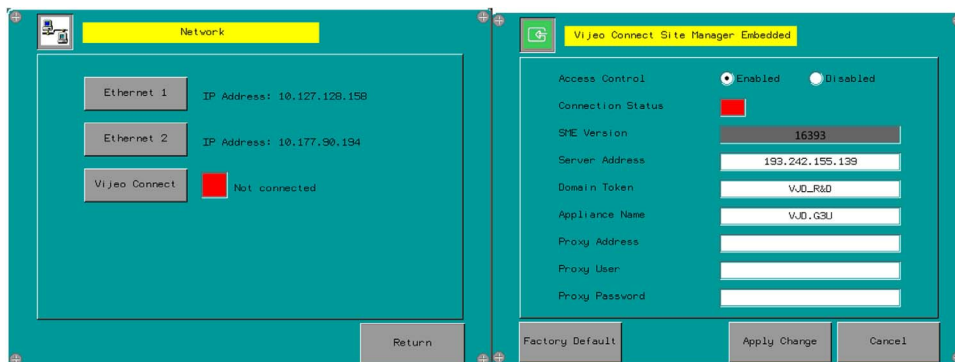
The SiteManager does support using a DNS name as the GateManager server target, but use the IP address so you are not dependent on a DNS server on the network.

Web-proxy Issues

A Web-proxy is often used to validate Internet access. SiteManager is designed to access the Internet and the GateManager through a Web-proxy. Set up the Web proxy settings in the following locations.

When Using the HMIG3U or HMIGTO

From offline mode, **Network** → **Vijeo Connect** .



NOTE: You can also set up from the SiteManager GUI, and from the GateManager menu, click **General** → **More**

When Using the HMIG5U or iPC

Open the the SiteManager GUI, and from the GateManager menu, click **General** → **More**.

The screenshot shows the 'GateManager Settings - Setup Assistant' window. At the top, there is a green header with the Vijeo Connect logo and navigation links: 'SETUP • GateManager Status Log • HELP' and 'About'. Below the header, there are two buttons: 'Help' and 'Continue Setup >'. The main content area displays the connection status: 'GateManager connected: 205.167.7.126:443 (LAN)'. The settings are organized into several sections:

- Remote Management:** A dropdown menu set to 'Enabled'.
- Go To Appliances:** A dropdown menu set to 'Automatic Login'.
- GateManager Address:** A text field containing '193.242.155.139' with a red asterisk indicating it is a mandatory field.
- Domain Token:** A text field containing 'mcolettensedistributor.secarrosvalidlab' with a red asterisk.
- Appliance Name:** A text field containing 'SiteManager'.
- Web-proxy Address:** An empty text field.
- Web-proxy Account:** An empty text field.
- Web-proxy Password:** An empty text field.
- Address on LinkManager:** A text field containing '10.208.181.85'.

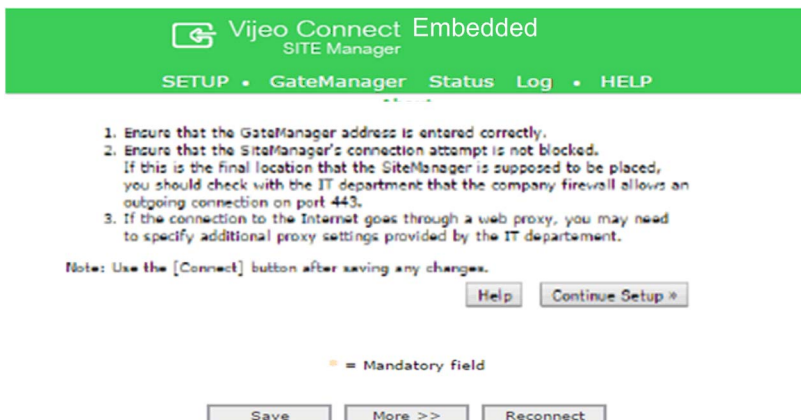
Below the fields, there is a legend: '* = Mandatory field'. At the bottom, there are three buttons: 'Save', 'More >>', and 'Reconnect'.

In the **Web-proxy Address** field, you can manually define the URL path to the WPAD file, which may be required if you do not receive Web-proxy information from a DHCP server.

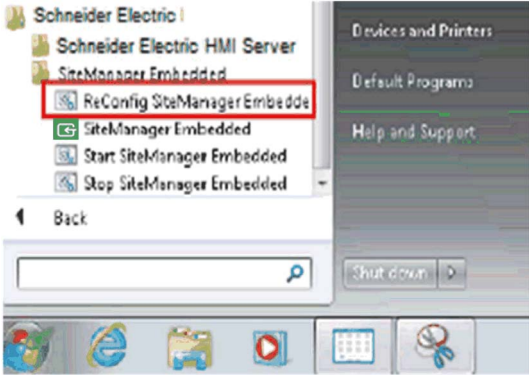
As another example, if you use an NTLM (NT LAN Manager) based Web-proxy, you can enter the account into the **Web-proxy Account** field in the format **Domain/User**.

Deleted Issue

If registered SiteManager is deleted from GateManager, message **Deleted on GateManager** is displayed on SiteManager Embedded.



Refer to following to reconstruct the SiteManager:

1	<p>From the Start menu, click All Programs → Schneider Electric → SiteManager Embedded → ReConfig SiteManager Embedded.</p> 
2	<p>Ask GateManager administrator to regrant the license. (Using same license is invalid. 24 hours is required to regrant license.)</p>

Glossary



A

Agent

Generic term for display units and external devices that SiteManager Embedded allowed to connect to the network. The number of units (Agents) you can register differs depending on your license.

D

device/PLC

Indicates a device, such as a PLC (Programmable Logic Controller), that connects to a display unit.

display unit

Indicates a touch-panel display unit manufactured by Schneider Electric for displaying the screen interface designed in Screen Editor & Logic Program Software.

G

GateManager

It is used for user administration and access control for LinkManagers, and acts as communication broker between LinkManagers and SiteManagers.

L

LinkManager

The software installed on your computer, allows remote access to SiteManager and/or devices represented by agents on the SiteManager.

LinkManager Mobile

A service on the GateManager, allows remote access to web enabled and VNC/RDP (Virtual Network Computing/Remote Desktop Protocol) devices from a browser.

S

SiteManager

Refers to display units on the work site connected to the Vijeo Connect network.

SiteManager Embedded

Software used to set up access to the Vijeo Connect network. This software may not be required as you can set up the network connection from the offline screen of some display units.

SiteManager Embedded Basic

One of the license formats required to use SiteManager Embedded. Allows access to the display unit and registration of up to two agents.

SiteManager Embedded Extended

One of the license formats required to use SiteManager Embedded. Allows access to external IP devices – such as PLCs, IPCs, server, Web camera, and so on, on the same network as the display unit, and registration of five agents or more.

screen editor & logic program software

Indicates WebGate for Vijeo Designer.