FAQ# MTN-9AJMA2

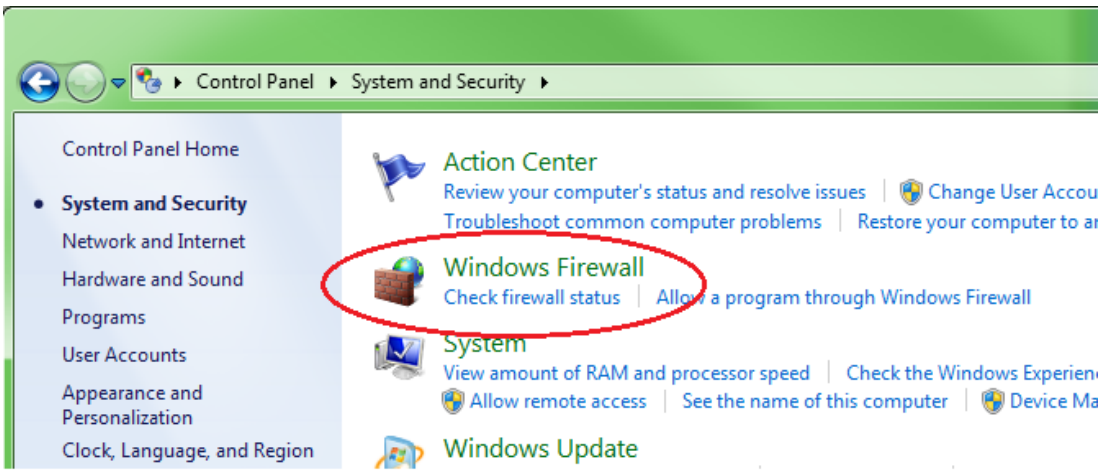
Question: What causes the Hardware Configuration to be unable to connect to the controller?

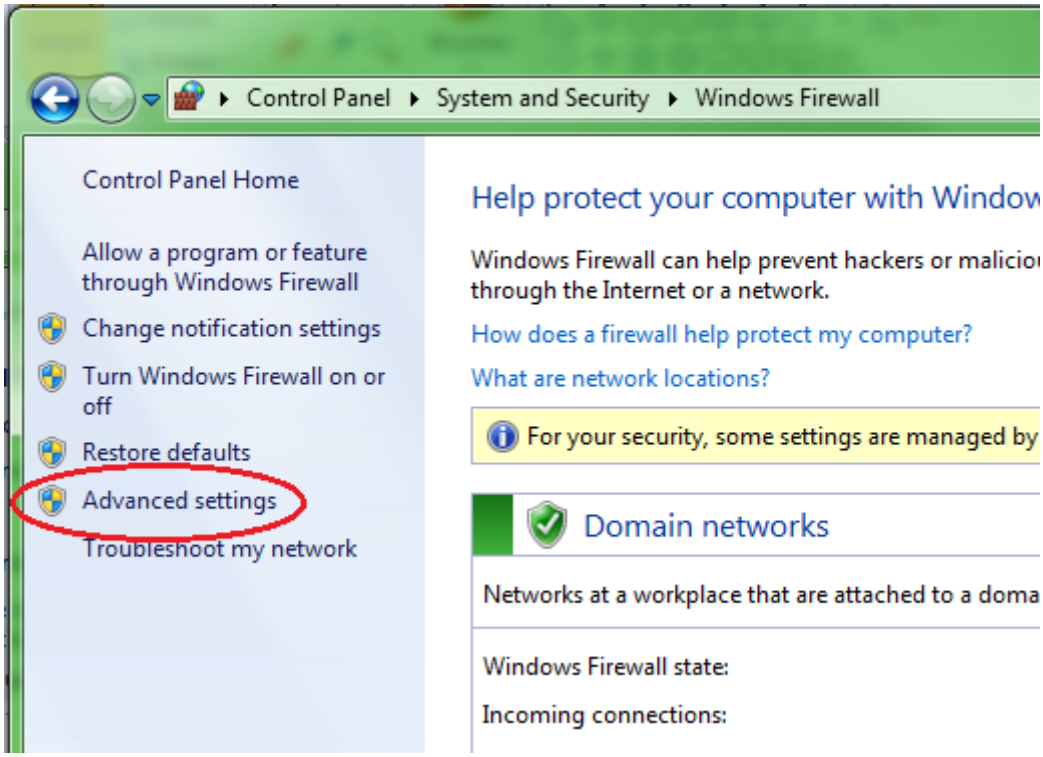
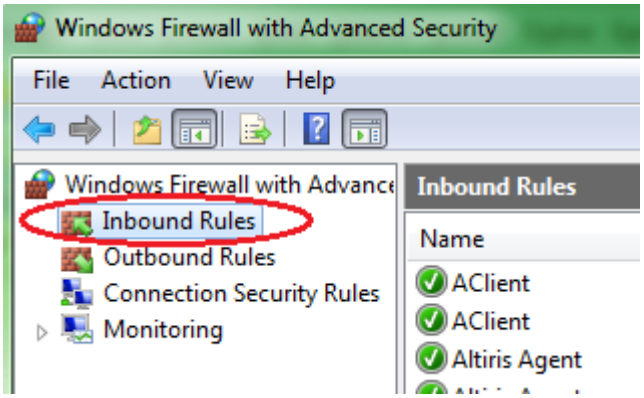
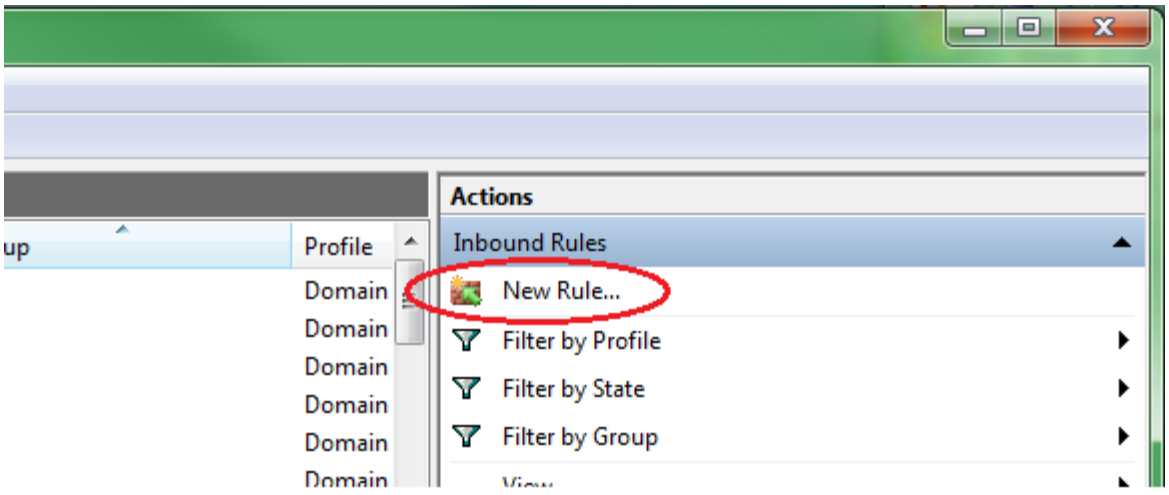
Answer:

The first step to debugging this issue is verifying the MPiec controller is connected to the same network as your computer and has the desired IP address settings. This can be done by either sending a ping to the controller or connecting to the controller's web server.

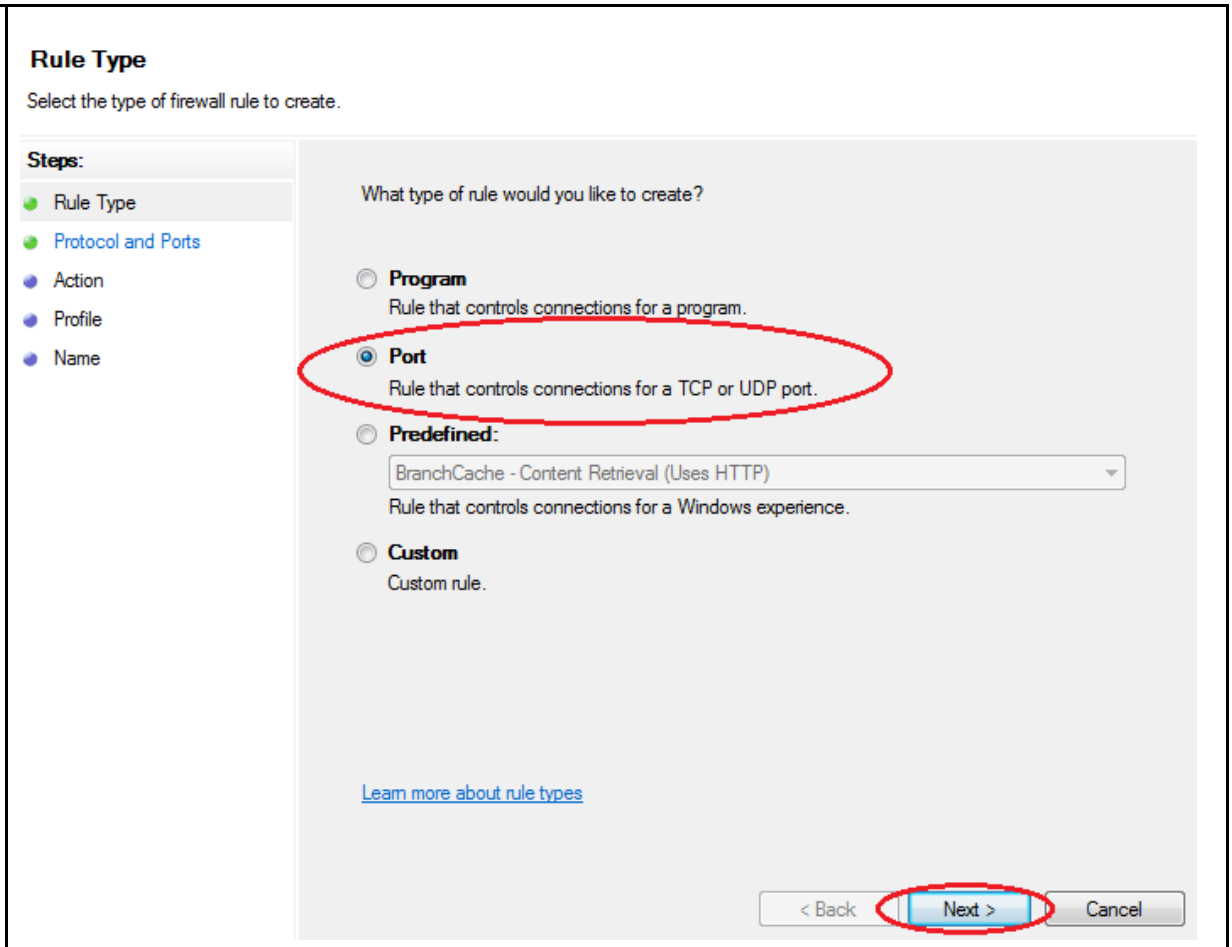
If the Hardware Configuration is still unable to connect after verifying other communication with the controller, the next step is to check the Alarm Status page in the web server. Check the list for alarm 4403 0005 – RMI Connection Rejected. If this error is present, it means the port the Hardware Configuration is trying to communicate with is already being used by an open Machine Operations page in the web server. To solve this problem, close any open web pages connected to the controller's Machine Operations. After this try connecting to the controller with the Hardware Configuration.

If connection is still being rejected without causing the error mentioned above, it is likely that a firewall on the computer is blocking the Hardware Configuration's connection to the controller through port 4040. (This is the port the Hardware Configuration uses to connect to the controller. A list of all ports used by the controller can be found in section 1.9.0 of the Hardware Configuration help manual). The following are steps to stop the firewall from blocking the connection for Windows 7 users

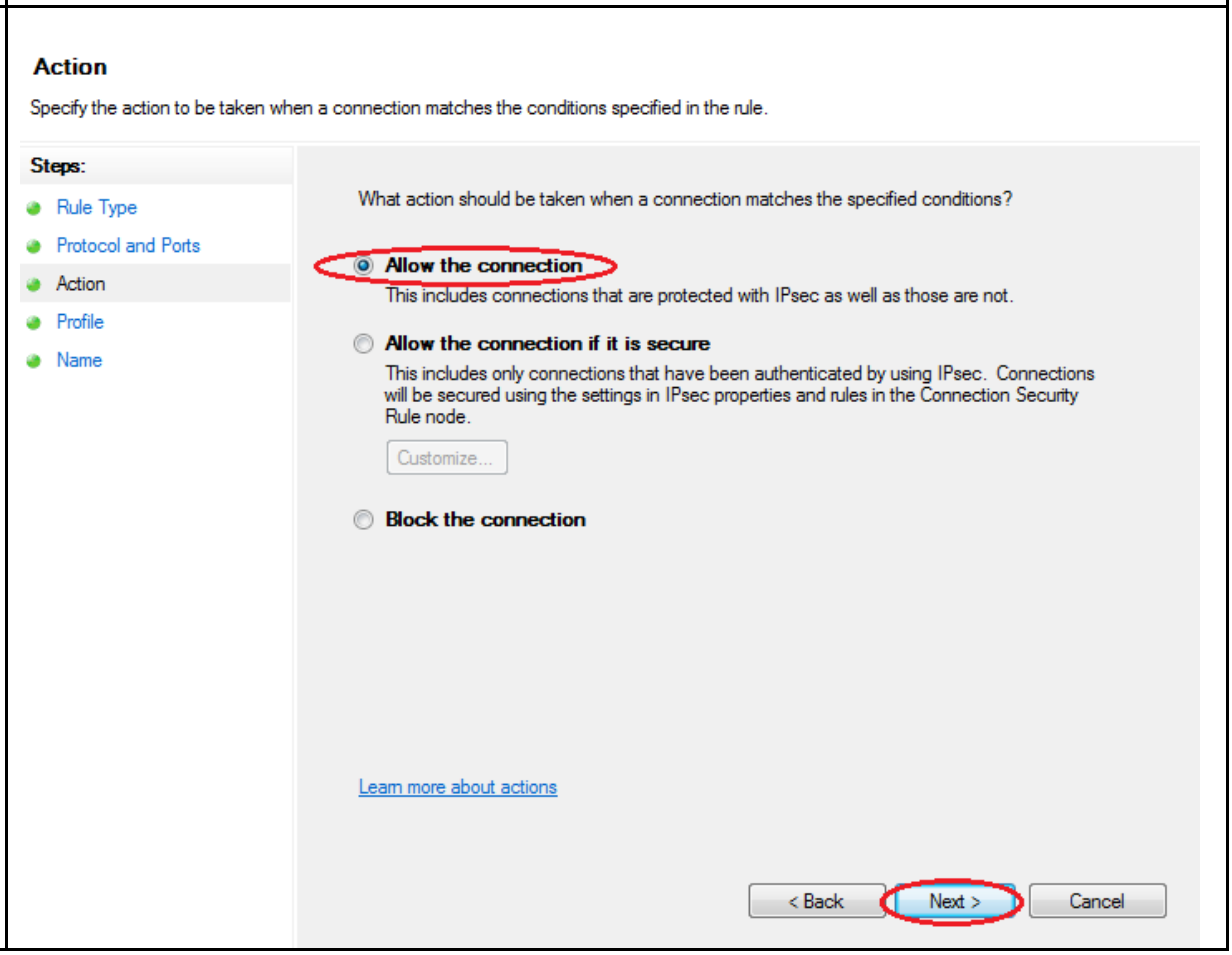
- Open the Control Panel - Open System and Security - Click on Windows Firewall	

Click on Advanced Settings	
Click on Inbound Rules	
Click on New Rule…	

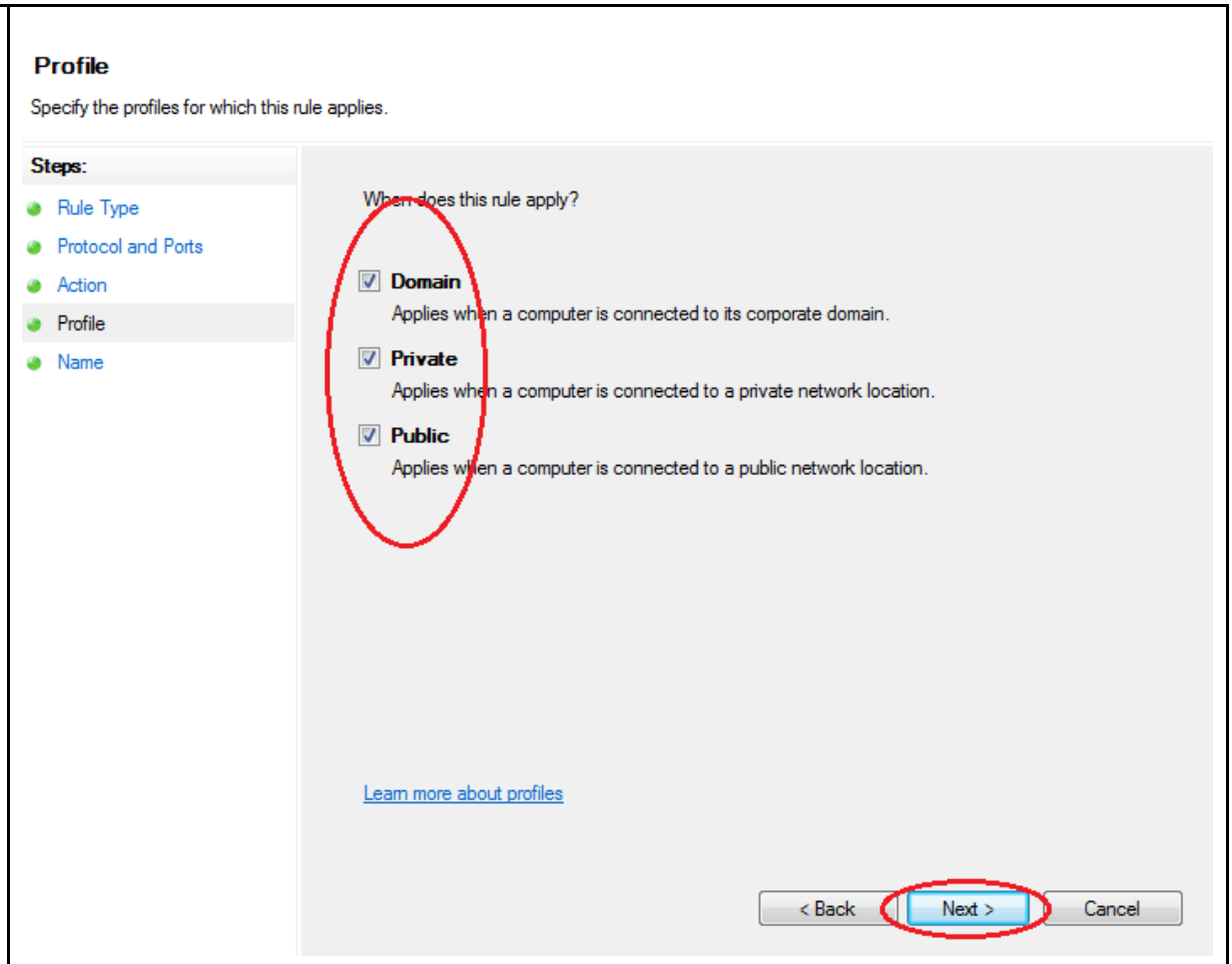
New Inbound Rule window opens…
- Choose “Port”
- Click on Next



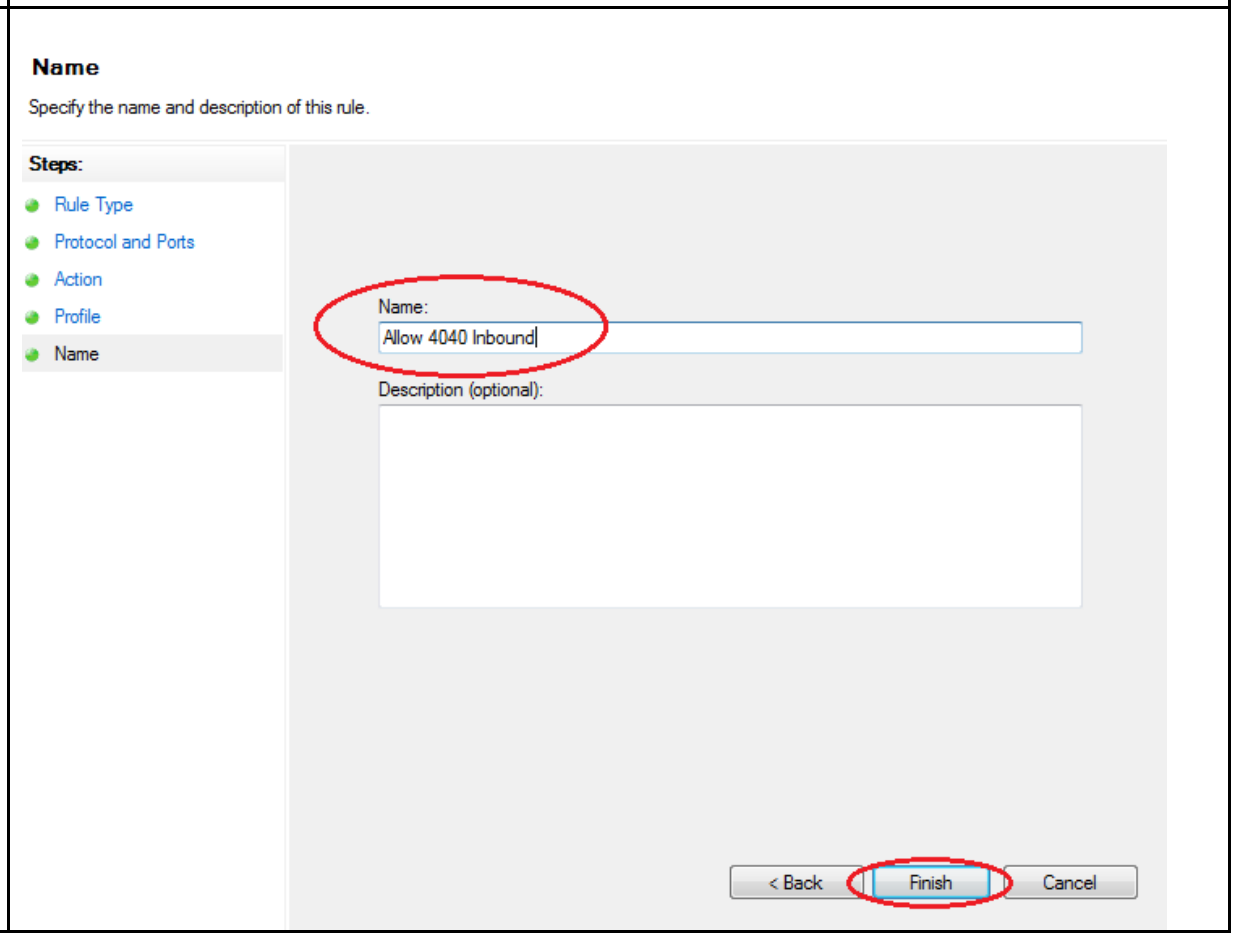
- Choose “Allow the connection”
- Click Next

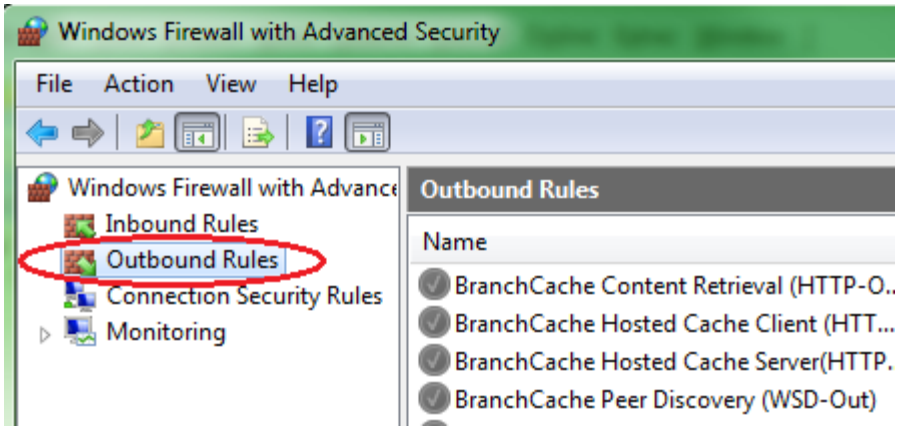


- Leave all the boxes checked
- Click Next



- Name your new Inbound rule
Click Finish



- Repeat Steps 4 to 9 to create a new Outbound Rule	
Exit Firewall settings. Exit Control Panel. Restart your computer.	