

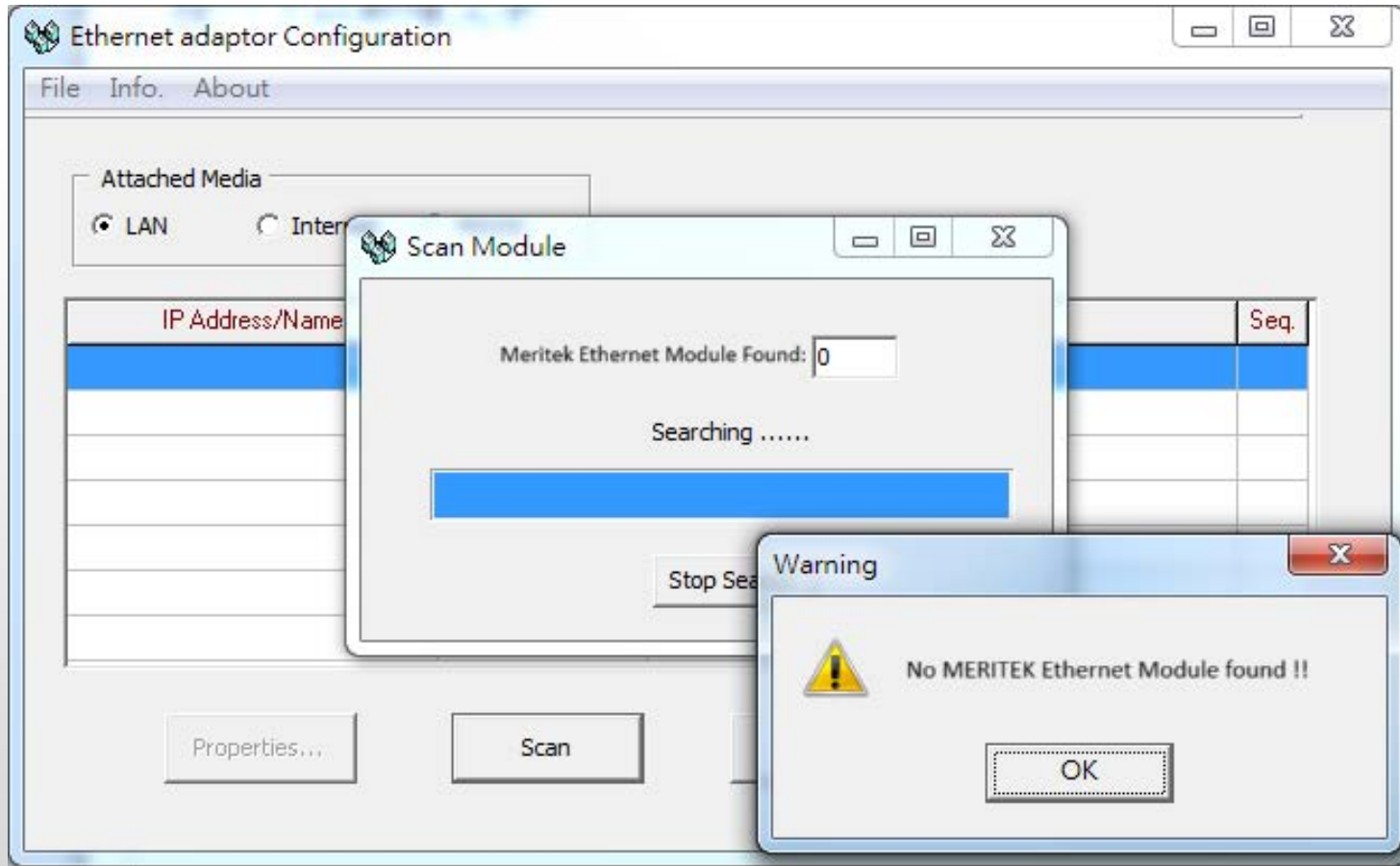
# Ethernet Module

## Troubleshooting



**MERITEK Automation**

## A) Can not found the Ethernet module by using EtherConfig



# FAQ(A) Unable to Search the Ethernet Module- Possible Cause

- 1) Microsoft Operating System Firewall
- 2) Antivirus Software
- 3) PLC Serial Port Parameter Setting
- 4) Multiple Network Interface Cards

## 1) Microsoft Operating System Firewall

## - Microsoft Operating System Firewall

The default IP of the Ethernet module may not be in the same domain as the user's computer. The Microsoft operating system firewall will filter out packets whose destinations are in different domains, causing the scanned packets to fail to reach the Ethernet module on the target network. For example, CBEH is preset to 192.168.2.3, CBE is preset to 192.168.1.3, etc.

## - Solutions

- 1) Add EtherConfig to the “Allow apps to communicate through Windows Defender Firewall”
- 2) Temporarily turn off the firewall

# FAQ(A) – Microsoft Operating System Firewall

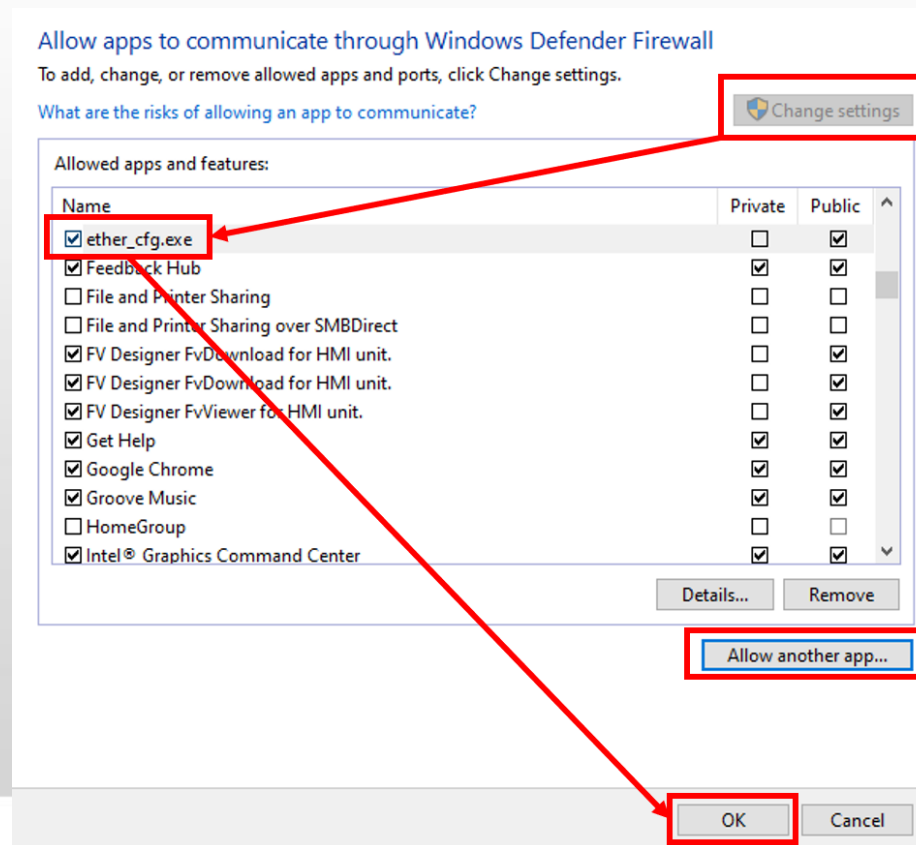
## - Solutions

### 1) Add EtherConfig to the “Allow apps to communicate through Windows Defender Firewall”

If can not find the ether\_cfg, go to [Allow another app] to add it.

Firewall path: [Control Panel\System and Security\Windows Defender Firewall\Allowed apps](#)

ether\_cfg path: [C:\Program Files \(x86\)\meritek\ether\\_cfg](#)

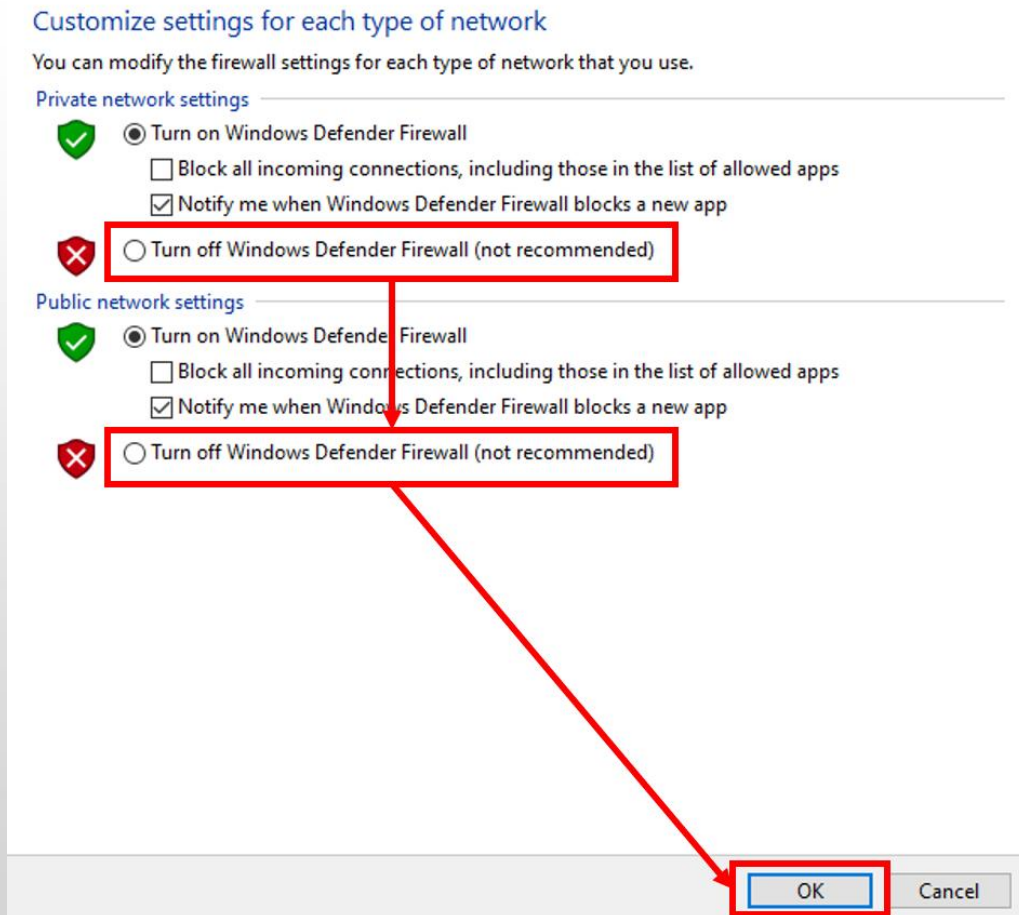


# FAQ(A) – Microsoft Operating System Firewall

## - Solutions

### 2) Temporarily turn off the firewall

Turn off firewall path: Control Panel\System and Security\Windows Defender Firewall\Customize Settings



## 2) Antivirus Software



## - Antivirus Software

Module scanning is achieved by sending UDP broadcast packets to the target network and obtaining reports on the status of each Ethernet module. However, UDP broadcast packets are often blocked by anti-virus software, so that scanning query packets cannot reach each module.

## - Solutions

- 1) Add EtherConfig to antivirus software white list.
- 2) Temporarily turn off the antivirus software

## 3) PLC Serial Port Communication Parameter Setting

# FAQ(A) – PLC Serial Port Parameter Setting

## - PLC Serial Port Communication Parameter Setting

The communication packets exchange method of the Ethernet module and the PLC is through the PLC's serial port. When users first time using the Ethernet module, they often switch the serial application to the Ethernet application, but the original ladder program running on the PLC didn't remove the serial port communication parameter settings and this will cause the communication packets to exchange abnormal inside the module and even affects the power-on of the module.

## - Solutions

Remove the ladder program serial communication parameter setting, and set as (9600, even, 7, 1, Meritek communication protocol), reboot the PLC and the module will adjust to the needed communication parameter automatically.

## 4) Multiple Network Interface Cards

# FAQ(A) – Multiple Network Interface Cards

## - Multi Network Interface Cards

The Microsoft operating system will select a broadcast network interface to send out the scan package. When a PC has multiple network interface cards or a virtual network interface is mounted due to the installation of virtual machine software. Depending on the routing settings of the operating system, EtherConfig may search for modules in unexpected networks due to routing choices, causing the problem of not being able to find devices.

## - Solutions

1) Support selection of network interface in the new version of EtherConfig.

# FAQ(A) – Multiple Network Interface Cards

## 1) Disable other network interface cards

Click "Options->Select Network"

