

MySukup Setup / Troubleshooting

The following steps assume that you have a wired internet connection connected to the Customer Connection port on the back of the HMI (usually X.3 port).

If you do not have a valid Site Subscription please contact your dealer for assistance.

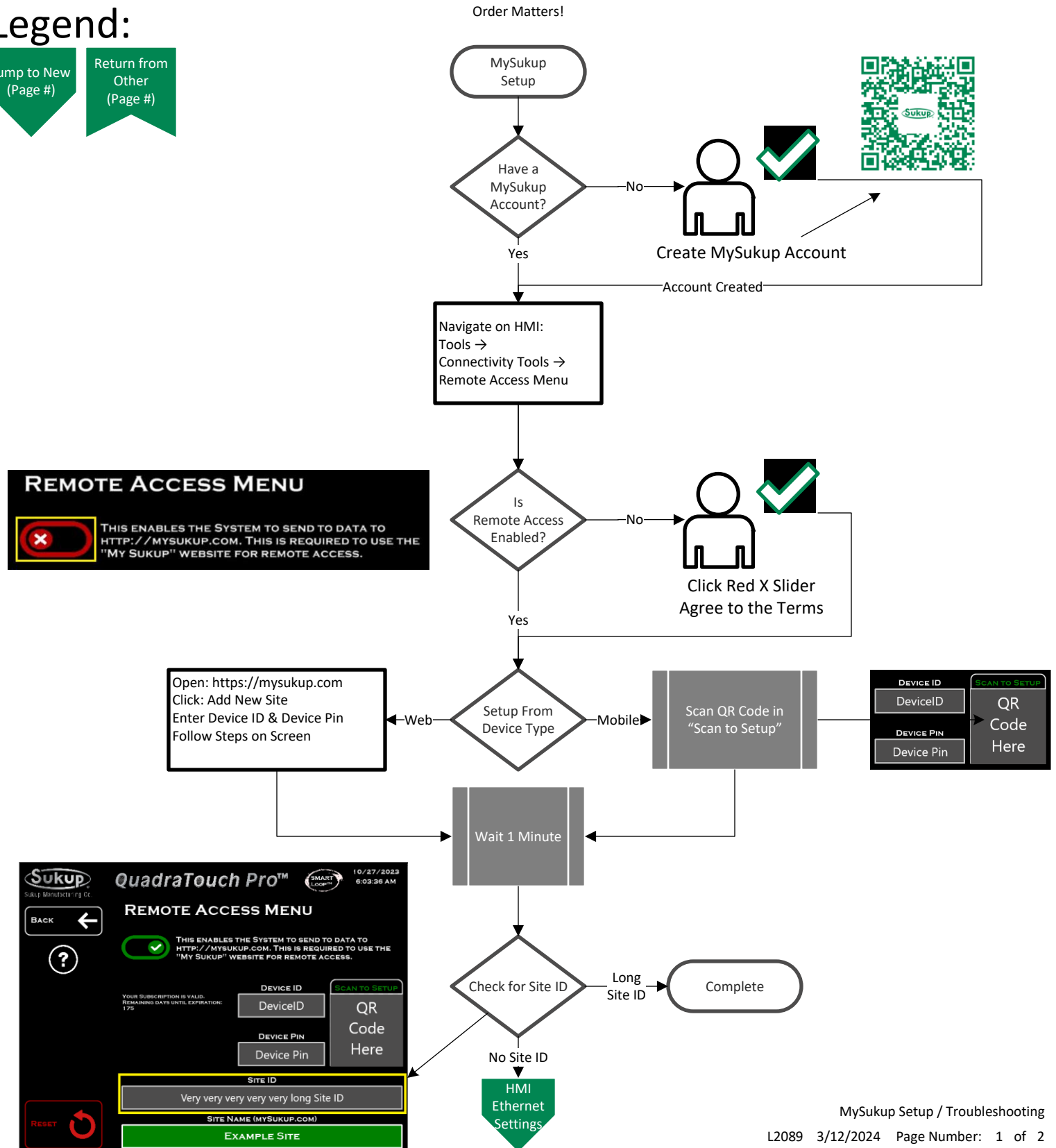
Note: In rare situations when all the right conditions exist, connecting Internet, can sometimes cause a communication error with the dryer. See HMI Ethernet Settings page for further information.

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HMI Ethernet Settings

Ethernet Settings are located at the end of the Network Repair Utility. These are the majority of instances you will see for the Customer Connection. Note the Number Customer Connection # (1, 2, & 3 are all possibilities) If you have multiple red or yellow items you might have to do several steps until you get to a good state.

```
ADAPTER NAME  CUSTOMER CONNECTION 2
INDEX          2
MAC ADDRESS    ADAPTER DISABLED
IPV4 ADDRESS   192.168.1.103
IP ADDRESS     192.168.1.103 FE80::...
SUBNET         255.255.254.0 64
GATEWAY        NO GATEWAY
METRIC         0
DHCP ENABLED   TRUE
DHCP SERVER    192.168.1.1
NET STATUS     DISCONNECTED
ADAPTER TYPE   ETHERNET 802.3
AVAILABILITY   RUNNING/FULL POWER
STATUS INFO    N/A
INSTALLED      TRUE
KEEP ALIVE INTERVAL 0
KEEP ALIVE TIME 0
LAST ERROR     0
LAST COMMAND RESULT 0
ADAPTER ENABLED FALSE
```

Adapter Disabled: This means the Ethernet Adapter Port on the HMI is Disabled. This can happen when running the network repair utility and not waiting for it to finish a process. It also rarely occurs when caught in a loop and you have to reset to get out of it.

Fix: Click Red Text "Adapter Disabled" to start the repair.

```
ADAPTER NAME  CUSTOMER CONNECTION 2
INDEX          2
MAC ADDRESS    00:A0:45:C2:9D:0C
IPV4 ADDRESS   192.168.1.103
IP ADDRESS     192.168.1.106 FE80::...
SUBNET         255.255.255.0 64
GATEWAY        NO GATEWAY
METRIC         0
DHCP ENABLED   TRUE
DHCP SERVER    192.168.1.1
NET STATUS     MEDIA DISCONNECTED
ADAPTER TYPE   ETHERNET 802.3
AVAILABILITY   RUNNING/FULL POWER
STATUS INFO    N/A
INSTALLED      TRUE
KEEP ALIVE INTERVAL 0
KEEP ALIVE TIME 0
LAST ERROR     0
LAST COMMAND RESULT 0
ADAPTER ENABLED FALSE
```

Media Disconnected: This means the Ethernet Adapter Port on the HMI doesn't think there is a cable plugged in with a working device at the other end of the cable.

Note: Several things can cause this. Modem Powered Off, Bad Ethernet Cable, No Cable plugged in.

Fix: Find and replace the bad cable or power up internet supply or plug in internet into Customer Connection ethernet port.

```
ADAPTER NAME  CUSTOMER CONNECTION 2
INDEX          2
MAC ADDRESS    00:A0:45:C2:9D:0C
IPV4 ADDRESS   192.168.1.98
IP ADDRESS     192.168.1.98 FE80::...
SUBNET         255.255.255.0 64
GATEWAY        NO GATEWAY
METRIC         2
DHCP ENABLED   FALSE
NET STATUS     CONNECTED
ADAPTER TYPE   ETHERNET 802.3
AVAILABILITY   RUNNING/FULL POWER
STATUS INFO    N/A
INSTALLED      TRUE
KEEP ALIVE INTERVAL 0
KEEP ALIVE TIME 0
LAST ERROR     0
LAST COMMAND RESULT 0
ADAPTER ENABLED TRUE
```

Customer Ethernet Port Static IP Address with no Gateway, DHCP is disabled: This means the Ethernet Adapter Port on the HMI is improperly configured. The picture to the left shows a customer connection that is configured for communication with the dryer. The internet connection must have a valid gateway.

Note: The customer connection metric should never be below 10 to prevent dryer communication issues.

Fix: Click the Red Text "No Gateway" to start the repair.

Note: The numbers shown to the left may not exactly match the address. The color is more important than the numbers.

```
ADAPTER NAME  CUSTOMER CONNECTION 1
INDEX          0
MAC ADDRESS    00:A0:45:C2:9D:0D
IPV4 ADDRESS   169.254.39.249
IP ADDRESS     169.254.39.249 FE80::...
SUBNET         255.255.0.0 64
GATEWAY        NO GATEWAY
METRIC         20
DHCP ENABLED   TRUE
DHCP SERVER    255.255.255.255
NET STATUS     CONNECTED
ADAPTER TYPE   ETHERNET 802.3
AVAILABILITY   RUNNING/FULL POWER
STATUS INFO    N/A
INSTALLED      TRUE
KEEP ALIVE INTERVAL 0
KEEP ALIVE TIME 0
LAST ERROR     0
LAST COMMAND RESULT 0
ADAPTER ENABLED TRUE
```

Customer Ethernet Port No Valid DHCP Server: This means the Ethernet Adapter Port on the HMI is not receiving a valid IP Address and Gateway because nothing is responding to it's DHCP request. This is normally the router or modem that hands out DHCP Addresses.

Fix: Contact your IT person or Internet Service Provider as this is a local networking issue and Sukup will not likely be able to assist you in fixing this.

Additional Note: Lots of customers use wireless bridges to beam internet from the house to the controls building. When the bridge is down, this is usually what it looks like.

```
ADAPTER NAME  CUSTOMER CONNECTION 2
INDEX          2
MAC ADDRESS    00:A0:45:C2:9D:0C
IPV4 ADDRESS   192.168.1.103
IP ADDRESS     192.168.1.103 FE80::...
SUBNET         255.255.254.0 64
GATEWAY        192.168.1.1
METRIC         10
DHCP ENABLED   TRUE
DHCP SERVER    192.168.1.1
NET STATUS     CONNECTED
ADAPTER TYPE   ETHERNET 802.3
AVAILABILITY   RUNNING/FULL POWER
STATUS INFO    N/A
INSTALLED      TRUE
KEEP ALIVE INTERVAL 0
KEEP ALIVE TIME 0
LAST ERROR     0
LAST COMMAND RESULT 0
ADAPTER ENABLED TRUE
```

Good, but bad

All Green or White is almost always a good thing, however there is two addresses (of the millions available) that are bad. If you have 192.168.1.103 (Dryer PLC Address) or 192.168.1.106 (Air System PLC Address) you will have a communication issue with that respective piece of equipment. Dryer PLCI Status will show off in this condition, but Dryer Ping Test will show good.

Fix: Unfortunately to fix this, it will be a little more difficult as some routers create reservations indefinitely. You will probably need to contact an IT person to assist you, or your Internet Service Provider if they manage your router.

```
ADAPTER NAME  CUSTOMER CONNECTION 2
INDEX          2
MAC ADDRESS    00:A0:45:C2:9D:0C
IPV4 ADDRESS   10.11.12.144
IP ADDRESS     10.11.12.144 FE80::C133
SUBNET         255.255.255.0 64
GATEWAY        10.11.12.1
METRIC         10
DHCP ENABLED   TRUE
DHCP SERVER    10.11.12.1
NET STATUS     CONNECTED
ADAPTER TYPE   ETHERNET 802.3
AVAILABILITY   RUNNING/FULL POWER
STATUS INFO    N/A
INSTALLED      TRUE
KEEP ALIVE INTERVAL 0
KEEP ALIVE TIME 0
LAST ERROR     0
LAST COMMAND RESULT 0
ADAPTER ENABLED TRUE
```

All Good

CONNECTION TEST RESULTS (GREEN IS GOOD)

- DRYER PING TEST RESULT
- DRYER PLCI STATUS
- INTERNET IP TEST RESULT
- INTERNET DNS TEST RESULT
- MY SUKUP IP TEST RESULT
- MY SUKUP DNS TEST RESULT

All Good