

UC-7112-LX Plus

Universal communication module

SV	V version 2.0.0	
	1 Document information	3
	2 About the Module	5
	3 Setting up the Module	6
	4 Communication options	15
	5 Troubleshooting	17

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User Guide



Table of contents

1 Document information	3
1.1 Clarification of notation	3
1.2 About this guide	3
1.3 Legal notice	3
1.4 Document history	4
2 About the Module	5
2.1 LED indication	5
2.2 Resetting the module	5
2.3 Starting the module	5
3 Setting up the Module	6
3.1 Installation of ComAp Gateway Configurator 2	6
3.2 Change network settings	6
3.3 Connecting to the Module	7
3.4 Updating firmware	9
3.5 Creating configuration	10
3.6 Uploading configuration	12
3.7 Uploading predefined configuration	13
3.8 Getting AirGate ID	14
4 Communication options	15
4.1 Communication with PV inverters	15
4.1.1 Settings InteliSysNTC Hybrid	15
4.2 Communication with 3rd party devices	16
4.3 Communication with MTU MIP4000	16
5 Troubleshooting	17
5.1 Device is not detectable via ComAp Communication Gateway Configurator	17
5.2 InteliSys NTC Hybrid displays "WrnConCommErr"	17
5.3 Not possible to connect	17
5.4 Getting data for technical support	18

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1 Document information

1.1 Clarification of notation	3
1.2 About this guide	3
1.3 Legal notice	3
1.4 Document history	4

1.1 Clarification of notation

Note: This type of paragraph calls readers attention to a notice or related theme.

IMPORTANT: This type of paragraph highlights a procedure, adjustment etc., which can cause a damage or improper function of the equipment if not performed correctly and may not be clear at first sight.

Example: This type of paragraph contains information that is used to illustrate how a specific function works.

1.2 About this guide

This guide describes how to configure UC-7112-LX Plus module and where you can download predefined configuration. For electrical and mechanical specification, please use <u>datasheet</u>.

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1.4 Document history

Revision number	Related sw. version	Date	Author
2	2.0.0	28.2.2019	Jakub Suchý
1	1.0.0	18.9.2017	Jakub Suchý

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2 About the Module

UC-7112-LX Plus is multipurpose communication gateway. It can acts as:

- Gateway for connecting 3rd party devices into WebSupervisor
- Connection PV inverters to InteliSys NTC Hybrid controller
- Connection MTU MIP engine to ComAp controller.
- Using this module can be realized in three scenarios:
 - Create configuration by selecting predefined devices selected from list.
 - Using predefined configuration, available on ComAp website.
 - In case of specific requests or non-supported device, please contact ComAp support for help with solution. ComAp support can prepare custom configuration file. This service may be charged.

2.1 LED indication

LED name	Description	Meaning
Ready	Indicates the state of device	 Off - device is out of power or damaged Solid light - Device is starting. If the LED is steadily lighting after 5 minutes after turning on - please contact technical support, the device is probably corrupted Flashes - standard operation. Flashing speed is 0.5 Hz.
RX/TX - P1	Recieve/transmit at P1 port.	 Off - no communication at port P1 Flashes - communication on port P1 (RS232 or RS485)
RX/TX - P2	Recieve/transmit at P2 port.	 Off - no communication at port P2 Flashes - communication on port P2 (RS232 or RS485)
Ethernet LEDs	Indicates state of LAN	 Green - 100Mbit LAN is connected Orange - 10 Mbit LAN is connected Flashing indicates LAN traffic.

2.2 Resetting the module

For resetting the UC-7112-LX Plus please unplug the power and plug in again.

Do not use the reset button! Reset button can remove the entire system inside and the module needs to be sent back to ComAp for reprogramming.

2.3 Starting the module

After the power is turned on, the module will start the operating system. In this time the Ready LED is light on. When the system is running the LED starts flashing and then the LAN ports are being initialized. During the LAN initialization the device is not detectable via "ComAp Communication Gateway Configurator".

The starting procedure may take up to 5 minutes.



3 Setting up the Module

For setting up the module there is "ComAp Communication Gateway Configurator 2" PC based application. First you need to download it from ComAp website:

https://www.comap-control.com/products/communications/uc-7112-lx-plus

3.1 Installation of ComAp Gateway Configurator 2

To install "ComAp Communication Gateway Configurator 2" open downloaded Windows Installer package file and follow the instructions.

🐻 Setup - ComAp PC Suite -	-	
Select Components Which components should be installed?		R
Select the components you want to install; dear the components you do install. Click Next when you are ready to continue.	o not v	vant to
Full installation		\sim
ComAp Communication Gateway Configurator 2 1.0.0.1		7,4 MB
Current selection requires at least 8,8 MB of disk space.		
< Back Next >		Cancel

Note: ComAp Communication Gateway Configurator 2" icon should be created on your PC desktop.

3.2 Change network settings

ComAp Gateway Configurator 2 allows you to change network settings of Gateway. The network settings can be changed even in case that UC-7112 is in different subnet. To change settings click on "LAN Settings" button in upper bar of "ComAp Communication Gateway Configurator 2".



figuration	🔂 Open	Save	1 Upload	1 Upload Predefined	俞 Connect To Gateway	🗱 LAN Settings 🎜	Update FW \prec 🕻	agnostics
iateway	Port ETH1	Port P1	Port P2			Λ		
eneral Setti	ngs							
ime		UC-7	112					
thor		Com	Αр			٦Γ		
rsion		1.0						
te		Defa	ult generated	project				

Select required device from the list of detected devices, fill username and password. Then click on "Download Settings" button. After download is completed you can change network settings. Click on "Upload Settings" button to apply settings.

Password	admin •• T			
				Download Settings
Change Setting	js			
LAN 1		LAN 2	_	
Use DHCP		Switch Mode	\checkmark	
Host	192.168.3.127	Use DHCP	\checkmark	
Mask	255.255.255.0	Host	192.168.4.127	
Default Gateway	192.168.3.1	Mask	255.255.255.0	
DNS	192.168.3.1			
Proxy Enabled		Change Crede	ntials	
Proxy Id		Username	admin	
Proxy URL	http://proxy.mervis.info:6677/	Password		T
Keep-alive Period	10			
				Upload Settings

IMPORTANT: It is highly recommended to change default password.

Switch mode can be used when is needed to connect more Ethernet devices. Eg. ComAp controller can be connected through UC-7112-LX Plus to WebSupervisor. But it is not recommended to pass high traffic through UC-7112-LX Plus.

3.3 Connecting to the Module

To connect to Gateway click on: "Connect To Gateway" button:



Sateway eneral Settin ame uthor ersion ote	Port ETH1	Port P1 UC-7' Com# 1.0 Defau	Port P2	project	\bigwedge		
eneral Settin ame uthor ersion ote	gs	UC-7 ComA 1.0 Defau	12 p It generated	project			
ame uthor ersion ote		UC-7 ⁻ ComA 1.0 Defau	I2 p It generated	project			
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ersion lote		1.0 Defau	It generated	project			
lote		Defau	It generated	project			

"Connect to gateway" window with a list of available devices will be displayed. Select required device and fill username, password then click on "Connect" button. For connection you need to be in the same subnet as UC-7112 device. In case if your device is in different subnet, you should <u>adjust LAN parameters.</u>

Gateways De	tection				
Host	Name	Device Type	Runtime Version	Serial Number	
10.72.0.68	aaabbbccc_1.0	Moxa UC-7112-LX Plus	2.0.1601.77450 🗹	000000	5
10.72.0.120	HybridSimulator_1.0.3	Moxa UC-7112-LX Plus	1.0.0304.54619 !	000000 23	3
10.72.0.73	test_1.1	Moxa UC-7112-LX Plus	2.0.1601.77450 🗹	000000 58	;
10.72.0.56	MIP4000_ver.1.0.6	Moxa UC-7112-LX Plus	2.0.1601.77450 🖌	000000)
iateway Con	nection				
Gateway Con	admin				
Gateway Con Isername assword Iost	admin	•			
Gateway Con Isername ^{Iassword} Host	admin •• 10.72.0.56	•			
Gateway Con Jsername lassword Host SCP Address	nection admin ●● 10.72.0.56 1	•		Connect	

Note: Host address can be written manually in case device was not detected. This problem could be caused by firewall for instance.

IMPORTANT: Default Username is "admin ". Default Password is "rw". Default IP address for LAN1: 192.168.3.127 and for LAN2: 192.168.4.127

Note: In case of connection failure see Troubleshooting (page 17).



3.4 Updating firmware

Red square in "runtime version" column means that detected device has old version of firmware. The device with old version of firmware needs to be upgraded to allow configuration upload.

Gateways Detection							
Host	Name	Device Type	Runtime Version	Serial Number			
10.72.0.165	Schneider_CL60_1.0.1	Moxa UC-7112-LX Plus	2.0.1601.77450 🗹	000000 94			
192.168.3.127		Moxa UC-7112-LX Plus	1.0.0304.54619	000000 C0			

To upgrade firmware first connect to gateway and click on "Update FW" button in the upper bar of "ComAp Communication Gateway Configurator 2". Then click on "Update Firmware" button.

Note: It is not possible to downgrade runtime version of firmware.

Dpdate Firmware	×
Runtime Version Check	
Runtime is old. Firmware must be upgraded to allow configuration upload.	
	Update Firmware
	Close

After FW update is successfully finished you should see green square in Runtime version column.

ţ	Connect To Gateway	/			×	
	Gateways Deteo	tion				
	Host	Name	Device Type	Runtime Version	Serial Number	
	10.72.0.167	<unknown></unknown>	Moxa UC-7112-LX Plus	2.0.1601.77450 🗹	000000 C0	

10.72.0.165	Schneider_CL60_1.0.1	Moxa UC-7112-LX Plus	2.0.1601.77450 🗹	000000	94





Note: After uploading firmware the UC-7112-LX Plus will be restarted. This operation can take up to 5 minutes.

3.5 Creating configuration

This chapter is related to creating configuration based on list of predefined devices. Mainly used for communication with PV inverters (Hybrid application)

In Gateway tab fill information about project. Especially name and version are important to fill. The name will be visible during detection of gateways.

ComAp Cor	mmunication G	ateway Config	jurator 2 [1.0.0	0.0]			-	- 🗆	\times
Configuration	🔂 Open	💾 Save 🗋	↑ Upload	1 Upload Predefined	の Connect To Gateway	🔅 LAN Settings	🖁 Update FW	🔧 Dia	gnostics
Gateway	Port ETH1	Port P1	Port P2						
General Sett	ings								
Name		UC-71	12						
Author		ComA	p						
Version		1.0							
Note		Defau	It generated p	project					
Conn	nected Ru	D.72.0.167 UC untime Version:	-7112_1.0 Mo 2.0.1601.77450	oxa UC-7112-LX Plus AirGa 0 🗹 Serial Number: 000000	te ID: N/A C0 Up Time: 0.01:13:22	Evaluator State: Runnin	gNormalTasks	Disconn	ect

Note: Port P1 is determined for connecting InteliSys Hybrid controller only. Port P2 and Port ETH1 can be used for connecting e.g. PV inverters. In case of predefined configuration, the P1 port can be used with different device.

Add Device from list by click on button "Add device" in ETH1 or P2 tab.



nfiguration	🔁 Open	💾 Save	ሲ Upload	1 Upload Pro	edefined	ကို Connect To Ga	ateway 🛟 LAN	N Settings 🔶	Update FW	🔧 Diagnostics	
Gateway	Port ETH1	Port P1	Port P2								
onnection											
Modbus RTU											
Add Device									×	1	
Device											
ABB TRIO-20 Class: PV	0.0(27.6)-TL-	OUTD Deve	lopement						~		
Modbus											
evice Addres	ss 1										
ndex	0										
lote											
Constants											
Nominal Pov	wer	20		kW							
										+ A	dd Dev

- Set Device address and set constants. If the device is connected via ETH1, the IP address needs to be set.
- Add all devices used on site.

🏷 ComAp Co	ommu	inication Gateway Configurator 2	[1.0.0.0]				-		\times	
Configuratior	۰E	🕽 Open 💾 Save 🕂 Uplo	ad 🕂 Upload P	redefined	n Connect To Gateway	🔅 LAN Settings	🕻 Update FW	🔧 Diagr	nostics	
Gateway	P	ort ETH1 Port P1 Port	P2							
Connection	Connection									
Modbus RTU ~										
Modbus				Serial						
Maximum Te	elegra	m Duration 200		Port N	lode	RS-485	Ŷ			
Pause Betwe	een Te	legrams 0		Baud	Rate	57600	~			
				Stop B	Bits	One	~			
				Parity		None	~			
				Data B	Bits	8				
Index CI	lass	Name	Device Address	Note						
1 P\	v	ABB PVS100	1						ΰ	
2 P\	v	ABB TRIO-20.0(27.6)-TL-OUTD	1					Ø	ŵ	
	+ Add Device									
Con	nnecte	ed 10.72.0.167 UC-7112_1. Runtime Version: 2.0.1601.	0 Moxa UC-7112-LX 77450 ✓ Serial Num	Plus AirGate IE	D: N/A C0 Up Time: 0.01:38:06	Evaluator State: Runnin	ngNormalTasks	Disconne	t	

Note: Up to 16 PV inverters and 4 Wind turbine inverters and one battery inverter can be added.

- Add auxiliary values (optional)
 - Go to Port P1 tab and click edit icon in InteliSys Hybrid



Commention					
Modbus RTU					
Modbus		Serial			
Maximum Telegram Duration	200	Port Mode	RS-485	~	
Pause Between Telegrams	0	Baud Rate	57600	~	
		Stop Bits	One	~	
		Parity	None	~	
		Data Bits	8		
Index Class Name	Device Address Note				
0 NONE InteliSys Hybrid	1 32				
					Λ
					L.
					11
					Ш
					U
					U

• Configure auxiliary values

nteliSys Hybrid Class: NONE						
lodbus						
evice Address	32					
dex	0					
ote						
Real Aux Inputs	Bool Aux Inputs					
Real Aux Inputs Aux Port	Bool Aux Inputs	Device	Vari	able		
Real Aux Inputs Aux Port PV_Aux_R_1	Bool Aux Inputs	Device PV 0 ABB TRIO-20.0(27.6)-TL-OUTD	Vari Grid	able dCurrent	v	Û
Real Aux Inputs Aux Port PV_Aux_R_1 PV_Aux_R_2	Bool Aux Inputs	Device PV 0 ABB TRIO-20.0(27.6)-TL-OUTD PV 0 ABB TRIO-20.0(27.6)-TL-OUTD	Vari Grid	able dCurrent dFrequency	v v	立
Real Aux Inputs Aux Port PV_Aux_R_1 PV_Aux_R_2 PV_Aux_R_3	Bool Aux Inputs	Device PV 0 ABB TRIO-20.0(27.6)-TL-OUTD PV 0 ABB TRIO-20.0(27.6)-TL-OUTD PV 1 ABB TRIO-20.0(27.6)-TL-OUTD	Vari Grid Grid	able dCurrent dFrequency dCurrent	* * *	立立

3.6 Uploading configuration

Configuration can be uploaded into UC-7112-LX Plus by click on button "Upload" in upper bar and "Build and upload" button.



	🛛 🗗 Open	💾 Save [↑ Upload	🚹 Upload Predefined 🏟 Connect To Gateway 🌣 LAN Settings 🛱 Update FW 🔧 Diagnostics	
Gateway	Port ETH1	Port P1	Polt P2		
Seneral Sett	tings		77		
lame		UC-71	12		
uthor		ComA	D		
lersion		10	·		
lata		Defaul		d project	
Build an	d Upload Co	onfiguration			
00					
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IMPORTANT: It is highly recommended to save the configuration into a file. It is not possible to download it from UC-7112-Lx Plus device.

3.7 Uploading predefined configuration

Upload predefined configuration is option for non-standard configuration or for developing support of new devices. The custom predefined configuration can be created by ComAp, for more info, please contact ComAp Technical Support.

Predefined configuration files are available at:

https://www.comap-control.com/products/communications/uc-7112-lx-plus

Click on "Upload Predefined" button in upper bar of ComAp Communication Gateway Configurator 2.

Upload Predefine	ed Configuration	>
Upload Prede	fined Configuration C:\\64c61261-1939-455e-abe8-9fb5025633a3.exs	
		Upload Predefined
		Close

Note: If you need configuration for device which is not supported, please contact ComAp technical support or your local distributor.

Configuration file is dependent on target application and contains parameters of communication (eg. Modbus registers for reading and writing).



3.8 Getting AirGate ID

For using www.websupervisor.net it is needed to get the AirGate ID of module. The AirGate ID can be obtained only in case if configuration with WebSupervisor functionality is uploaded in UC-7112-LX Plus. In this case Airgate ID is displayed in the bottom part of "ComAp Gateway Configurator 2" window. Otherwise there will be "N/A" statement.

ComAp Con	nmunication G	ateway Conf	igurator 2 (1.0	99.99]						-		\times
Configuration	🔂 Open	💾 Save	1 Upload	1 Upload Predefined	ା ଲିଏ	onnect To Gateway	LAN Settings	C Update FW	۹, Dia	gnostic	;	
Gateway	Port ETH1	Port P1	Port P2									
General Setti	ngs											
Name		UC-7	7112									
Author		Com	Ap									
Version		1.0										
Note		Defa	ult generated	project								
						,						
Conn	ected R	0.72.0.56 WS untime Version	SV_template_1. n: 2.0.1601.7745	0.1 Moxa UC-7112-LX PI 0 ✓ Serial Number: 0000	AirGate ID	: 9 Cd Up Time: 0.00:29:22	Evaluator State: Runnir	ngNormalTasks		Dis	connec	t

Note: WSV configuration is available only as "predefined configuration"



4 Communication options

4.1 Communication with PV inverters	15
4.1.1 Settings InteliSysNTC Hybrid	15
4.2 Communication with 3rd party devices	16
4.3 Communication with MTU MIP4000	16
6 back to Table of contents	

This chapter describes typical usage of UC-7112-LX Plus communication gateway module.

4.1 Communication with PV inverters

With proper configuration UC-7112-LX Plus can manage communication with photovoltaic (PV) inverters and share this data to <u>InteliSys^{NTC} Hybrid</u> controller. Configuration can be crated by selecting devices from list, as described in chapter <u>Creating configuration</u>.

If there are used more PV inverters, the UC-7112-LX Plus will calculate totals from all kind of available values, eg.: sum of all active powers, sum of all reactive powers...

Note: Available communication for PV inverter is Modbus RTU (RS485, RS422 or RS232) or Modbus TCP (Ethernet).

Note: If you didn't find your PV inverter in list of supported inverters, contact your local distributor or <u>ComAp</u> <u>technical support</u>



4.1.1 Settings InteliSys^{NTC} Hybrid

<u>InteliSys</u>^{NTC} <u>Hybrid</u> needs to be configured properly to establish connection with UC-7112-LX Plus. RS485(2) port is dedicated for connection UC-7112-LX Plus

Recommended settings:

Setpoints - Comms settings	Value	
RS232(2) mode	MODBUS-DIRECT	
RS232(2)MBCSpd	57600 bps	
Contr. address	32	

Controlles address and baudrate must match settings from Port P1.



4.2 Communication with 3rd party devices

UC-7112-LX Plus can be a communication gateway between 3rd party devices and ComAp <u>WebSupervisor</u>. UC-7112-LX Plus obtains data from Modbus 3rd party device and transfers this data to the <u>WebSupervisor</u>. Communication channel is ethernet connection with RJ45 connector.

For registration the unit at WebSupervisor it is needed to get AirGate ID, Controller address and access code.

AirGate ID	see Getting AirGate ID on page 14
Default access code	0
Default Controller address	1

Note: This feature is available at WebSupervisor Pro paid version.

Note: If you didn't find your 3rd party device in list of supported devices, contact your local distributor or <u>ComAp</u> technical support



4.3 Communication with MTU MIP4000

UC-7112-LX Plus enabling the connection between MTU MIP4000 engine controller and ComAp controller. For more information please refer Electronic Engines Support 05-2017 or newer.



5 Troubleshooting

5.1 Device is not detectable via ComAp Communication Gateway Configurator	17
5.2 InteliSys NTC Hybrid displays "WrnConCommErr"	17
5.3 Not possible to connect	17
5.4 Getting data for technical support	18

6 back to Table of contents

5.1 Device is not detectable via ComAp Communication Gateway Configurator

- Check the setting of IP address. Module's IP address should be in the same range as computer's IP address. Default IP address of module is 192.168.3.127 with mask 255.255.255.0 for LAN1 port. And 192.168.4.127 for LAN2 port. LAN settings can be changed even if the device is in different sub-network.
- Check the firewall setting in your computer. For detecting the device are used UDP broadcast packets. If the problem remains try to start computer in emergency mode - but have in mind that the computer is not secured by firewall in that time, so it is recommended to disconnect computer from the internet.
- Check the wiring. It is recommended to use direct cross wired cable between computer and UC-7112-LX Plus
- Check the status of "Ready" LED. The LED should flash with 2 seconds period.

5.2 InteliSys NTC Hybrid displays "WrnConCommErr"

- In case that UC-7112-LX Plus is used for communication with PV inverters the alarm message "WrnConCommErr" can be displayed if the communication between UC-7112-LX Plus and InteliSys NTC Hybrid is not successfully established.
- This message appears every time when the system is started and is active for tens of seconds.
- Check wiring and settings see Settings InteliSysNTC Hybrid on page 15
- Check if TX LED at UC-7112-LX Plus is flashing. If TX is flashing and RX not it means that InteliSys NTC Hybrid is not responding and the wrong setting is at InteliSys NTC Hybrid. If the TX LED is not flashing the configuration in UC-7112-LX Plus is not correct, please make sure UC-7112-LX Plus has configuration related to PV inverters.

5.3 Not possible to connect

In case you can detect the device, but attempt for connecting is not successful, try to check network settings. To change network settings computer don't needs to be in the same sub-network as UC-7112-LX Plus, but for connection computer have to be in the same sub-network.



If the UC-7112-LX Plus is connected into network with DHCP server (most of office networks), you can try to set UC-7112-LX Plus to obtain IP address automatically.

Host	Name	Device Type	Runtime Version	Serial Number
10.72:0.167	UC-7112_1.0	Mosa UC-7112-LX Plus	2.0.1601.77450	0000009
10.72.0.165	Schneider_CL60_1.0.1	Moxa UC-7112-UX Plus	2.0.1601.77450	0000009
		Done		Detect Gateways
ateway Conr	rection			
semame				
isemame Isseword		-		
Isemame http://doc.org		•		Download Setting
Jsemame Password		•	I	Download Setting
Jsemame Assewond		•	I	Download Setting
Jsemane Asseword Change Settin	g1	•	I	Download Setting
Jsemane Issavord Change Settin AN 1	95	T LAN 2	I	Download Setting
Jsemame Password Change Settin LAN 1 Jse DHCP Asst	95	LAN 2 Switch Mode Use DHCP	l	Download Setting
Jsername Password Change Settin LAN 1 Jse DHCP Host Mark	91	LAN 2 Switch Mode Use DHCP Host	l	Download Setting
Jeename Asseword Change Settin LAN 1 Jee DHCP Host Mask Wask Todayson	gs	LAN 2 Switch Mode Use DHCP Host Mark		Download Setting
Jsemane Issaword Change Settin AN 1 Jse DHCP Kott Jack Jack Jack Jack Jack Jack Jack Jack	gi	LAN 2 Switch Mode Use DHCP Hest Mark	l	Download Setting
Jsename Itessword AN 1 Jse DHCP Kost Alask Default Gateway INS	gs	LAN 2 Switch Mode Use DHCP Host Mark		Download Setting
Jsensame Inssection AN 1 Jse DHCP Kost Jask Jefault Gateway MS Yroxy Enabled	gs	LAN 2 Switch Mode Use DHCP Hett Mark Change Gredentials		Counteed Setting
Juename Password LAN 1 Jae DHCP Host Mask Default Gateway DNS Prony Enabled Prony Inabled	gi	LAN 2 Sents Mode Use DHCP Host Mark Change Credentials Uservane		Download Setting
Jsename Inssection AN 1 Jacobie Heat Jacobie Verset	gi	LAN 2 Suidth Mode Use DHCP Host Mark Charge Credentials Username Parseord		Countered Setting

After Download is completed, check Use DHCP option and click on "Upload Settings" button.

Host	Name	Device Type			Runtime Version	Serial Number
10.72.0.167	UC-7112_1.0	Moxa UC-7112	-LX Plus		2.0.1601.77450 🗹	0000009
10.72.0.165	Schneider_CL60_1.0.1	Moxa UC-7112	-LX Plus		2.0.1601.77450 🗹	0000009
						Detect Gateway
Gateway Conn	ection					
Gateway Conn Username	admin					
Gateway Conn Username Password	admin ••	Ŧ			I	Download Settin
Gateway Conn Username Password Change Setting LAN 1	admin ••	*	LAN 2 Suitch Mode	2	I	Download Settin
Gateway Conn Username Password Change Setting LAN 1 Use DHCP Host	ection admin gs	*	LAN 2 Switch Mode Use OHCP	8 K	I	Download Settin
Gateway Conn Usename Password Change Setting LAN 1 Use DHCP Host Mask	ection admin • gs 192.168.3.127 255.255.0	•	LAN 2 Switch Mode Use DHCP Host	₩ 192.168.4.12	7	Download Settin
Gateway Conn Username Password Change Settin LAN 1 Use DHCP Host Mask Default Gateway	admin ad	•	LAN 2 Switch Mode Use DHCP Host Mask	₩ 192.168.4.12 255.255.255.	7	Download Settin
Gateway Conn Username Password Change Settin LAN 1 Use DHCP Host Mask Default Gateway DNS	admin admin ■	•	LAN 2 Switch Mode Use DHCP Host Mask	X 192.168.4.12 255.255.255.1	7	Download Settin
Gateway Conn Username Password Change Settin Lan 1 Use DHCP Host Mask DHS Proxy Enabled	admin admin ■	•	LAN 2 Switch Mode Use DHCP Host Mask	€ 192.168.4.12 255.255.255	7	Download Settin
Gateway Conn Username Password Change Settin LAN 1 Use DHCP Host Mask Default Gateway DNS Proxy Enabled Proxy Id	admin a	-	LAN 2 Switch Mode Use DHCP Host Mask Change Crede Usename	20 92.168.4.12 255.255.255.255. ntiats admin	7 0	Download Settin
Gateway Conn Username Password Change Settin LAN 1 Use DHCP Host Mask Default Gateway DNS Proxy Enabled Proxy URL	ection admin admin	•	LAN 2 Switch Mode Use DHCP Host Mask Change Crede Username Password	20 192.168.4.12 255.255.255. ntlals	7 0	Download Settin

5.4 Getting data for technical support

You can get "support file" by clicking on "Diagnostics" button in the upper bar of ComAp Communication Gateway Configurator 2 and then "Save Support file". This file could be useful for troubleshooting with ComAp

ComAp >

 \times

technical support.

Diagnostics

Log					
[31.01	10:33:26.288]	<->	Unspec:	Command result (cmd: 1, sent: 1, errno: 0)	1
[31.01	10:33:36.429]	<->	SSCP Svn:	Serial number request received	
[05.02	11:57:17.959]	<x></x>	Unspec:		
[05.02	11:57:17.983]		Unspec:	Logger initialized, maximal file size: 40 kB, maximal files count: 2	
[05.02	11:57:17.996]	<->	Unspec:	Scheduling params: min = 1, max = 99, base = 60, RTmin = 1, RTmax = 20	
[05.02	11:57:18.017]	<->	Unspec:	Thread WDT started	
[05.02	11:57:18.026]		WDT:	Watchdog manager started	
[05.02	11:57:18.034]	<->	Unspec:	Enabling Moxa WDT with interval 30000 ms	
[05.02	11:57:18.045]	<->	Unspec:	WDT - scheduling parameters - policy = 2, priority = 80	
[05.02	11:57:18.141]		Unspec:	Starting one process evaluation engine. PID=115	
[05.02	11:57:18.149]	<->	Unspec:	Scheduling params: min = 1, max = 99, base = 60, RTmin = 1, RTmax = 20	
[05.02	11:57:18.161]	<->	Unspec:	Thread OneProcessExecThread started	
[05.02	11:57:18.170]		ExecThread:	Running on Moxa UC-7112 Plus platform, version 1.0.3.4.54619	
[05.02	11:57:18.179]	<->	NvRam:	Opening(emulated-mmf) /tmp/nvram, size 131072	
[05.02	11:57:18.188]	<x></x>	NvRam:	Using NVRAM from memory mapped file (40426000)	
[05.02	11:57:18.196]	<->	ExecThread:	Initializing NVRAM	
[05.02	11:57:18.205]	<->	ExecThread:	Persistent error code 00	
[05.02	11:57:18.212]	<->	ExecThread:	Loading platform dependent communications	
05.02	11:57:18.220	<->	ExecThread:	Loading communication drivers	
[05.02	11:57:18.624]	<->	ExecThread:	Loading communication channels	
[05.02	11:57:18.633]	<->	ExecThread:	Loading server drivers	
05.02	11:57:18.770	<->	ExecThread:	Loading server channels	
[05.02	11:57:18.789	<->	ExecThread:	Memory allocation done	
[05.02	11:57:18.799]		SharkEval:	Maximal image size is 512 Kb	
05.02	11:57:18.808		SharkEval:	Registering 1 boot projects	~
105 00	44.65.00 0501		E	Taulan ka land analal anak maa kana Ulumahanandalanakalanakman dumU	
				Refi	resh Log

