Powervision LAN Troubleshooting

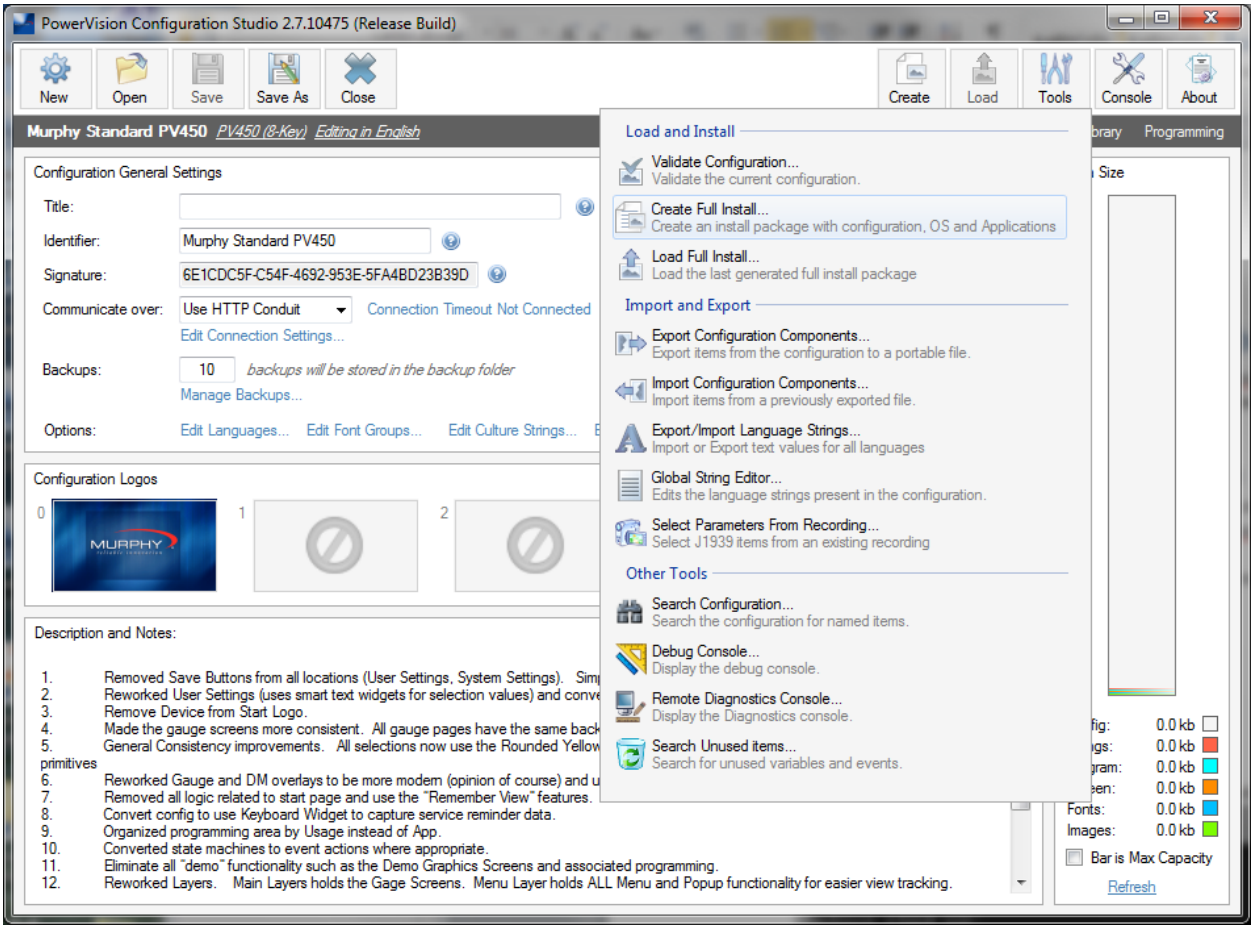
Revision C 01/23/2020

If you are having trouble connecting to the display from Powervision (the load button is not active) go through the steps in this manual to identify and correct the problem. These examples are from Windows 7, other versions may use slightly different terminology and different screens.

NOTE: The Monoprice USB Adapters are no longer supported for the imX35 Platform of displays in Powervision 2.9 Patch 4. If using patch 4 (2.9.23044) or newer versions of Powervision you must use the Plugable Brand of adapter. See section 8 for details.

1) OS Revision Mismatch

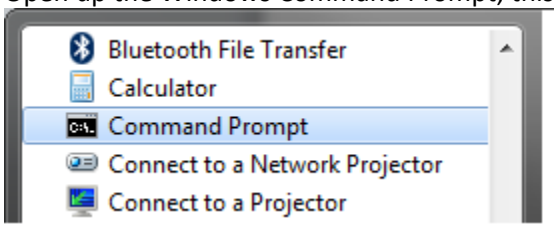
– Start by creating a full install and loading it on the display using a FLASH drive. This will prove out the USB adapter cable and USB port and set the displays OS and APP to the same revision level as the version of Powervision in use.



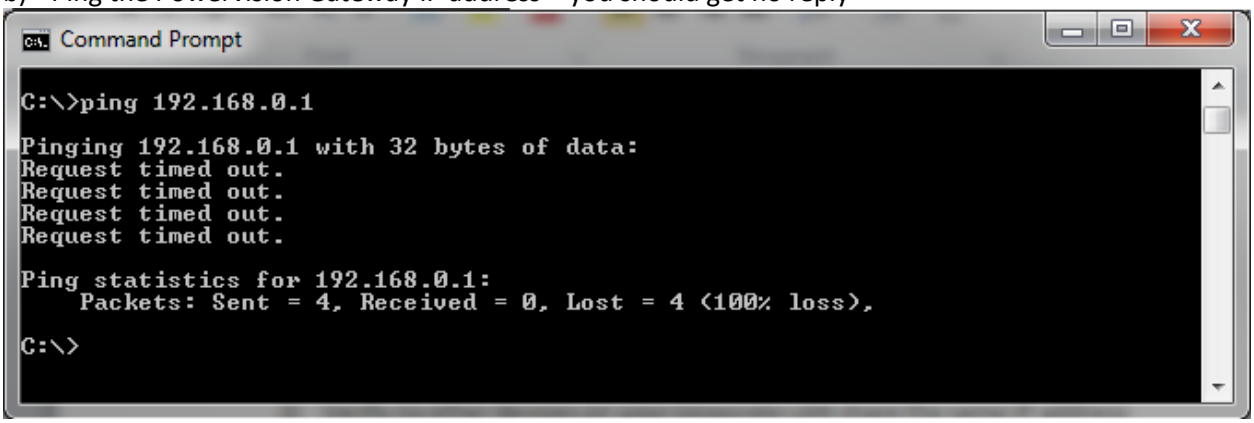
2) Auto Detection - Verify Powervision has Hardware Connection Checking started in the about box.

3) Conflicting IP Addresses - Verify no other devices on your corporate LAN share the same IP addresses. For the following test unplug the Powervision LAN components from your PC.

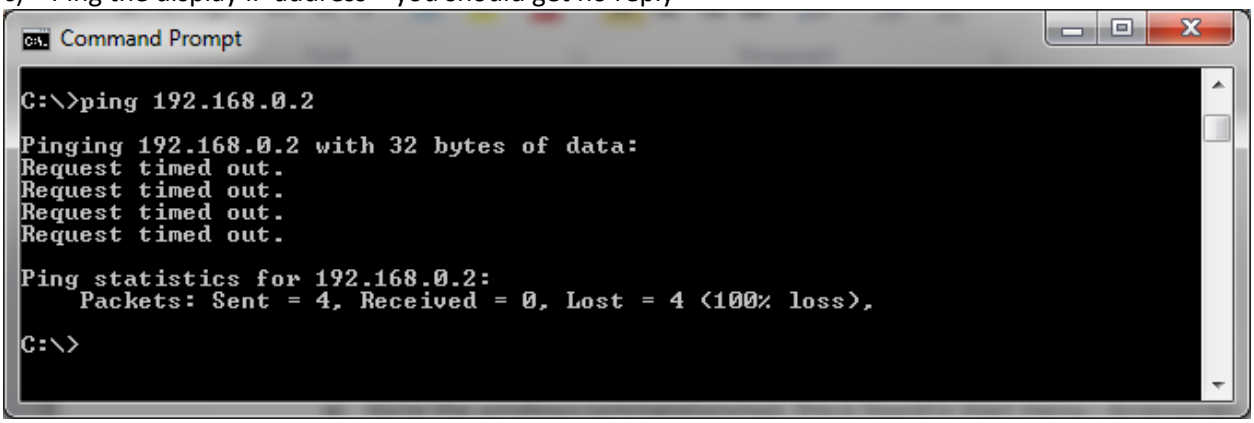
a) Open up the Windows Command Prompt, this is found in Start menu – Accessories



b) Ping the Powervision Gateway IP address – you should get no reply



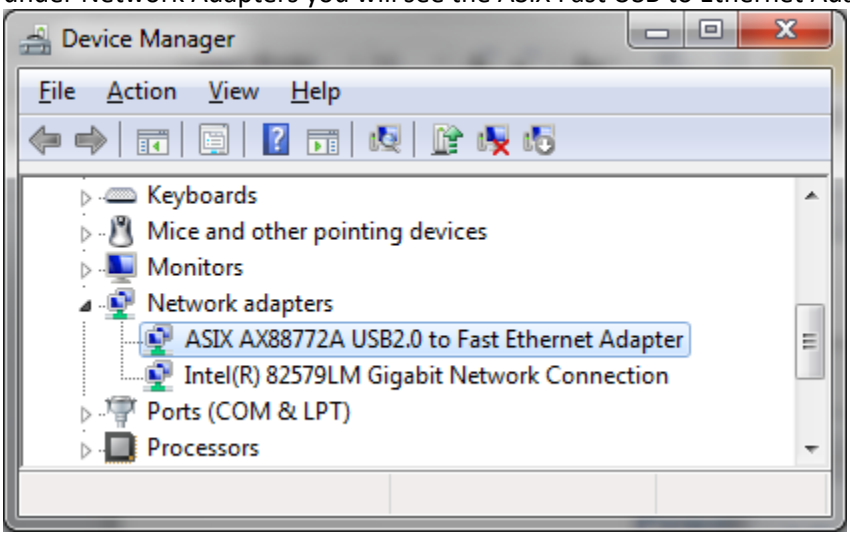
c) Ping the display IP address – you should get no reply



d) If you receive a reply on any of these addresses that device will interfere with the computers communication with the display. Use an alternate IP address for the Powervision LAN, a popular second choice is: **Gateway 172.16.0.1, display 172.16.0.2**. You will need to adjust the LAN settings accordingly and also the default settings in Powervision.

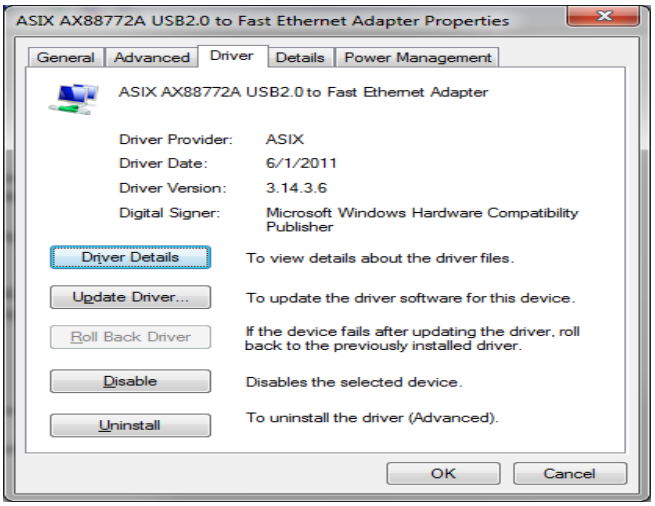
4) Missing USB/Ethernet Adapter drivers – (ASIX driver)

a) Plug in the one USB/Ethernet adapter into the PC.
b) Open the Window Device Manager from the control panel
c) If the driver is not installed there will be a listing for a unknown device otherwise under Network Adapters you will see the ASIX Fast USB to Ethernet Adapter.



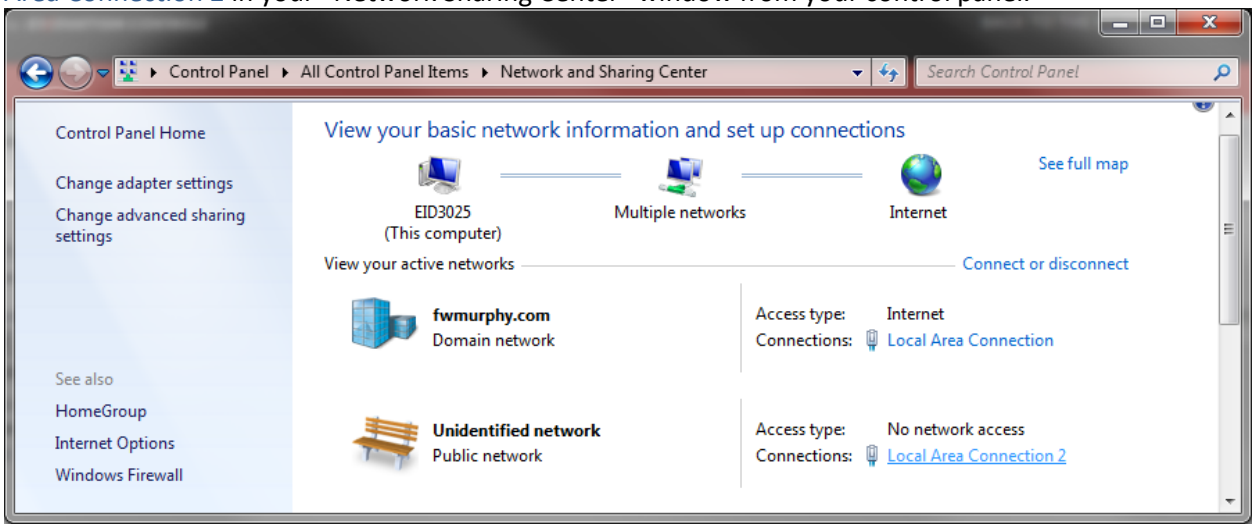
d) If the driver is missing go to the ASIX web site and install the driver from this link: http://asix.com.tw/download.php?sub=driverdetail&PItemID=97

The following are the driver details you will see in the adapter properties after Windows installs it.

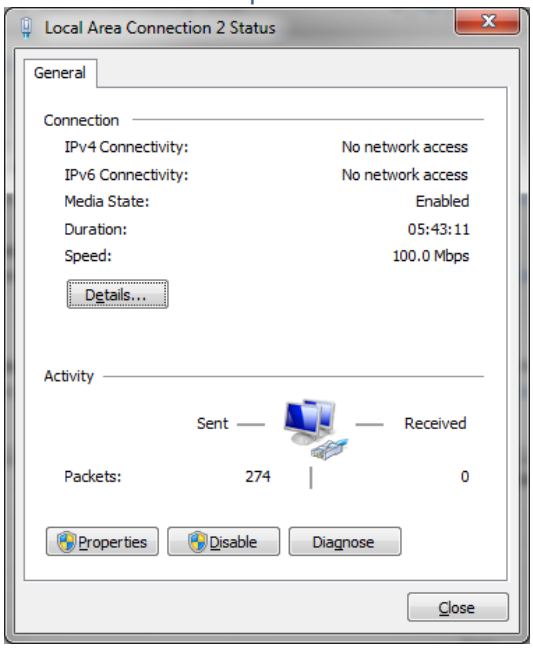


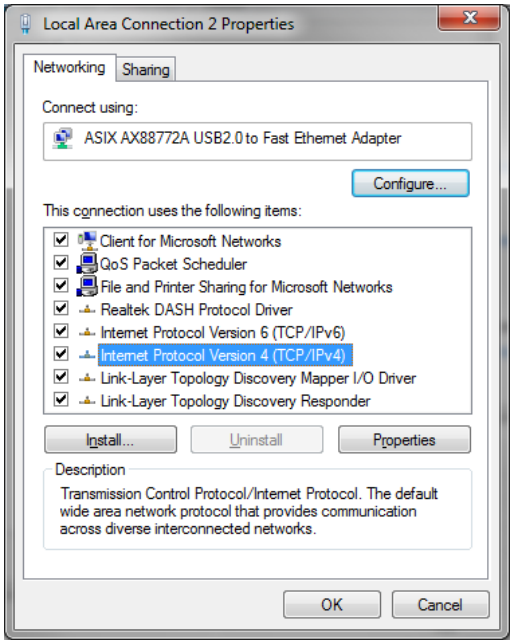
5) Incorrect IP Settings

a) Once the drivers are properly installed and the adapters are plugged you should see a Local Area Connection 2 in your "Network Sharing Center" window from your control panel.

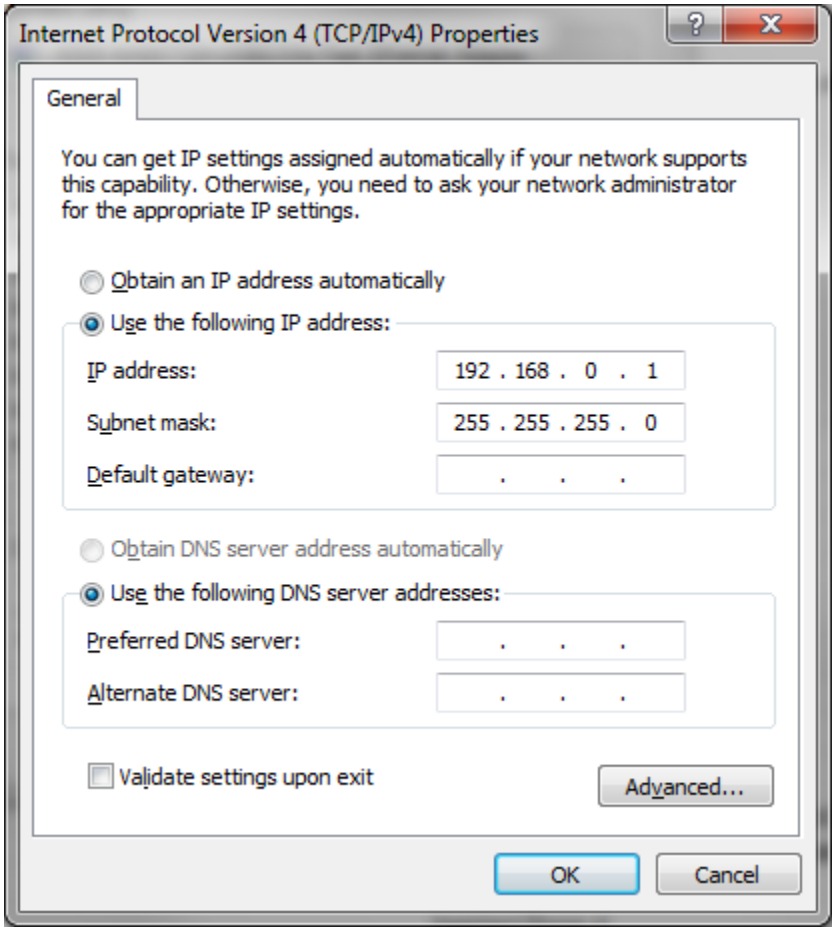


b) Click on Local Area Connection 2 then Properites then highlight Internet Protocol Version 4 then click on the Properties button to set the IP addresses.

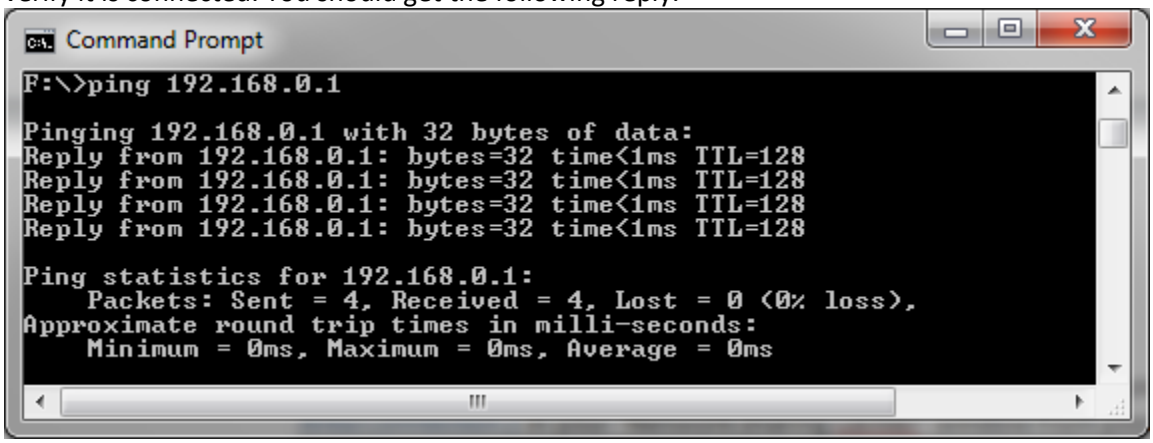




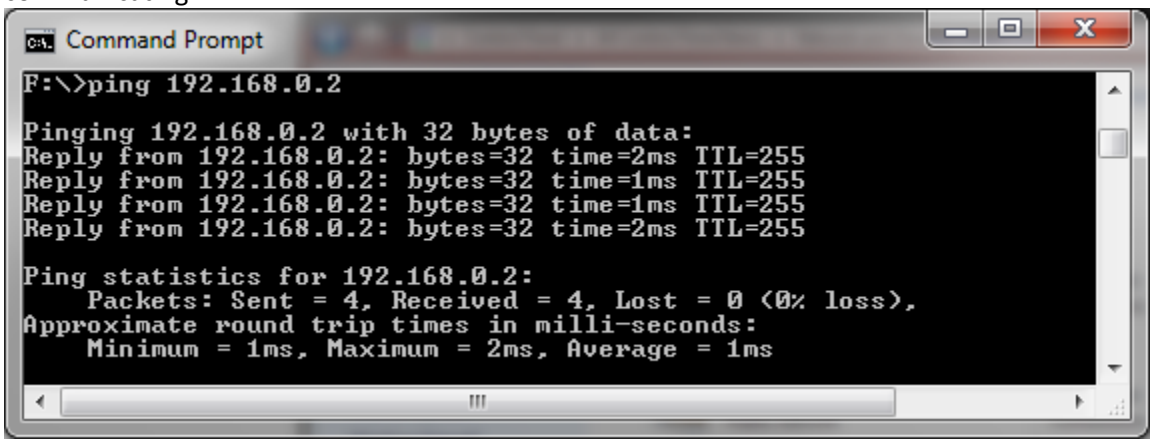
c) Set the IP addresses as shown then close all the windows



d) Pull up the Windows command prompt and ping the Powervision gateway at 192.168.0.1 to verify it is connected. You should get the following reply.



e) Next plug in the display and power cycle, then wait a few minutes for windows to connect. Ping the display at 192.168.0.2, you should receive the following reply if the display is communicating.



f) The ping commands are receiving a reply the Powervision LAN is completely functional and the load button on Powervision should be active.

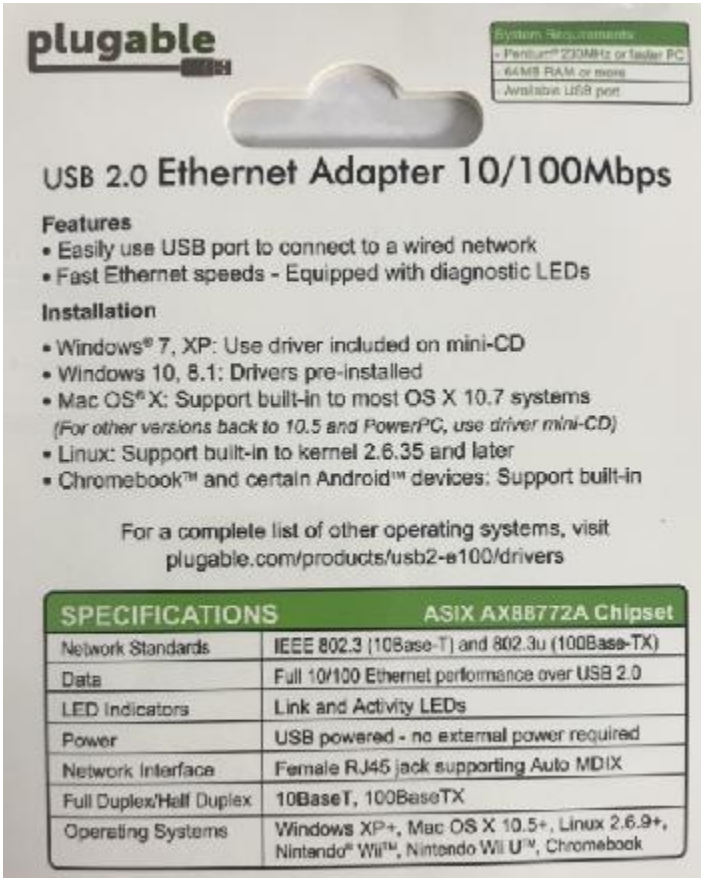
6) Windows Firewall – verify the firewall allows communication between the Powervision application and the outside world via the LAN on PORT 1999. Temporarily turn the Firewall off and test the LAN.

7) Miscellaneous –

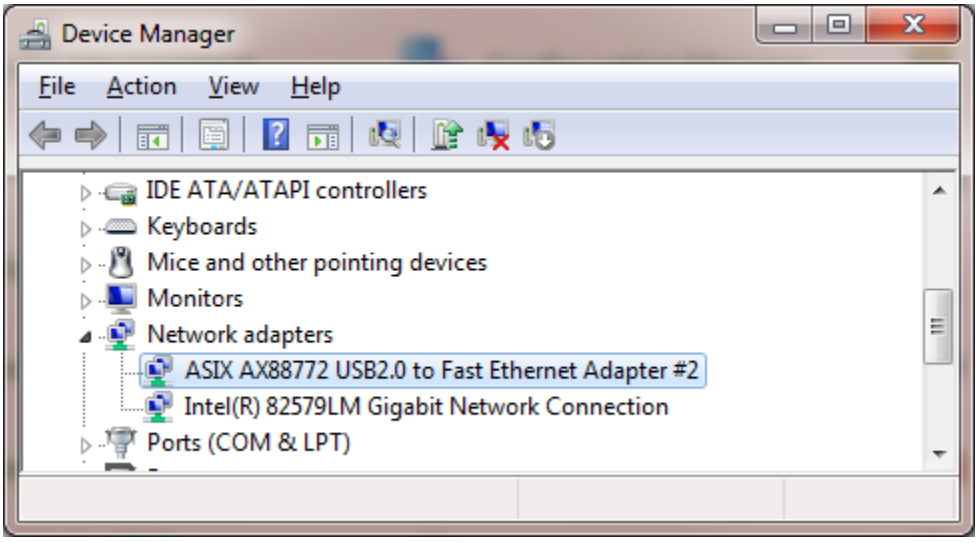
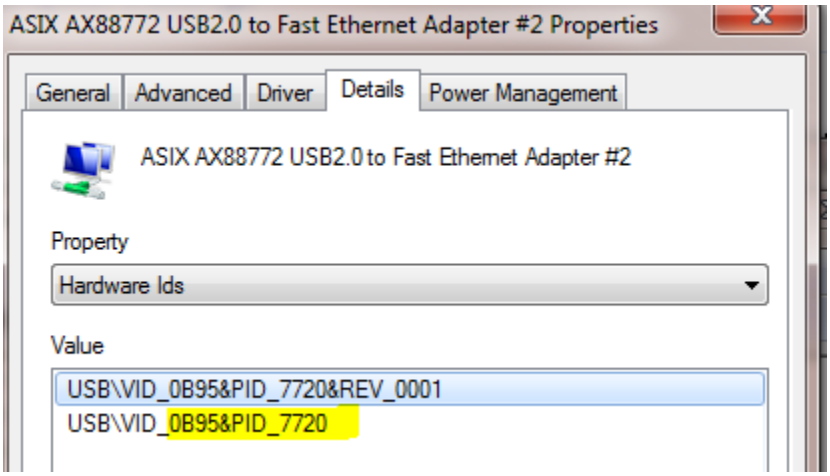
a) VPN Client – verify a VPN client connection is not trying to automatically logon to a network using the Powervision LAN once Windows makes it available to the system.

8) Compatible USB/Ethernet Adapters –

As of Powervision 2.9 Patch 4 only the **Plugable Brand of Ethernet adapter Model USB2-E100** is compatible with the iMX35 displays. The Monoprice adapter will continue to work with the M2 platform of displays. The Pluggable adapter must have the following specifications and have the device & Manufacturers ID as shown in the device manager.



a) Go to the device manager and select the ASIX Network Adapter



b) In the device properties select the “Details” tab then in the “Property” dropdown list select Hardware Ids. The value should be 0B95 7720.