

Service Bulletin

Bulletin No: SB-0023-19-310-FS Effective Date: 11-06-2019

Type: Instruction

Subject: Flexscada Power On – Slow or No Response

Scope

This service bulletin addresses slow operation or no response during initial startup of the FlexSCADA Q-line of products.

Background

The flexSCADA Q-Line of products operates on a local-based network IP address and web-based system. There are times where the initial startup may become slow or unresponsive on the client browser.

The Q-Line requires 9-60VDC power for the board to operate (do not use AC-power as this will damage the device and void the warranty). After applying power, the LCD screen (Figure 1) on the device should illuminate and show information for the device including the Ethernet address (3rd line down).

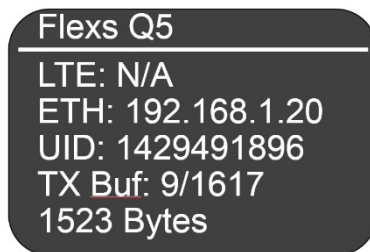


Figure 1. LCD Screen of the Q-Line device

The default or fallback IP address is 192.168.1.20. On initial setup, this address is to be entered into the address bar of the web browser. After commanding the address to go, the browser should display Loading in the upper left side of the browser window briefly, before displaying the flexSCADA webhost login screen. If the Loading value does not disappear or the device times-out, it is possible that there are conflicting IP addresses between the device and the setup computer.

Solution

To resolve this conflict, power down the device. Once the screen goes blank, disable the WiFi on the setup computer. Wait 10-15 seconds, then reapply power to the device. The LCD screen will flash and show the setup page again. Re-enter the IP address into the browser of the setup computer and select go. The Loading value should appear in the upper left side of the browser

window briefly. The flexSCADA webhost login screen should then appear, allowing the user to continue with setup.

Additional information on setting up the flexSCADA Q-Line of products can be found in service bulletin SB-0020-19-223-FS, located at <https://missioncriticalenergy.com/flexscada-bulletins/> .

For more information please contact Mission Critical Energy at (716) 276-8465 or visit us at www.missioncriticalenergy.com.