



## FAQ - My Xcom-LAN is not working

### Symptom

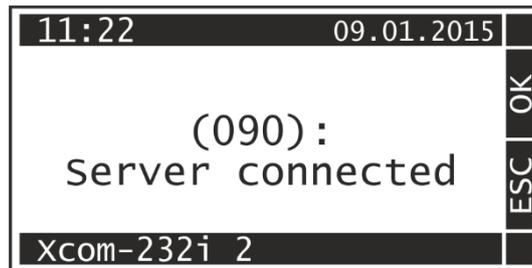
In a new installation, the Xcom-LAN has been configured following the manual instructions. The GUID is not found in the Xcom Portal and the Xcom-LAN does not work.

### Solution

Please reconfigure the Xcom-LAN again, following all the steps (Xcom Configurator and reinserting the SD-card in the Xcom-232).

Disconnect the Studer Can Bus cable from the Xcom232 and reconnect it again, it will reset the Xcom and Moxa)

The configuration will be finished only when the following message is received:



If the message "(090) Server connected" does not appear, there is either a configuration issue, an internet issue or a hardware issue.

### Install Nport Search Utility and access to Moxa interface

Please go to the Moxa Nport 5110A website and download the Nport Search Utility from the Drivers & Software section ([https://www.moxa.com/product/NPort\\_5110.htm](https://www.moxa.com/product/NPort_5110.htm))

## NPort 5110/NPort 5130/NPort 5150 Series

### 1-port RS-232/422/485 serial device servers

Navigation menu:

- Datasheet
- Manual
- Drivers & Software**
- Larger Image

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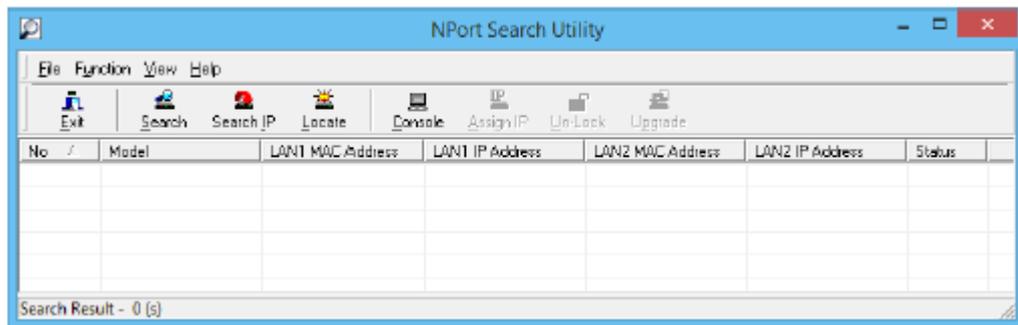
### NPort Search Utility

Edition 1.15  
Released on Jun 30, 2014

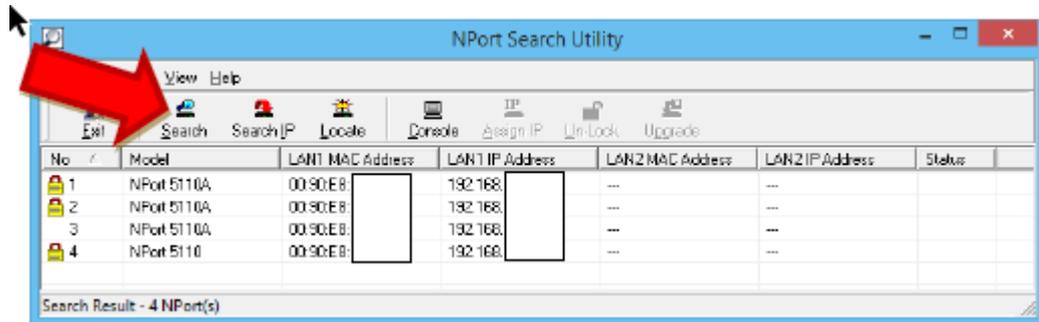
[Details and release notes](#)

[> Download 930.76 KB](#)

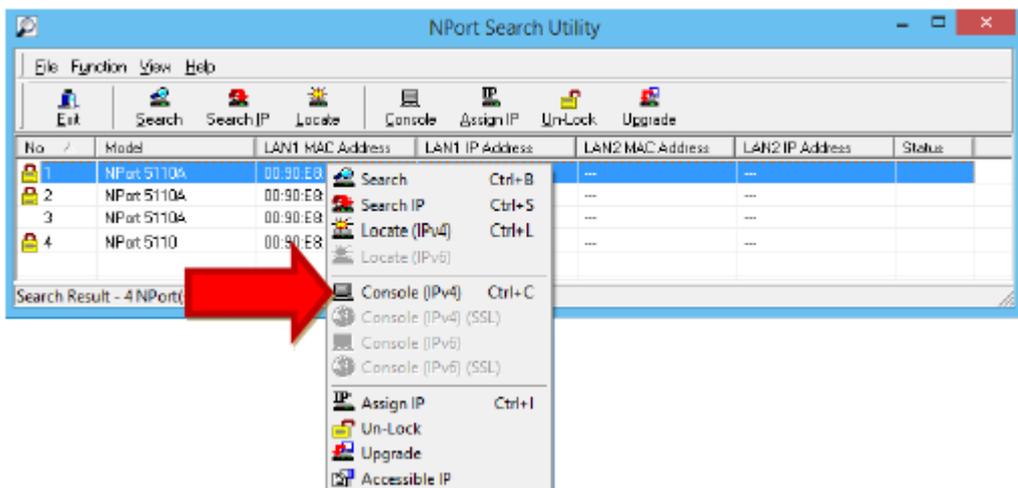
- 1) Install the NPort Search Utility  
Unzip and install NPort Search Utility included in the Zip folder.
- 2) Open Nport Search Utility



- 3) Search all devices by clicking on the "Search" button



- 4) Access the device through the contextual menu



- 5) Unlock the device by entering the password  
Enter the password: **xcomlan** (default password)



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The screenshot shows the Moxa web interface. At the top, the Moxa logo is on the left, followed by the text "Total Solution for Industrial Device Networking" and the website address "www.moxa.com". Below this is a green header bar containing device information:

Model	- NPort 5110A	IP	- 192.168.	MAC Address	- 00:90:E8:
Name	- Xcom-LAN	Serial NO.	- 3548	Firmware	- 1.1.31 Build 13111911

Below the header bar, there is a "Password:" label next to a text input field. A green "Login" button is positioned below the input field.

### Configuration issue

By default, the Xcom-LAN is in DHCP/BOOTP mode. You can set a static IP address by accessing the gateway (Moxa interface).

1. Click on " Network Settings " in the navigation bar
2. Change IP configuration from "DHCP/BOOTP" to "Static"
3. Set IP address, netmask, gateway and DNS server
4. Click on " Submit "
5. Click on " Save/Restart "

### Internet/Network issue

If you are connected to a company network the TCP port 83 may be blocked due to security settings. Please change the outbound rule for this port.

Check the Network settings with your internet service provider.

### Hardware issue

It is possible that the Moxa's TX counter is not working. If this counter is at zero, the Xcom's TX line is damaged and must be replaced. Please contact Studer Innotec support in order to replace your set.

Click on "Monitor" in the navigation bar, then click on "Async".



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The screenshot shows the MOXA web interface for an Xcom-LAN device. The top navigation bar includes the MOXA logo, the text "Total Solution for Industrial Device Networking", and the website "www.moxa.com". Below this is a status bar with fields for Model (NPort5110A), Name (Xcom-LAN), IP (192.168.1.186), Serial NO. (8960), MAC Address (00:90:E8:4A:C5:F1), and Firmware (1.1.31 Build 13111911). The main content area is titled "Monitor Async" and displays a table with the following data:

Port	TxCnt	RxCnt	TxTotalCnt	RxTotalCnt	DSR	DTR	RTS	CTS	DCD
1	104	0	104	0	●	●	●	●	●

Red boxes highlight the RxCnt and RxTotalCnt values (both 0). A red callout box points to these values with the text: "RX Counter = 0 Mean Xcom-232i have Transeiver dead (TX defect)".

If the Rx counter is at 0, it means that the hardware is defective. Please send the full Xcom-LAN set (Xcom232, Moxa and serial cable) to Studer for repair.

If both Rx counter and Tx counter are at 0 and you have configured a static IP address, please confirm that your DNS server is public (e.g. 8.8.8.8 (Google) or 1.1.1.1 (Cloudefire))

A working communication between the Moxa and the Xcom232 will show values in Rx and Tx (information is sent and received):

### Monitor Async

Port	TxCnt	RxCnt	TxTotalCnt	RxTotalCnt	DSR	DTR	RTS	CTS	DCD
1	29354	156538	29354	156538	●	●	●	●	●

### Reset to factory settings and reconfiguration Xcom

Similar to other Studer devices, an Xcom's SW reset is possible in order to return the Xcom to factory settings. Please see the [FAQ section](#) for more information about SW reset.

When using an Xcom-LAN or Xcom-GSM, the user has an Xcom232 plus a LAN or GSM modem. After executing the Xcom Configurator, the Xcom232 will be then configured as Xcom-LAN or Xcom-GSM for working with the respective modem. When a SW reset is applied to an Xcom-LAN or Xcom-GSM, the Xcom will be then reconfigured again as Xcom232i with factory settings. Consequently, the Xcom Configuration process is required again, creating a new configuration and therefore a new ID for installation in the portal. This operation could lead to an excess use of data for recovering all the local data from the Xcom in the portal. Please be aware that this n could lead to a high data traffic and therefore unforeseen expenses in your data connection. A SW reset for an Xcom-LAN or Xcom-GSM is therefore not recommended unless it is a new installation or required by SW incompatibilities.