

Common Issue - Initialising - Cannot Connect to PLC

Cannot connect to TwinCAT PLC on switch on

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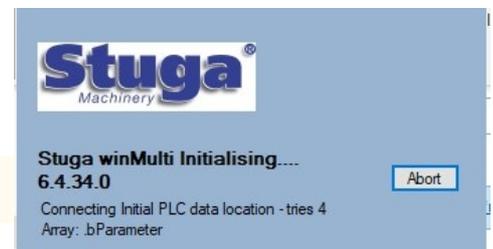
 ...This issue only applies to systems with a TwinCAT controller, not Nextmove controllers.

[Click here for potential Nextmove connection issues](#)

Symptom

On initialisation, the blue Stuga screen is trying to connect and the tries number keeps counting up.

Generally, this indicates a problem with the route between the front end and back end PC



 ...First thing to try is a simple full power off and on again

Potential Solutions

Back end PC not switched on

Customer Network

If connected network on either front and back end PCs is not "Work" or "Private", this can block communication

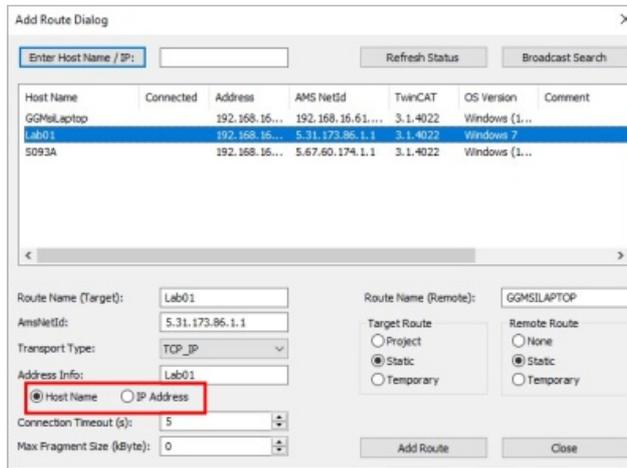
IP Address change

If the back-end PC is not on a fixed IP address, and the route is set to connect to a specific IP address, then any change will lose the route connection

- Ensure the back end is on a fixed IP address (you will need to get an IP address from the customer's IT representative)
- or (if customer unable to provide fixed IP address) set the route type to "Host Name". This method will work, but is not as reliable as a fixed IP address

Then set up the route again from the front end PC

- Select "IP Address" if you have a fixed IP address
- Select "Host Name" if the IP address is not fixed

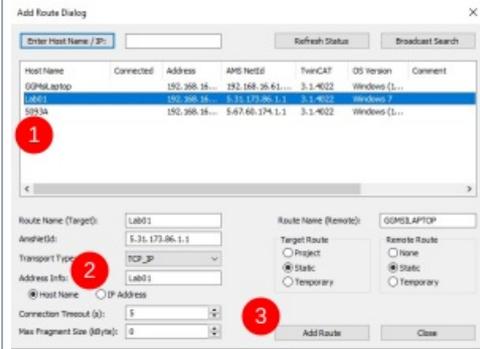


Back end PC Router Needs Clearout

Log in to back end PC and clear all AMS routes out. This cleans out the system and then you can attempt to create the route again

	Step	Pic	Notes
1	Teamviewer to back end PC and clear out existing routes 1. Right click on the TwinCAT3 icon -> Edit routes		
2	Remove all existing Routes Click on each one in turn and click remove		
3	Restart TwinCAT on back end PC		

4 Log in to the front end PC and set up the route again



5 An "X" under the connected column will indicate the connection has worked

