

| | | | | | |
|----------------|-----------------------------------------|-----------------------------------------|---------------------------------------------------|--------------------------------------|----------------------------------|
| Classification | <input checked="" type="checkbox"/> tDS | <input checked="" type="checkbox"/> tGW | <input checked="" type="checkbox"/> PETL/tET/tPET | <input type="checkbox"/> DS/PDS/PPDS | <input type="checkbox"/> tM-752N |
| | <input type="checkbox"/> I/O Card | <input type="checkbox"/> VXC Card | <input type="checkbox"/> VxComm | <input type="checkbox"/> Other | |
| Author | Albert | Date | 2024-03-11 | NO. | FAQ-036 |

Q: Why is the Host computer unable to ping or search for tDS/tGW-700 series or ET/tPET series modules?

A:

1. First, confirm the settings for your Windows firewall and antivirus software, and then adjust if necessary. You could also turn them off to test whether this is the problem.

2. The Host computer is only able to establish a communication with a module through specific ports. Confirm with your network administrator that access to UDP Port 7, Port 57188 and Port 54321 is not being denied by another network device.

3. Utility cannot search for devices in different subnets, so confirm that the module and PC are in the same subnet.

The following provides more detailed information related to TCP/UDP ports:

➤ TCP Ports:

| Module | Port Number | Description |
|---------|-------------|------------------------------------|
| | 80 | HTTP (Hypertext Transfer Protocol) |
| tDS-700 | 10000 | Command Port |
| | 10001 | Serial Port for COM1 |
| | 10002 | Serial Port for COM2 |
| | 10003 | Serial Port for COM3 |
| tGW-700 | 502 | Modbus Data Port for COM1 |
| | 503 | Modbus Data Port for COM2 |
| | 504 | Modbus Data Port for COM3 |
| ET/tPET | 502 | Modbus Data Port for COM1 |

➤ UDP Ports:

| Port Number | Description |
|-------------|---------------------|
| 7 | Echo (Ping) |
| 57188 | UDP Search Request |
| 54321 | UDP Search Response |

