TC MOBILE I/O...

PC settings during initial startup



Application note
106110_en_00

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1 Description

The TC MOBILE I/O... devices can be easily configured via a USB interface and your standard web browser.

- The device will be recognized as a virtual drive. If the autostart function is deactivated, start Setup.exe from the virtual CD drive.
- Start a web browser.
- Enter “tcmobile” in the address line.

Depending on the Windows operating system and the web browser, different basic settings, security settings, and access rights may complicate the startup process. It is not possible to set the parameters via the device. Therefore, the settings must be changed manually on your PC.

The following problems may occur:

– Initial installation does not start automatically, page 2
– Access via the web browser is not possible, page 3
– The content is not correctly displayed in the web browser, page 5

This application note does **not** replace the device-specific documents.
Please follow the safety notes in the package slips and data sheets.

Make sure you always use the latest documentation.
It can be downloaded at phoenixcontact.net/products.

This application note is valid for the following products:

– TC MOBILE I/O X200, Order No. 2903805
– TC MOBILE I/O X200 AC, Order No. 2903806
– TC MOBILE I/O X300, Order No. 2903807
– TC MOBILE I/O X300 AC, Order No. 2903808

2 Initial installation does not start automatically

Possible cause 1

You are using an outdated Windows operating system or no Windows operating system.

Solution 1

- Use a computer with USB interface and one of the following operating systems:

– Windows XP
– Windows Vista
– Windows 7
– Windows 8

Possible cause 2

The autostart function is not activated in the operating system.

Solution 2

- Select this virtual drive via “Start, Computer”.
- Start Setup.exe from the virtual CD drive. The driver for the device will be installed.
- Follow the instructions of the installation wizard.

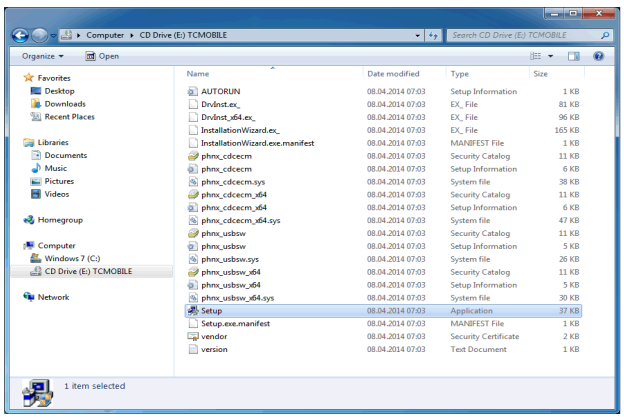


Figure 1 Virtual CD drive

3 Access via the web browser is not possible

The driver is installed, however, the web page of the device is not opened automatically in the web browser. Access via the standard web browser is not possible. The installation wizard displays the following problems, for example:

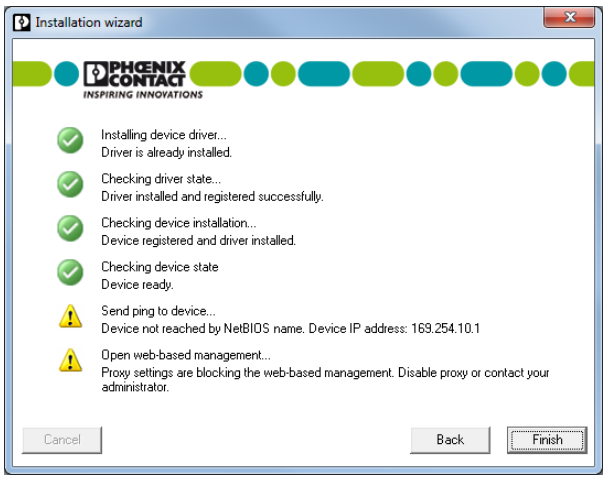


Figure 2 Error message of the installation wizard

Possible cause 1

The proxy settings prevent access to the device.

Solution 1.1

- Install a second web browser on your PC, e.g., Firefox. When Firefox is installed for the first time, the proxy settings are not activated in general.

Advantage: The configuration of your standard web browser does not need to be changed.

Disadvantage: A second web browser needs to be installed.

Solution 1.2

- Deactivate the proxy settings in your web browser (see “Internet Explorer 8” or “Firefox 24.1 or later”).

Advantage: The device can quickly be accessed.

Disadvantage: During configuration, access to the Internet is **not** possible.

After configuration, reset the proxy settings. Internet communication can then be used again.

Internet Explorer 8

Deactivate the proxy settings under “Tools, Internet Options, Connections, LAN Settings”.

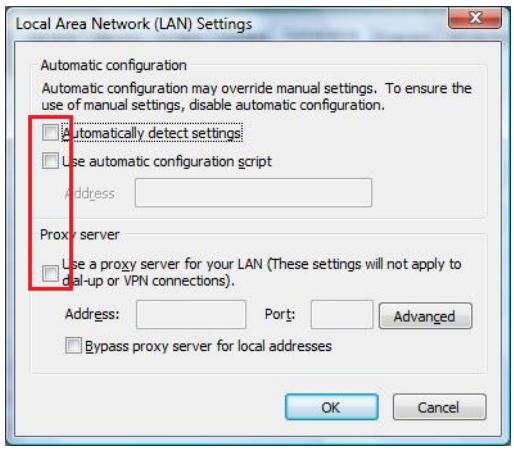


Figure 3 Proxy settings deactivated, Internet Explorer

Firefox 24.1 or later

Deactivate the proxy settings under “Tools, Options, Network, Settings”.

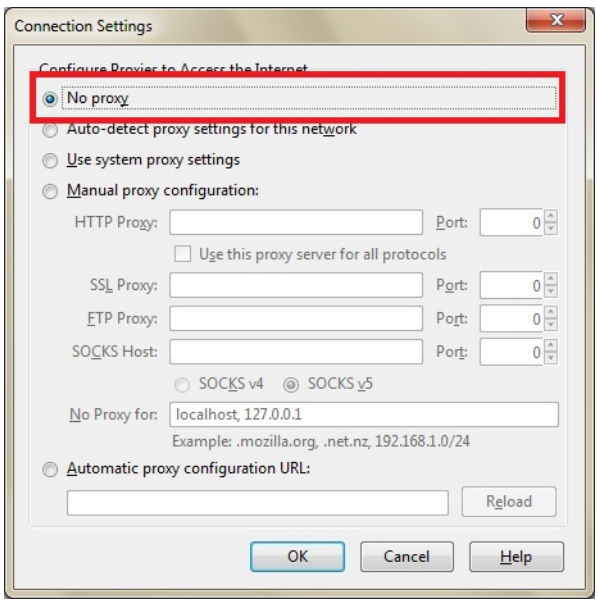


Figure 4 Proxy settings deactivated, Firefox

Possible cause 2

When entering the “tcmobile” NetBIOS name in the address line, the web page is not opened. A security product, e.g., a firewall, or specific system settings prevent access via the NetBIOS name.



Figure 5 tcmobile address line

Solution 2.1

Enter the standard IP address in the address line of the web browser: 169.254.10.1



Figure 6 Address line with standard IP address

Solution 2.2

If standard IP address 169.254.10.1 is already assigned on your computer, the device is automatically assigned a different IP address.

The installation wizard displays the new IP address during driver installation.

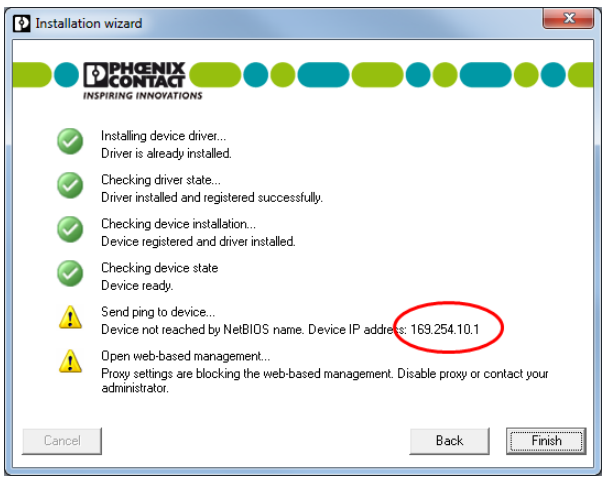


Figure 7 IP address displayed during driver installation

The IP address can also be read manually.

- To do so, click on the Start button and enter “CMD” in the search field. The DOS window opens.

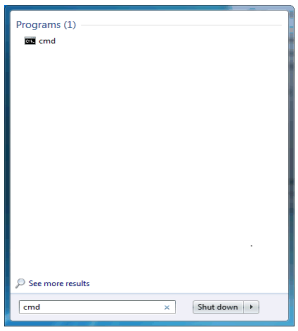


Figure 8 cmd.exe

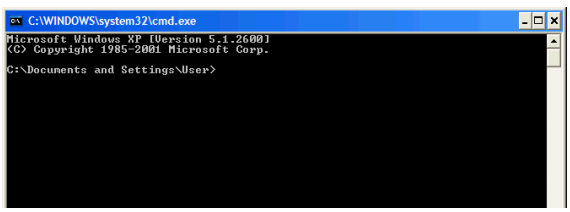


Figure 9 DOS window

- Enter command IPCONFIG to view all the network adapters of the computer. The designation of the virtual network adapter that is used for communication with the devices is Sevenstax.dhcpsrv.

Example: If IP address 169.254.10.**2** is displayed here, then the address of the TC MOBILE device is 169.254.10.**1**.

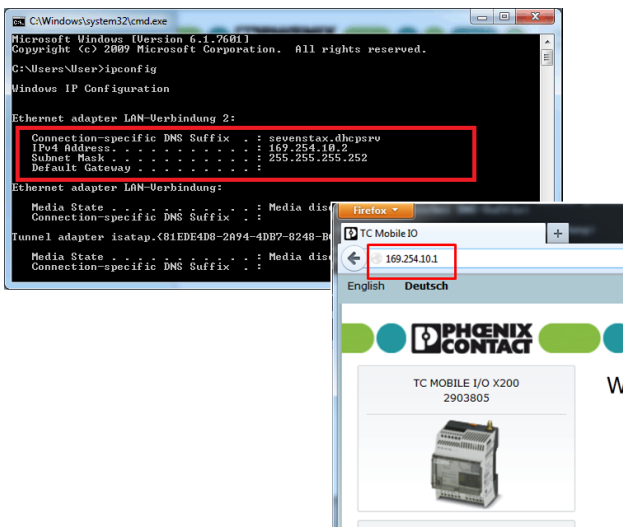


Figure 10 IP address of the TC MOBILE device

4 The content is not correctly displayed in the web browser

Possible cause 1

You are using an outdated web browser.

Solution 1

- Use one of the following recommended web browsers:
  - Firefox 20.0 or later
  - Google Chrome 33.0 or later
  - Opera 18.0 or later
  - Internet Explorer 8.0 or later (This web browser cannot be used to update the firmware.)

Possible cause 2 (Internet Explorer only)

The compatibility settings in Internet Explorer are incorrect. A script error message may be displayed.

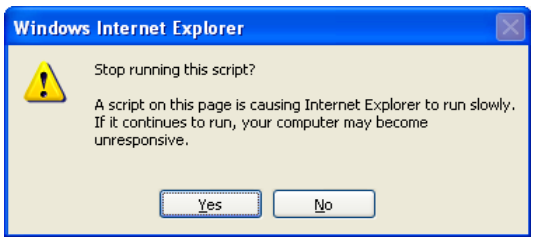


Figure 11 Script error message

Solution 2

Deactivate the compatibility view in Internet Explorer.

- Deactivate the following functions under “Tools, Compatibility View Settings”.
  - Display intranet sites in Compatibility View
  - Display all websites in Compatibility View

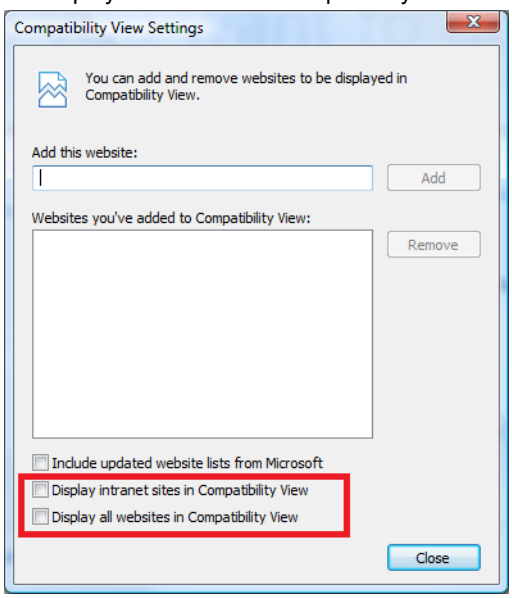


Figure 12 Deactivating the compatibility view, step 1

- Disable the “Compatibility View” checkbox under the “Tools” menu.

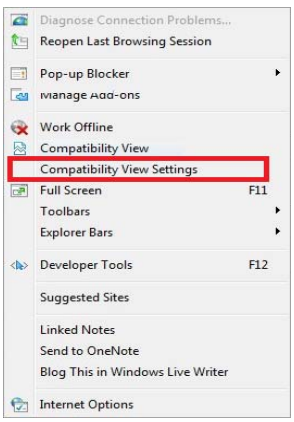


Figure 13 Deactivating the compatibility view, step 2

- Reload the page. Restart the web browser, if required.