

Dematic Support


 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00040757**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00040757

Previous Case ID  11054122Case Owner  Bud Van SullichemAccount Name Certo Brothers - West Seneca, NYContact Name  John Maddigan (Maint)Status  ClosedCategory  ElectricalPriority  2Priority Description  System partially down**Information**

Subject Needs to configure a 1761-ENI module on the South Mole car

Description Needs to configure a 1761-ENI module on the South Mole car

Resolution  Downloaded ENI utility, and configured ENI Ethernet module.**System Information**

Date/Time Opened 5/9/2007 5:54 AM

Date/Time Closed 5/9/2007 10:39 AM

Created By Bud Van Sullichem, 5/9/2007 5:54 AMLast Modified By Derek Camp, 1/22/2015 8:27 AM**Comments**

Comments

Public Comment	Name	Date Time
Found that last ip according to controller comms in prog, was 192.168.1.25, but in the Citrix RSLinx setup, that ip is not shown. He will connect his laptop and call back.	Bud Van Suilichem	9/22/2014 10:00 AM
John called back and I looked up the manual and saw that they needed to use the ENI configuration utility. John asked how to get it, and how to connect to the card, since they had not been told about this before, and never got any cables for this. I contacted Ron Kryger, who said he had given him both the software and cable. I called John back, and described the cable and utility to him. He found both and connected, but didn't know how to use it. 11:10am - Called Ron Kryger, and he talked John through loading the config process. During this, they could not get the laptop to connect to the module. Ron believes they will need to download a newer version of the utility from Rockwell Automation's web site, so he can select 10Mbps, at half duplex. 11:30am - John will try to download the utility and finish the process.	Bud Van Suilichem	9/22/2014 10:00 AM
John can't find the download, and still can't connect. Called Ron back to ask him to resend the utility. I will then forward it to John. If he installs it and still can't connect, he will call back.	Bud Van Suilichem	9/22/2014 10:00 AM
Found a note on my desk that John had called back. Don't know who took the call. I tried calling him, but there was no answer. I connected to the operator, who patched me through to him. John says that he could not get it to connect until he disconnected his ethernet cable? Anyway, it worked then, and he is all set.	Bud Van Suilichem	9/22/2014 10:00 AM

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