



## Troubleshooting and maintenance

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# Agenda

## Troubleshooting common issues

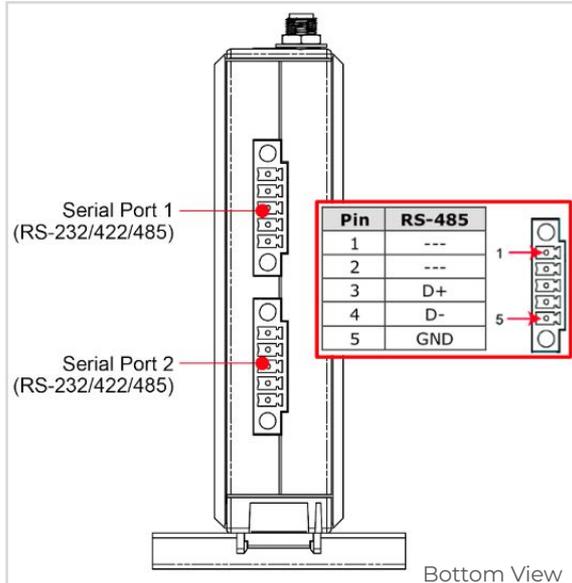
- 1) Unreachable
- 2) Disconnected or unstable device connection
- 3) CRC errors
- 4) Modbus invalid slave ID error

# Troubleshooting common issues

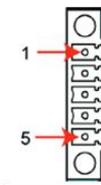
## 1) Unreachable

### Troubleshooting protocol for RTU communication :

- For compatible RS-485 devices, connect them to either serial port 1 or 2 on the ePowerControl.



Pin	RS-232	RS-422	RS-485
1	TXD	TXD+	---
2	RXD	TXD-	---
3	RTS	RXD+	D+
4	CTS	RXD-	D-
5	GND	GND	GND



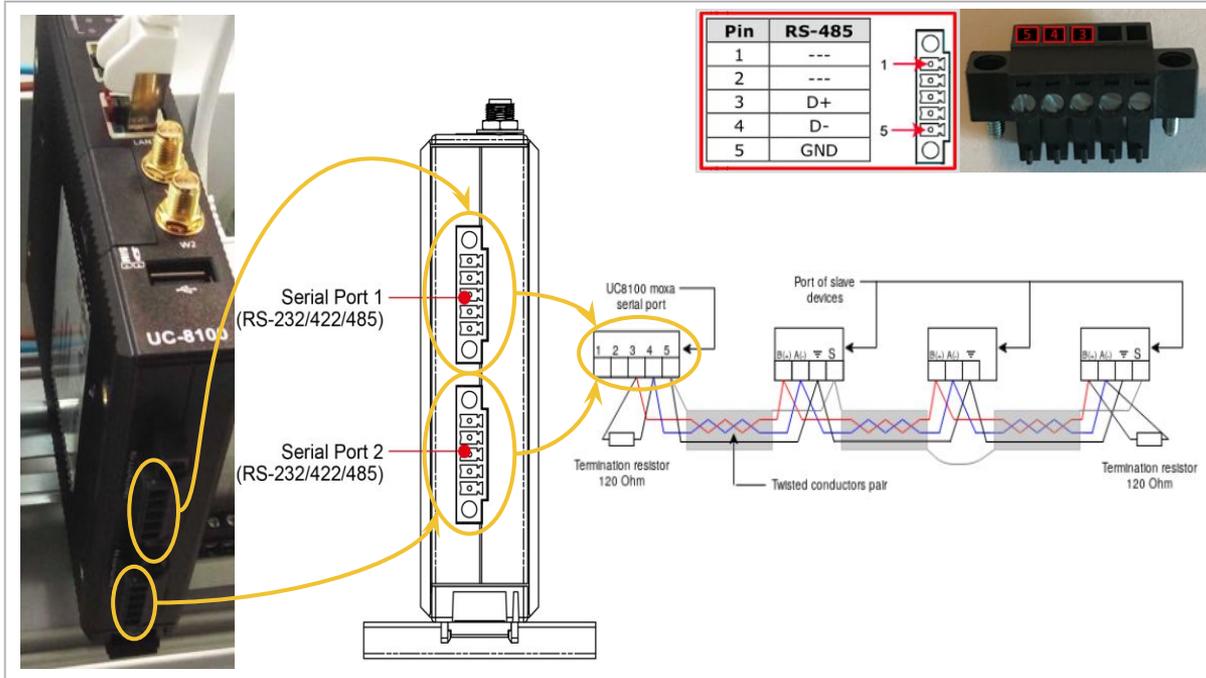
### Ensure :

- that cables are properly inserted and securely fixed in the pins.
- That the cables are correctly stripped and that the sheathing is intact up to the pins.
- that the cable length does not exceed 1000 meters.

# Troubleshooting common issues

## 1) Unreachable

Troubleshooting protocol for RTU communication :

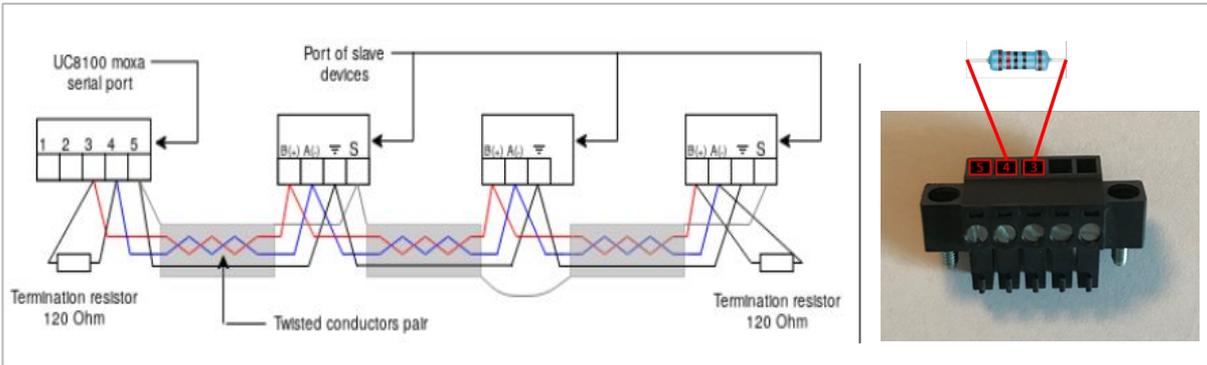


- 1) Ensure the cable used is a **shielded twisted pair**.
- 2) Verify that the **D(+)** and **D(-)** cables are from the **same twisted pair** and follow the pinout specified in the manufacturer's manual.
- 3) **Pin 3** of the serial port should be connected in a daisy chain to all the **DataB(+)** ports of the devices.
- 4) **Pin 4** of the serial port should be connected in a daisy chain to all the **DataA(-)** ports of the devices.
- 5) **Pin 5** of the serial port should be connected in a daisy chain to all the **GND** ports of the devices.

# Troubleshooting common issues

## 1) Unreachable

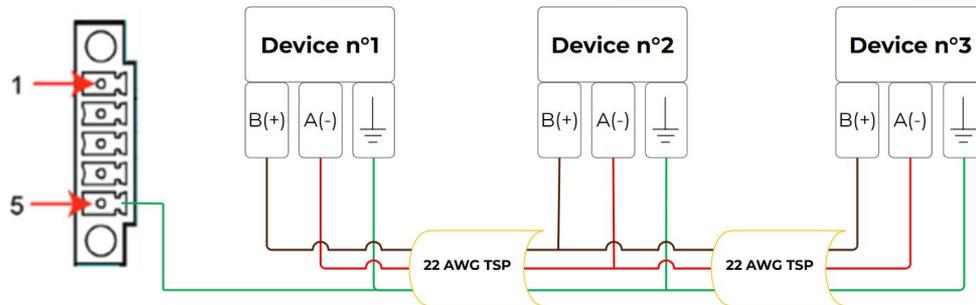
Troubleshooting protocol for RTU communication :



1) Make sure to connect the **termination resistors** between **DataB(+)** and **DataA(-)** (as shown in the figure). Ensure that the resistors match the impedance of the communication cable, typically **120 Ohms**.

2) Ensure the **shielding** is continuous across all serial lines and connects to the **GND** wire of the RS-485 circuit at the controller (**Pin 5**).

3) Confirm that the **shielding** is connected only at the controller level with the GND wire, as specified, to prevent ground loops.



# Troubleshooting common issues

## 1) Unreachable

Troubleshooting protocol for RTU communication :

⇒ Modbus parameter verification :

Verify that the device's Modbus parameter settings align with the configuration specified on the controller:

- **Baud rate:** 2400, 4800, 9600, 19.2k, 38.4k, 57.6k, or 115.2k bps
- **Parity mode:** Even, Odd, or None
- **Stop bits:** 1 or 2
- **Response timeout:** 0–1000 ms (default is 0.5 ms)
- **Modbus slave ID:** Address range from 1 to 247 (default is 247)

**Note:** Ensure that each device on the same serial line has a unique Slave ID.

The image shows two side-by-side configuration panels. The left panel, titled 'Device settings on serial-1', contains the following fields: 'Device name\*' (Device n°1), 'Vendor\*' (Huawei), 'Reference\*' (SUN2000-100KTL-H0), 'Protocol\*' (MODBUS\_RTU), 'slave\_id\*', 'response\_timeout' (0.5), 'byte\_timeout' (0.1), and 'inter\_frame\_delay' (10). The right panel, titled 'Connection settings', contains: 'Connection type\*' (Device communication), 'Interface\*' (Serial - serial-1), 'mode\*' (RS485), 'baudrate\*' (9600), 'parity\*' (NONE), 'byte\_size\*' (8), and 'stop\_bits\*' (ONE). Both panels have 'Cancel' and 'OK' buttons at the bottom.

# Troubleshooting common issues

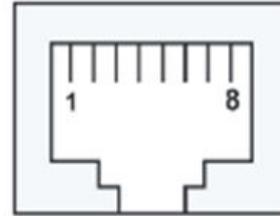
## 1) Unreachable

Troubleshooting protocol for TCP communication :

- Elum devices can connect to **wired internet** through **LAN port 1** using an **RJ45 cable**.
- **LAN 1** is dedicated to **Ethernet connections** for devices, and if additional LAN ports are required, a **switch** can be added to LAN 1.
- Verify the **pin configuration** and ensure the RJ45 cable is intact and securely connected.



Pin	Signal
1	ETx+
2	ETx-
3	ERx+
6	ERx-



**LAN 2** is reserved exclusively for configuration purposes.

# Troubleshooting common issues

## 1) Unreachable

Troubleshooting protocol for TCP communication :

### ⇒ Modbus parameters verification :

Ensure the device's Modbus parameters match the configuration on the controller, and confirm that the IP address is valid:

- **DHCP Mode:** Verify that the IP address falls within the correct subnet range and is unique, ensuring it isn't already assigned to another device on the network.
- **Static IP Mode (Fixed IP):** Confirm that the device's IP address is within the same subnet range as the Ethernet port where it's connected.

The image shows a network configuration interface with two main panels: 'Connection settings' and 'Device settings on lan1'.  
**Connection settings:**  
- Connection type\*: Device communication  
- Interface\*: Wired access - lan1  
- mode\*: DHCP  
- ip\*:  
- mask\*:  
- gateway:  
- name\_servers:  
Buttons: Cancel, OK  
**Device settings on lan1:**  
- Device name\*: Device n°1  
- Vendor\*: Huawei  
- Reference\*: SUN2000-100KTL-H0  
- Protocol\*: MODBUS\_TCP  
- ip\*:  
- port: 502  
- slave\_id: 1  
- response\_timeout: 0.5  
- byte\_timeout: 0.1  
-  Protect IP from concurrent access  
-  Keep the TCP sessions open between requests  
Buttons: Cancel, OK

# Troubleshooting common issues

## 2) Disconnected or unstable device connection

⇒ Go to the **"All Devices" tab** on eConf to view the communication status of all components, including PV inverters, meters, genset controllers, and BESS.

- If any device appears as **"Disconnected"**, it may indicate incorrect RTU/TCP parameters or a configuration mismatch with Elum's products
- Verify RTU and TCP parameters:
  - **RTU parameters:** Cross-check the **Slave ID**, **Baud Rate**, and **Parity** on the **"Disconnected"** device with the settings in eConf.
  - **TCP parameters:** Ensure the device is on the same subnet as the Elum Explorer, avoiding IPs in the **192.168.4.XX** range. Verify that the subnet mask matches the one used by Elum Explorer.



# Troubleshooting common issues

## 3) CRC errors

### Understanding CRC errors in RTU communication :

⇒ **Definition:** CRC (Cyclic Redundancy Check) errors occur in Modbus RTU communication, indicating potential data issues.

- The device detects bit activity, confirming a physical connection on the communication line.
- Despite receiving data, the information is unintelligible to the device, likely due to corruption or configuration mismatches.

⇒ **Key points to understand:**

- **Communication is established:** The device recognizes a data packet and performs a CRC check, confirming a connection.
- **Data integrity issue:** The CRC check passes, but the data itself is misinterpreted or invalid, so the device can't respond properly.

⇒ **Specific to RTU Protocol:**

Occurs only with RTU (binary form) data transmission, making it more prone to errors from improper wiring, grounding, or mismatched settings (e.g., baud rate, parity, stop bits).

# Troubleshooting common issues

## 3) CRC errors

### Troubleshooting protocol for RTU communication :

⇒ Go to the "**Logs**" tab on eConf to identify any unwanted disconnections affecting setpoints sent by Elum.

- Confirm that the correct driver (reference) is selected for the device.
- **Verify Baud Rate and character format:** Confirm that the device's baud rate and character format match the controller's configuration.
- **Ensure compliance with wiring guidelines:** Verify that the RS-485 wiring follows the guidelines discussed in the first point to avoid misconfigurations.
- **Check shielding integrity:**
  - **Inspect wire labeling:** Verify that the wire meets recommended specifications for capacitance, resistance, and conductor count.
  - **Grounding of shield:** Ensure the shield is grounded at only one point on the RS-485 chain and maintains continuity across the entire daisy chain.

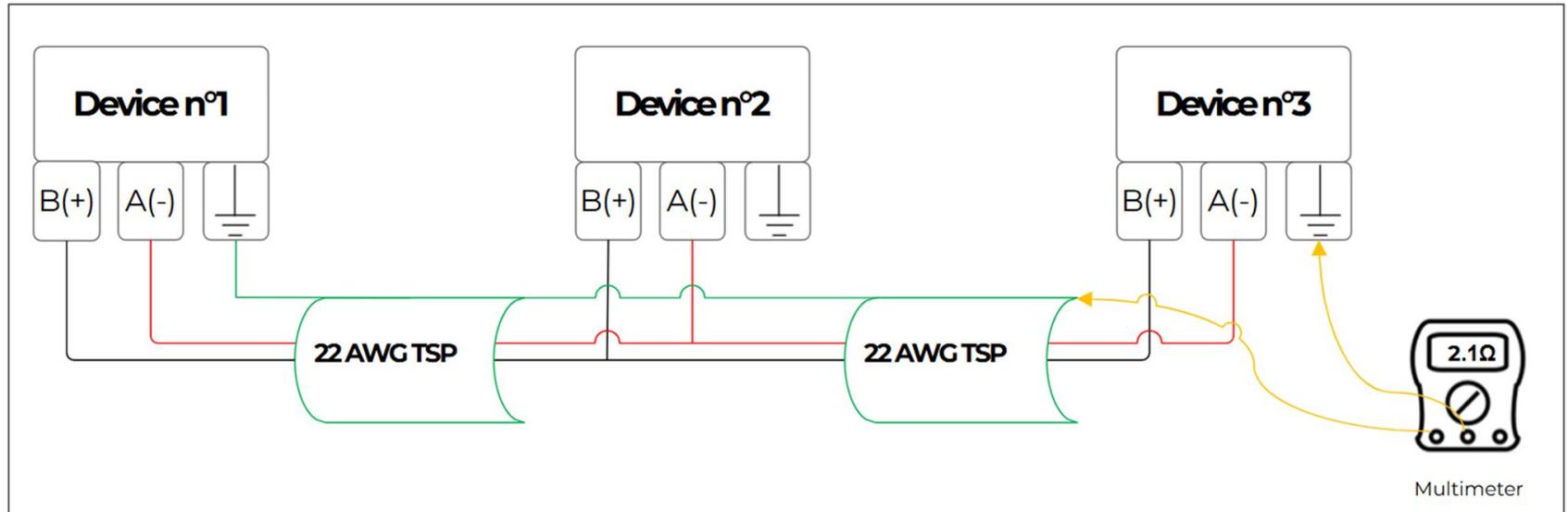


# Troubleshooting common issues

## 3) CRC errors

### Troubleshooting protocol for RTU communication :

- ⇒ **Test shield continuity:** Using a multimeter, test the continuity between the shield and earth ground, starting from the ungrounded end, to confirm proper grounding setup. The point here is to read a very low resistance, as shown in the following diagram.

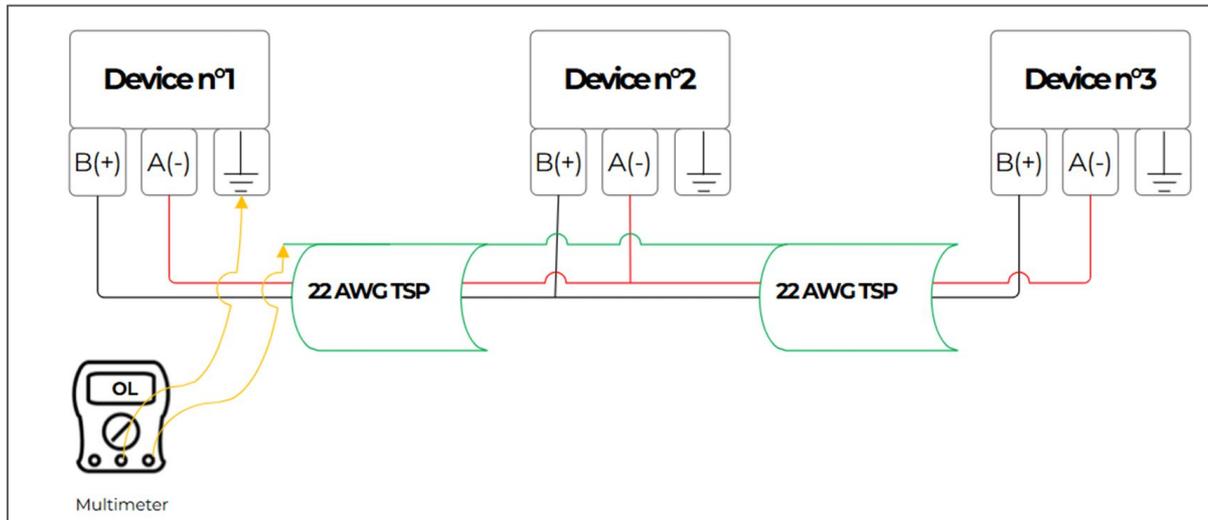


# Troubleshooting common issues

## 3) CRC errors

### Troubleshooting protocol for RTU communication :

⇒ **Test shield continuity:** At the opposite end of the daisy chain, check that the shield is physically connected to the ground. Perform the same test, but this time disconnect the shield wire from its ground connection. When tested with a multimeter, it should read as an open circuit to earth ground, as shown in the following diagram.



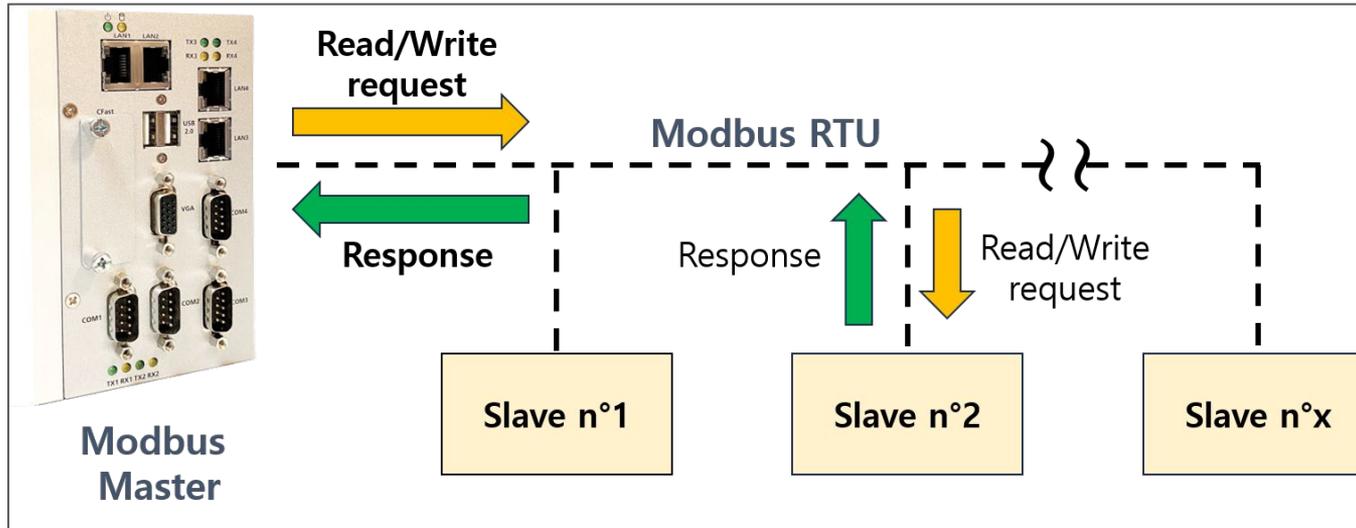
If "OL" (open load) doesn't appear, multiple grounding points may exist. Ensure only the shield's start is grounded. Then, reconnect it to ground at the first device only.

# Troubleshooting common issues

## 4) Modbus invalid slave ID error

Troubleshooting protocol for RTU communication :

In a network, each slave device has a unique address. When the master sends a data request, it includes the slave's address as the first piece of information. This allows each slave to recognize immediately if the message is meant for them or if they should ignore it.



⇒ Ensure there is only one master device, typically the ePowerControl ZE3000 unit, on the line.