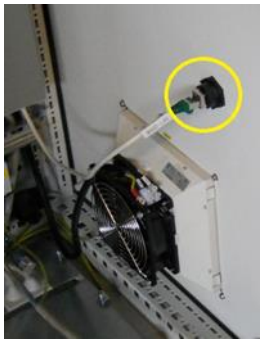
Compact Field Point electronic I/O modules troubleshooting

When you face problems with Compact Field Point I/O electronic modules from National Instruments (I/O CFP hereafter), the following FAQ could help.

Possible problem	Possible solution
cable non connected	I/O CFP modules are connected to the PC by means of a cable: ensure the cable is correctly inserted at both ends, the PC backside and the I/O CFP main module
no communication with I/O CFP modules	ping the IP address you'll be given by Microplan Support team, usually it is 192.168.100.101 or 10.101.10.101
wrong cable	make sure you're using the correct cable for your application. Usually it is a "crossed" type if I/O CFP modules are directly connected to the PC, or a “normal” type ethernet cable in case an ethernet switch is installed in between. USB cables are also used in some cases.
I/O CFP modules not powered	check thermal switch or fuses inside the electrical cabinet
PC ethernet card fault	ensure the PC ethernet card is still ok: open Windows control panel and check
PC ethernet card wrong setting	check that the IP V4 ADDRESS of the PC ethernet card is within the same subnet of the electronic module IP address (for example 192.168.100.101) and that the SUBNET MASK is 255.255.255.0
conflict with company network	if the test bench has been connected to the factory LAN network, temporarily remove this connection
external socket fault	when PC is outside the electric cabinet, bypass the connector that passes through the wall of the electric cabinet and connect a direct single cable from PC backside and I/O CFP main module. To do this you can use the bottom of the electric cabinet to let the cable reach outside 

Possible problem	Possible solution
PC initial loading not completed	when switching on the test bench give enough time to the PC to complete its initial loading. Do not run Microplan software in the meantime