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LogTag®

UTRED30-WIFI Network Troubleshooting

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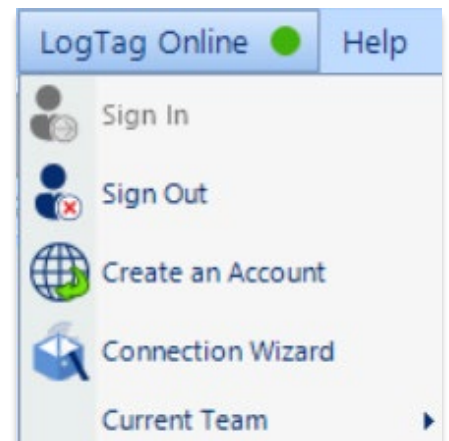
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If you have not run the LogTag Online Connection Wizard on the latest version of LogTag Analyzer, please do so first. This troubleshooting guide explains the symbols you might see after completing the setup and what to do next.

To run the connection wizard, open LogTag Analyzer and find the “LogTag Online” header. Under this will be the Connection Wizard.

Follow the guided steps on the wizard to complete the set-up. Follow the symbol matrix to identify the meaning of what is displayed on your logger’s screen.



Symbol Matrix

Symbol:	Meaning & Action:
	<p>You have successfully connected to Wi-Fi and the LogTag Online cloud server. The logger is running on USB power.</p> <p><i>If you see this on the UTRED30-WiFi yet you still do not see any data uploading to your LogTag Online account, check the device is registered to your LogTag Online account in the devices tab. Ensure the UTRED30-WiFi is attached to a location.</i></p>
	<p>You have successfully connected to Wi-Fi and the LogTag Online cloud server. The WiFi module is in a power-saving mode which will send data less frequently.</p>
	<p>The UTRED30-WiFi is trying to access the wireless network but has not yet been successfully connected.</p> <p><i>If this icon is displayed for more than 10 seconds, the UTRED30-WiFi has repeatedly tried to connect to the network.</i></p> <p><i>If the connection eventually succeeds, this could indicate a weak wireless signal. If possible, move the logger closer to the access point.</i></p>
	<p>The UTRED30-WiFi has attempted to connect to the wireless network but was unsuccessful. It will take up to 60 seconds for this icon to show.</p> <p><i>Use a laptop or mobile device to check the network is available and transmitting to the logger installation area. Check the password was entered correctly upon set-up.</i></p> <p><i>You may need to contact your network administrator to make the required adjustments to the network to enable the device.</i></p>
	<p>The UTRED30-WiFi has successfully connected to the wireless network and is in the process of connecting to the LogTag Online cloud server.</p> <p><i>If this icon is displayed for more than 10 seconds, the UTRED30-WiFi has repeatedly tried to connect to the network. If it takes a long time to connect, it could indicate a weak wireless signal. If possible, move the logger closer to the access point.</i></p>
	<p>The UTRED30-WiFi has successfully connected to the wireless network but was unable to establish a connection with the cloud server.</p> <p><i>List of questions to discuss with your network administrator:</i></p> <ol style="list-style-type: none"> 1) <i>Do I need a static IP address and if so, what are the details? (IP address, Subnet Mask, Gateway, DNS)</i> 2) <i>Does the logger's MAC address need to be whitelisted?</i> 3) <i>Is port 18888 closed for outgoing traffic?</i> <p><i>See the below section "What to do with answers from your network administrator" for further guidance on the steps you will need to complete to set up your UTRED30-WIFI.</i></p>

What to do with answers from your network administrator:

- 1) If you do have a static IP address, then you will use the advanced settings on the LogTag Online Connection Wizard to connect to the network. Log into the connection wizard with your LogTag Online account and make sure to tick "Advanced Settings". Then untick "Use DHCP" and input the details your network administrator provided into the fields.

Please select your Wireless Network from the dropdown below or type it in, provide the access details for the chosen network. Then click 'Next'.

Network Name
LogTag24

Network Password

Advanced Settings

Network Type
WPA-PSK

WiFi power level
Standard

Use DHCP

IP Address: 0 0 0 0

Subnet Mask: 0 0 0 0

Gateway: 0 0 0 0

DNS: 0 0 0 0



MAC 00:80:E1:C7:A3:75

URL: wifi.logtagonline.com; IP: 52.229.34.67; Port: 18888

- 2) If they do need to whitelist the device, use the LogTag Online Connection Wizard and you can find the MAC address in the area highlighted green. Communicate this back to the network admin.
- 3) If the port is closed, ask them to open port 18888 as the WiFi logger requires this to connect with the cloud server.

Network Admin fault finding:

As a network administrator or technical person please use this guide to diagnose and solve potential complex issues UTRED30-WIFI devices can encounter. If you have any questions, please contact support@logtag.com

Symbol:	Action:
	<p>Cannot connect to WiFi network.</p> <p>After ensuring the correct network password was entered and the network is accessible in the area, please check the WiFi's broadcasting band and authentication.</p> <p>The UTRED30-WiFi can only connect to wireless networks operating on a 2.4GHz frequency band. 802.11 b/g/n protocol routers are supported. Ensure 2.4GHz is enabled on 802.11n routers.</p> <p>At present, the UTRED30-WiFi can only connect to wireless networks with WPA/WPA2 (Single and Dual probe units), or Open authentication (Dual probe units) and to networks with EAP-TTLS and EAP-PEAP enterprise authentication methods (Dual probe units). Contact your distributor if you need to connect the UTRED30-WiFi to a network that does not support any of these access methods.</p> <p>Hidden SSIDs or SSIDs with non-ASCII characters may also cause issues.</p>
	<p>Port 18888 is closed for outgoing traffic or DNS server is not available or can't resolve wifi.logtagonline.com.</p> <ol style="list-style-type: none"> 1. Open Windows PowerShell 2. Type "tnc wifi.logtagonline.com -port 18888" 3. If "TcpTestSucceeded: True" the port is open, and the DNS server is available. <p>If "WARNING: Ping to 52.229.34.67 failed with status: DestinationHostUnreachable"</p> <ol style="list-style-type: none"> 1. Port 18888 is closed and needs to be opened on your firewall/router. <p>If "WARNING: Name resolution of wifi.logtagonline.com failed" the DNS server can't resolve wifi.logtagonline.com. We can try resolving this problem by using a public DNS server.</p> <ol style="list-style-type: none"> 1. Open LogTag Analyzer as administrator. 2. Run the Connection Wizard and select "WiFi Only Setup" 3. Tick "Advanced Settings" and untick "Use DHCP". Fill out the network information but use 8.8.8.8 as the DNS. <p style="text-align: center;">DNS: <input type="text" value="8"/> <input type="text" value="8"/> <input type="text" value="8"/> <input type="text" value="8"/></p> <ol style="list-style-type: none"> 4. Select "Next"

If this still fails to connect, you can try entering the server IP address instead of the domain.

Ensure LogTag Analyzer is still open as administrator.

1. Run the Connection Wizard and select "Setup Cloud Connection"
2. Select "Other Provider" and input IP:52.229.34.67 and Port:18888

No DHCP server was found on the network, a static IP address is required.

If there is no DHCP server on the WiFi network, you will need to enter a static IP address. One method of detecting if a DHCP server is available is to check to see if your PC was provided with an IP address when it is connected to the same WiFi network. The below example shows that a valid IP address was provided, if this was blank then your network requires you to use a static IP address.

1. Run Command Prompt
2. Type "ipconfig"
3. Look for the details under Wireless LAN adapter Wi-Fi

```
Wireless LAN adapter Wi-Fi:
Connection-specific DNS Suffix . . :
Link-local IPv6 Address . . . . . : fe80::a237:5fe8:5788:9ddc%5
IPv4 Address. . . . . : 192.168.1.163
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.1.1
```