

User Manual

Revision 1.000 English

SNMP Manager / CANopen – Converter

(Order Code: HD67450)

For Website information:

www.adfweb.com?Product=HD67450

For Price information:

www.adfweb.com?Price=HD67450

Benefits and Main Features:

- Very easy to configure
- Wide supply input range
- Electrical isolation
- Industrial temperature range:
- + -40°C / 105°C (-40°F / 221°F)



User Manual

User Manual SNMP Manager / CANopen

Document code: MN67450 ENG Revision 1.000 Page 1 of 33



For other Gateways / Bridges:

CAN from/to Modbus

See also the following links:

www.adfweb.com?product=HD67012
www.adfweb.com?product=HD67514
www.adfweb.com?product=HD67515
(Modbus RTU Slave)
(Modbus TCP Master)
(Modbus TCP Slave)

CANopen from/to Modbus

See also the following links:

www.adfweb.com?product=HD67001 (Modbus RTU Master)
www.adfweb.com?product=HD67502
www.adfweb.com?product=HD67504
www.adfweb.com?product=HD67505 (Modbus TCP Master)
www.adfweb.com?product=HD67505 (Modbus TCP Slave)

Do you have an your customer protocol?

See the following links:

www.adfweb.com?Product=HD67003

Do you need to choose a device? do you want help?

Ask it to the following link:

www.adfweb.com?Cmd=helpme



User Manual SNMP Manager / CANopen

Document code: MN67450_ENG Revision 1.000 Page 2 of 33

INDEX:

	Page
INDEX	2
UPDATED DOCUMENTATION	2
REVISION LIST	2
WARNING	2
TRADEMARKS	2
SECURITY ALERT	3
EXAMPLE OF CONNECTION	4
CONNECTION SCHEME	5
CHARACTERISTICS	7
CONFIGURATION	7
POWER SUPPLY	8
LEDS	9
CAN	10
ETHERNET	11
USB	11
USE OF COMPOSITOR SW67450	12
NEW PROJECT / OPEN PROJECT	13
SOFTWARE OPTIONS	14
SET COMMUNICATION	15
SNMP MANAGER	16
SET SDO SERVER	18
SET SDO CLIENT	19
SET PDO ACCESS	21
EDS FILE	23
UPDATE DEVICE	24
MECHANICAL DIMENSIONS	26
ORDERING INFORMATIONS	30
ACCESSORIES	31
DISCLAIMER	32
OTHER REGULATIONS AND STANDARDS	32
WARRANTIES AND TECHNICAL SUPPORT	33
RETURN POLICY	33

UPDATED DOCUMENTATION:

Dear customer, we thank you for your attention and we remind you that you need to check that the following document is:

- → Updated
- → Related to the product you own

To obtain the most recently updated document, note the "document code" that appears at the top right-hand corner of each page of this document.

With this "Document Code" go to web page www.adfweb.com/download/ and search for the corresponding code on the page. Click on the proper "Document Code" and download the updates.

REVISION LIST:

Revision	Date	Author	Chapter	Description
1.000	15/06/2017	Ff	All	First released version

WARNING:

ADFweb.com reserves the right to change information in this manual about our product without warning.

ADFweb.com is not responsible for any error this manual may contain.

TRADEMARKS:

All trademarks mentioned in this document belong to their respective owners.

Document code: MN67450_ENG Revision 1.000 Page 3 of 33

SECURITY ALERT:

GENERAL INFORMATION

To ensure safe operation, the device must be operated according to the instructions in the manual. When using the device, legal and safety regulation are required for each individual application. The same applies also when using accessories.

INTENDED USE

Machines and systems must be designed so the faulty conditions do not lead to a dangerous situation for the operator (i.e. independent limit switches, mechanical interlocks, etc.).

QUALIFIED PERSONNEL

The device can be used only by qualified personnel, strictly in accordance with the specifications.

Qualified personnel are persons who are familiar with the installation, assembly, commissioning and operation of this equipment and who have appropriate qualifications for their job.

RESIDUAL RISKS

The device is state-of-the-art and is safe. The instruments can represent a potential hazard if they are inappropriately installed and operated by untrained personnel. These instructions refer to residual risks with the following symbol:



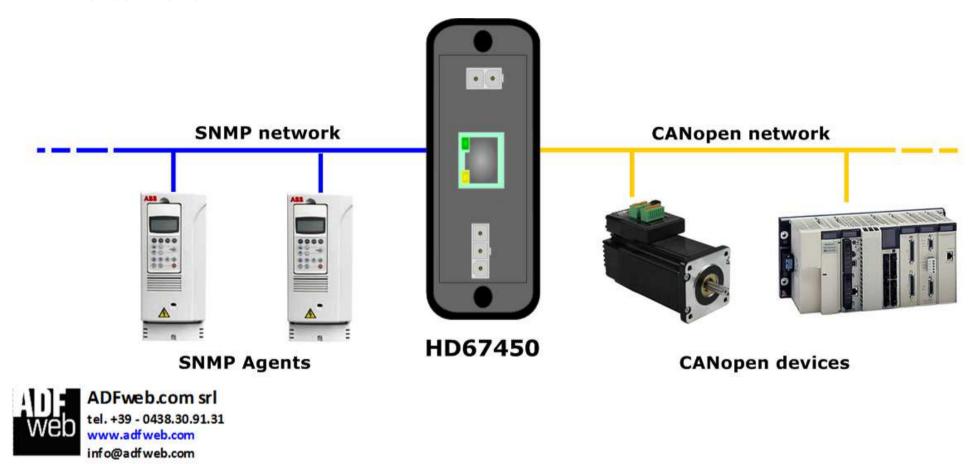
This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

CE CONFORMITY

The declaration is made by our company. You can send an email to support@adfweb.com or give us a call if you need it.

Document code: MN67450_ENG Revision 1.000 Page 4 of 33

EXAMPLE OF CONNECTION:



Document code: MN67450 ENG Revision 1.000 Page 5 of 33

CONNECTION SCHEME:

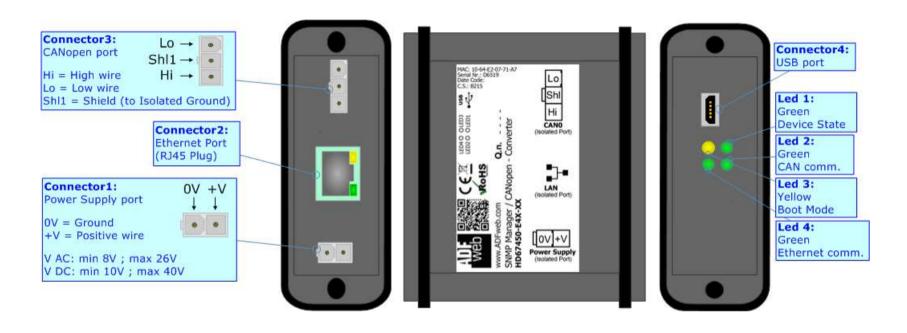


Figure 1a: Connection scheme for HD67450-E4x-xx

Document code: MN67450 ENG Revision 1.000 Page 6 of 33

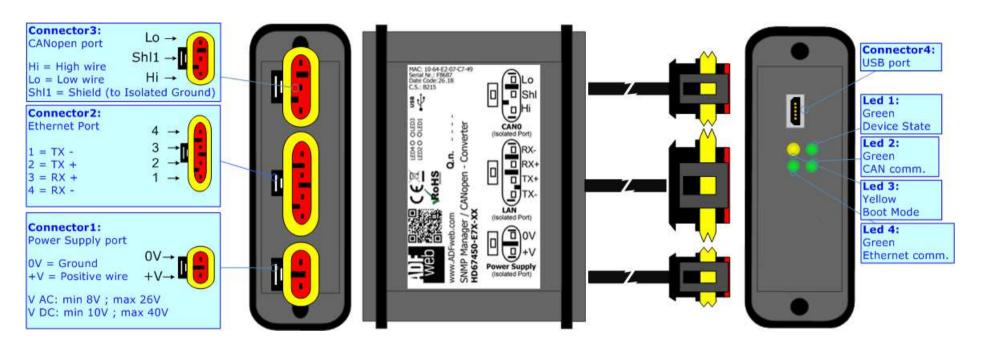


Figure 1b: Connection scheme for HD67450-E7x-xx

Document code: MN67450_ENG Revision 1.000 Page 7 of 33

CHARACTERISTICS:

The "HD67450" series are rugged devices used to interface CANopen devices with SNMP Agents.

With his particular enclosure, equipped with four fixing lugs, makes available the mounting of the device in any plane surface (horizontal, vertical, oblique).

It is possible to have the device varnished or totally resined and also in both cases with "Mini-Fit®" connectors or "AMP SuperSeal 1.5" connectors. If is resined, the enclosure, like the "AMP SuperSeal 1.5" connectors, is waterproof.

The device have these characteristics:

- Triple 4kV isolation between Power Supply / Ethernet / CAN;
- Varnished / Resined (optionally);
- ♦ Wide power supply input range: 8...26V AC | 10...40V DC;
- Mini-Fit® / AMP SuperSeal 1.5 connectors;
- Metal enclosure with fixing lugs;
- Possibility to use Metal hose clamps for fixing it without using lugs;
- Microprocessor for data control;
- ♦ Wide temperature range: -40°C / 105°C (-40°F / 221°F).

CONFIGURATION:

You need Compositor SW67450 software on your PC in order to perform the following:

- Define the parameter of SNMP line;
- Define the parameter of CANopen line;
- Define the SNMP requests to send to the SNMP Agents;
- Define the CANopen Objects in reading and in writing;
- Update the device.

Document code: MN67450_ENG Revision 1.000 Page 8 of 33

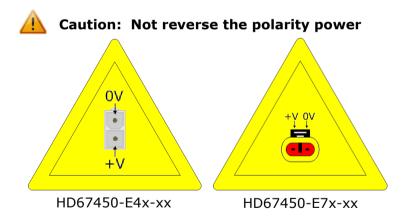
POWER SUPPLY:

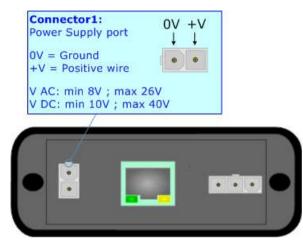
The devices can be powered between a wide range of tensions. For more details see the two tables below.

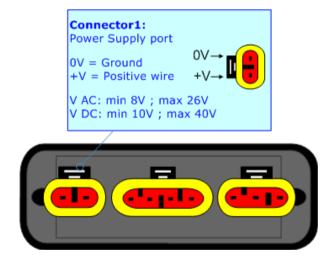
	VAC ~		VDC ===	
	Vmin	Vmax	Vmin	Vmax
HD67450-Exx-xx	8V	26V	10V	40V

Consumption at 24V DC:

Device	W/VA
HD67450-Exx-xx	4





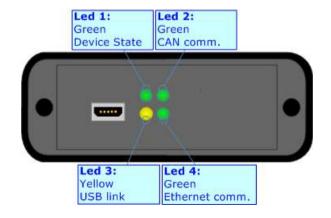


Document code: MN67450_ENG Revision 1.000 Page 9 of 33

LEDS:

The device has got four LEDs that are used to give information of the functioning status. The various meanings of the LEDs are described in the table below.

LED	Normal Mode	Boot Mode
1: Device state (green)	Blinks slowly (~1Hz)	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
2: CAN communication (green)	Blinks when CANopen frames are received	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
3: USB link (yellow)	ON: USB cable inserted OFF: USB cable not inserted	ON: USB cable inserted OFF: USB cable not inserted
4: Ethernet communication (green)	Blinks when a SNMP response is received	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress



Document code: MN67450_ENG Revision 1.000 Page 10 of 33

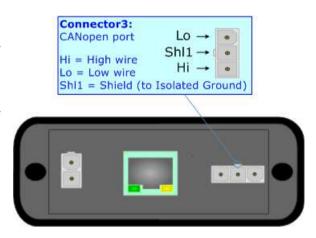
CAN:

The connection of the CANopen in the HD67450-E4x-xx device must be made with a 3way MiniFit Female connector. The pinout of Male MiniFit connector of the board is at right side of the page.

The connection of the CANopen in the HD67450-E7x-xx device must be made with a AMP SuperSeal 1.5 Male connector. The pinout of Female connector of the board is at right side of the page.

The termination of CANopen line, with a 120Ω resistor, in the HD67450-Exx-xx is made internally of the device; when the order is performed. If the device have the CANopen terminated the code is the follow: HD67450-Exx-Yx; otherwise is this other: HD67450-Exx-Nx.

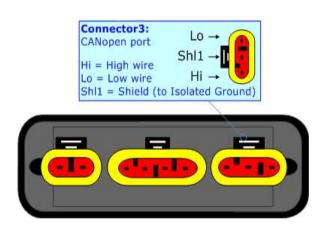
70 Ohm/m



Cable characteristics:

DC parameter:	Impedance	70 Onm/m
AC parameters:	Impedance	120 Ohm/m
_	Delay	5 ns/m
Length	Baud Rate [bps]	Length MAX [m]
	10 K	5000
	20 K	2500
	50 K	1000
	100 K	650
	125 K	500
	250 K	250
	500 K	100
	800 K	50
	1000 K	25

Impodance



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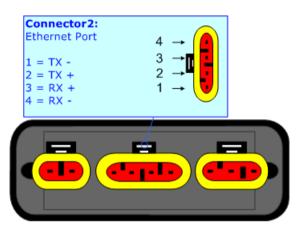
Industrial Electronic Devices

ETHERNET:

The connection of Ethernet in the HD67450 device must be made with at least a Category 5E cable. The maximum length of the cable should not exceed 100m. The cable has to conform to the T568 norms relative to connections in cat.5 up to 100 Mbps. To connect the device to an Hub/Switch is recommended the use of a straight cable, to connect the device to a PC/PLC/other is recommended the use of a cross cable.

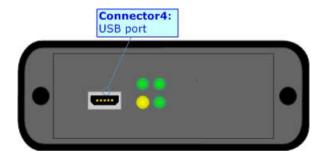
The connection of Ethernet in the HD67450-E4x-xx device must be made with RJ45 connector.

The connection of the Ethernet in the HD67450-F7x-xx device must be made with a AMP SuperSeal 1.5 Male connector. The pinout of Female connector of the board is at right side of the page.



USB:

The USB port is used to start the converter in Boot Mode. It is necessary to use a Micro USB type B cable.



Document code: MN67450_ENG Revision 1.000 Page 12 of 33

USE OF COMPOSITOR SW67450:

To configure the Converter, use the available software that runs with Windows called SW67450. It is downloadable on the site www.adfweb.com and its operation is described in this document. (This manual is referenced to the last version of the software present on our web site). The software works with MSWindows (XP, Vista, Seven, 8, 10; 32/64bit).

When launching the SW67450, the window below appears (Fig. 2).



Note:

It is necessary to have installed .Net Framework 4.

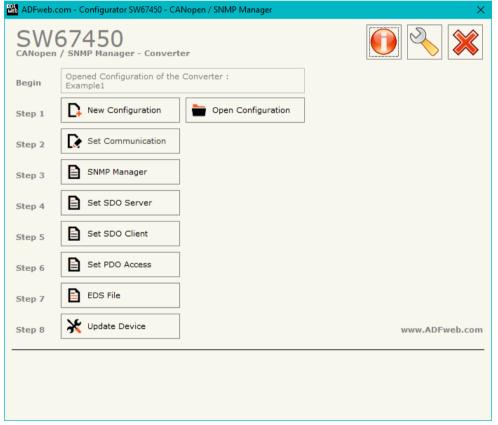


Figure 2: Main window for SW67450

Document code: MN67450_ENG Revision 1.000 Page 13 of 33

NEW CONFIGURATION / OPEN CONFIGURATION:

The "New Configuration" button creates the folder which contains the entire device's configuration.



A device's configuration can also be imported or exported:

- → To clone the configurations of a programmable "SNMP Manager / CANopen Converter" in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- → To clone a project in order to obtain a different version of the project, it is sufficient to duplicate the project folder with another name and open the new folder with the button "Open Configuration".

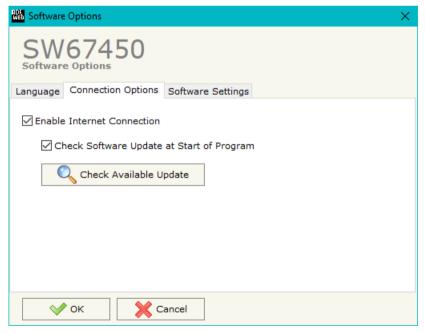


Document code: MN67450_ENG Revision 1.000 Page 14 of 33

SOFTWARE OPTIONS:

By pressing the "Settings" () button there is the possibility to change the language of the software and check the updatings for the compositor.

In the section "Language" it is possible to change the language of the software.



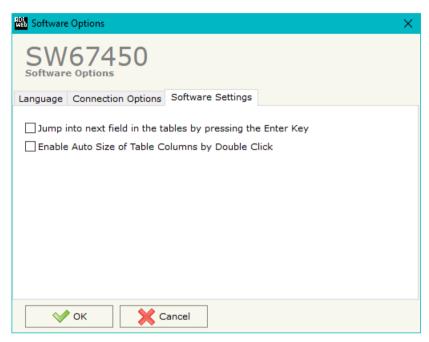


In the section "Connection Options", it is possible to check if there are some updatings of the software compositor in ADFweb.com website. Checking the option "Check Software Update at Start of Program", the SW67450 check automatically if there are updatings when it is launched.

User Manual SNMP Manager / CANopen

Document code: MN67450_ENG Revision 1.000 Page 15 of 33

Industrial Electronic Devices



In the section "Software Settings", it is possible to enable/disable some keyboard's commands for an easier navigation inside the tables contained in the different sections of the software.

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Document code: MN67450_ENG Revision 1.000 Page 16 of 33

SET COMMUNICATION:

This section defines the fundamental communication parameters of two Buses, CANopen and SNMP.

By pressing the "**Set Communication**" button from the main window for SW67450 (Fig. 2) the window "Set communication" appears (Fig. 3).

The means of the fields for "SNMP Manager" are:

- → In the field "IP ADDRESS" the IP address that you want to give to the SNMP side is defined;
- In the field "SUBNET Mask" the SubNet Mask of the SNMP side is defined:
- → In the field "GATEWAY" the default gateway that you want to use is defined. This feature can be enabled or disabled pressing the Check Box field. This feature is used for going out of the net:
- ▶ In the field "SNMP Name of Station" the name of the SNMP side of the converter is defined.

The means of the fields for "CANopen" are:

- ▶ In the field "ID Device" the CANopen ID for the converter is defined;
- → In the field "Baudrate" the data rate of the CANopen is defined;
- → If the field "Set Operational State at Start-up" is checked, the state of the CANopen is defined. I.e. if it is checked the board starts in Operational State, else it starts in Pre-Operational;
- → If the field "Network Start at Start-up" is checked, the state of the CANopen network is defined. I.e. if it is checked the board sends a command to set the Operational State of all the devices present in the network. In the field "Delay (s)" the delay before sending the network command for the CANopen is defined;
- ▼ In the field "TimeOut SDO (1/10ms)" the timeout for the SDO requests is defined;
- ▼ If the field "Enable Sync (ms)" is checked, the converter will generate cyclically the SYNC message with the defined delay (expressed in ms).

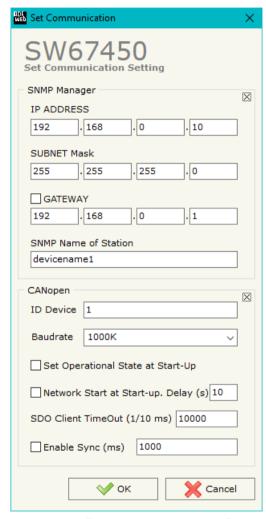


Figure 3: "Set Communication" windows

Document code: MN67450_ENG Revision 1.000 Page 17 of 33

SNMP MANAGER:

By Pressing the "SNMP Manager" button from the main window for SW67450 (Fig. 2) the window "Set SNMP Manager Access" appears (Fig. 4).



Figure 4: "Set SNMP Manager Access" window

The meaning of the fields in the window are the follows:

- ★ In the field "IP Address" the address of the SNMP Agent device to read/write is defined;
- ▶ In the field "Version" the SNMP version used to send the SNMP request is defined;
- ▶ In the field "Community Name" the Community Name used for the SNMP request is defined (selectable or editable manually);
- ▶ In the field "OID" the OID to read/write from/to the SNMP Agent device is defined;
- → In the field "Type" the type of data to read/write ('String' or 'Int') is defined;
- ▶ In the field "Mode" the type of SNMP request used ('Get', 'Set' or 'Trap') is defined;
- → By checking the field "On Change" the SNMP request (only for 'Set' Mode) is made only if CANopen data are changed;
- → By checking the field "On CMD" the SNMP request (only for 'Set' Mode) is made only if a CANopen message associated is received;
- → If the field "On Timer" is checked, the SNMP request is sent cyclically;
- ▶ In the field "Time" the delay in ms between two SNMP requests is defined (if "On Timer" is checked);
- ▼ In the field "Position" it is possible to select the position where take/save the data from/to the internal memory array;
- ▶ In the field "Conversion" it is possible to select the conversion to apply to the data read/written from/to the SNMP Agent;
- ▶ If the field "Cancel" is checked, if the answer to the SNMP request is missing, the data on CANopen side are set to '0';

User Manual SNMP Manager / CANopen

Document code: MN67450_ENG Revision 1.000 Page 18 of 33

- ★ If SNMP version is set to '3', the following fields must be set:
 - o In the field "User" the user for the SNMP authentication is defined;
 - o In the field "Auth Pass" the password for the SNMP aithentication is defined;
 - o In the field "Priv Pass" the password for Privacy authentication is defined;
 - o In the field "Security Level" the type of security used is defined;
 - o In the field "Auth Mode" the mode used for the authentication is defined;
 - o In the field "Priv Mode" the mode used for Privacy is defined;
- ▶ In the field "Mnemonic" a description of the data inserted in the row is defined.

Note:

If the field "On change" and "On Timer" is checked and the "Poll Time" is different from 0, the converter sends the SNMP writing request cyclically and also when the data is changed.



Note:

If the "Trap" mode is used, the fields "On Change" and "On Timer" must be disabled.

User Manual SNMP Manager / CANopen

Document code: MN67450 ENG Revision 1.000 Page 19 of 33

SET SDO SERVER:

By pressing the "**Set SDO Server**" button from the main window for SW67450 (Fig. 2) the window "Set SDO Server Access" appears (Fig.5).

This window is made to create the SDO in read or write in the CANopen side and to indicate which byte are associated to these SDOs.

It is divided in two parts, the "SDO in Read" and the "SDO in Write".

The first part is used to read, using the SDO, the data arrived from the SNMP side. The second is used to write, using SDO, the data that will be sent to the SNMP side.

The data of the columns have the following meanings:

- In the field "Index" the address of the SDO Object is defined;
- In the field "SubIndex" the second address of the SDO Object is defined;

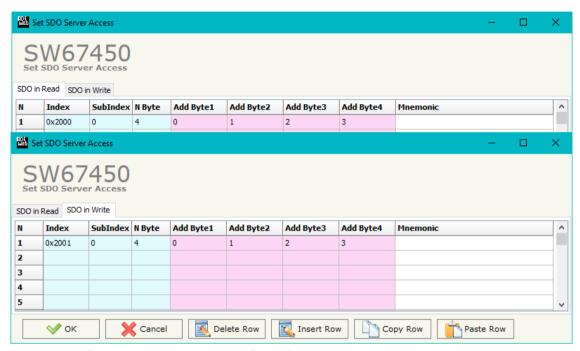


Figure 5: "Set SDO Server Access" window

- ★ If the field "N Byte" the dimension of the SDO is defined (it can be 1, 2 or 4);
- ▼ In the field "Address Byte1" insert the address of the SNMP arrays where reading/writing the 1st byte of the SDO;
- ★ In the field "Address Byte2" insert the address of the SNMP arrays where reading/writing the 2nd byte of the SDO (only if N Byte is 2 or 4);
- In the field "Address Byte3" insert the address of the SNMP arrays where reading/writing the 3rd byte of the SDO (only if N Byte is 4);
- → In the field "Address Byte4" insert the address of the SNMP arrays where reading/writing the 4th byte of the SDO (only if N Byte is 4);
- ▶ In the field "Mnemonic" the description for the SDO is defined.

Document code: MN67450_ENG Revision 1.000 Page 20 of 33

SET SDO CLIENT:

By pressing the "Set SDO Client" button from the main window for SW67450 (Fig. 2) the window "Set SDO Client Access" appears (Fig. 6a and 6b).

With the SDO Client the HD67450 can read and/or write the data from/to others devices connected in the CANopen network.

It is divided in two parts, the "SDO Read" and the "SDO Write". The first part is used to read, using the SDO, the data in another device and then put this data in the SNMP array. The second part is used to write, using the SDO, the data present in the SNMP array to others CANopen devices.

The meaning of the columns in the "SDO Read" are:

- → In the field "Device ID" the ID of the device to read is defined;
- → In the field "Index" the address of the SDO to read is defined;
- → In the field "SubIndex" the second address of the SDO to read is defined;
- → In the field "N Byte" the dimension of the SDO to read is defined (it can be 1, 2, or 4);
- → In the field "Poll Time" the cyclic time of the request is defined;
- → In the field "Address Byte1" the address of the SNMP array where coping the 1st byte of the SDO read is defined;

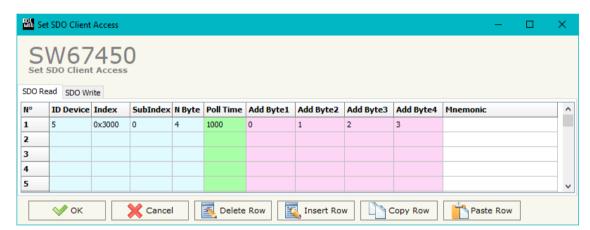


Figure 6a: "Set SDO Client Access - SDO Read" window

- ▶ In the field "Address Byte2" the address of the SNMP array where coping the 2nd byte of the SDO read is defined (only if N Byte is 2 or 4);
- → In the field "Address Byte3" the address of the SNMP array where coping the 3rd byte of the SDO read is defined (only if N Byte is 4);
- → In the field "Address Byte4" the address of the SNMP array where coping the 4th byte of the SDO read is defined (only if N Byte is 4);
- ▶ In the field "Mnemonic" the description for the SDO is defined.

Industrial Electronic Devices

User Manual SNMP Manager / CANopen

Document code: MN67450 ENG Revision 1.000 Page 21 of 33

The meaning of the columns in the "SDO Write" are:

In the field "Device ID" the ID of the device to

- In the field "Device ID" the ID of the device to write is defined;
- → In the field "Index" the address for the SDO to write is defined;
- → In the field "SubIndex" the second address for the SDO to write is defined;
- → In the field "N Byte" the dimension of the SDO to write is defined (it can be 1, 2, or 4);
- → In the field "Poll Time" the time to make the request is defined;
- → If the field "On Change" is checked, the converter sends the writing request when the data from SNMP changes;

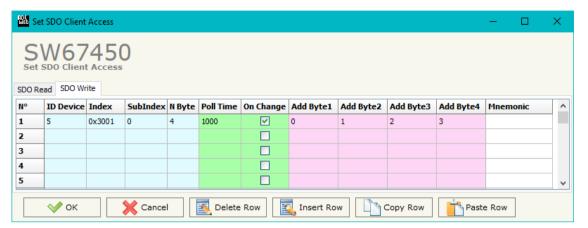


Figure 6b: "Set SDO Client Access - SDO Write" window

- → In the field "Address Byte1" the address of the SNMP array where taking the 1st byte of the SDO write is defined;
- ▶ In the field "Address Byte2" the address of the SNMP array where taking the 2nd byte of the SDO write is defined (only if N Byte is 2 or 4);
- ▶ In the field "Address Byte3" the address of the SNMP array where taking the 3rd byte of the SDO write is defined (only if N Byte is 4);
- ▶ In the field "Address Byte4 the address of the SNMP array where taking the 4th byte of the SDO write is defined (only if N Byte is 4);
- ♣ In the field "Mnemonic" the description for the SDO is defined.

Document code: MN67450_ENG Revision 1.000 Page 22 of 33

SET PDO ACCESS:

By pressing the "Set PDO Access" button from the main window for SW67450 (Fig. 2) the window "Set PDO Access" appears (Fig. 7a and 7b).

This window is used to create the Receive and the Transmit PDOs in the CANopen side and to indicate which bytes of SNMP side are associated to these PDOs.

It is divided in two parts, the "Receive PDO" and the "Transmit PDO". The first part is used to receive PDO from the CANopen network and copy the data in the SNMP array. The second part is used to transmit PDO in the CANopen network with the data of SNMP array.

The meaning of the columns in the "Receive PDO" are:

- → In the field "Cob-ID" the COB-ID for the PDO is defined;
- → In the field "Dimension" the dimension of the PDO is defined (it can be between 1 and 8 bytes);

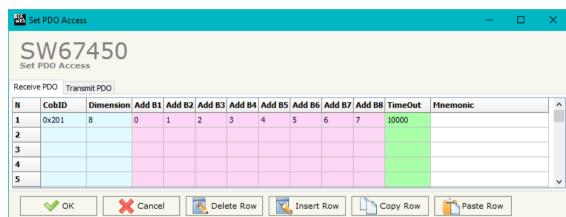


Figure 7a: "Set PDO Access - Receive PDO" window

- → In the field "Add B1" the address of the SNMP array where coping the 1st byte of the RPDO is defined;
- → In the field "Add B2" the address of the SNMP array where coping the 2nd byte of the RPDO is defined;
- ▶ In the field "Add B3" the address of the SNMP array where coping the 3rd byte of the RPDO is defined;
- ▶ In the field "Add B4" the address of the SNMP array where coping the 4th byte of the RPDO is defined;
- ▶ In the field "Add B5" the address of the SNMP array where coping the 5th byte of the RPDO is defined;
- ▶ In the field "Add B6" the address of the SNMP array where coping the 6th byte of the RPDO is defined;
- ▶ In the field "Add B7" the address of the SNMP array where coping the 7th byte of the RPDO is defined;
- ▶ In the field "Add B8" the address of the SNMP array where coping the 8th byte of the RPDO is defined;
- → In the field "TimeOut" the timeout is defined. It is used to put to 0 the data into SNMP if the PDO doesn't arrive in the defined time. If the value in this field is '0', the function is not used;
- ▶ In the field "Mnemonic" the description for the PDO is defined.

Document code: MN67425 ENG Revision 1.100 Page 23 of 33

The meaning of the columns in the "Transmit PDO" are:

- → In the field "Cob-ID" the COB-ID for the PDO is defined;
- → In the Field "Dimension" the dimension of the PDO is defined (it can be between 1 and 8 bytes);
- → In the field "Add B1" the address of the SNMP array where taking the 1st byte of the TPDO is defined;
- → In the field "Add B2" the address of the SNMP array where taking the 2nd byte of the TPDO is defined;
- → In the field "Add B3" the address of the SNMP array where taking the 3rd byte of the TPDO is defined;

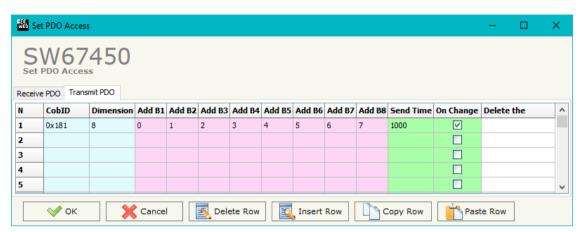


Figure 7b: "Set PDO Access - Transmit PDO" window

- → In the field "Add B4" the address of the SNMP array where taking the 4th byte of the TPDO is defined;
- ▶ In the field "Add B5" the address of the SNMP array where taking the 5th byte of the TPDO is defined;
- ▶ In the field "Add B6" the address of the SNMP array where taking the 6th byte of the TPDO is defined;
- → In the field "Add B7" the address of the SNMP array where taking the 7th byte of the TPDO is defined;
- ▶ In the field "Add B8" the address of the SNMP array where taking the 8th byte of the TPDO is defined;
- ▶ In the field "Send Time" the interval used to send the PDO is defined. The time is in milliseconds;
- ▶ If the field "On Change" is checked, the gateway sends the Transmit PDO when the data from SNMP change the value;
- → In the field "Mnemonic" the description for the PDO is defined.

EDS FILE:

By Pressing the "EDS File" button from the main window for SW67450 (Fig. 2) it is possible to generate the EDS file to be imported into the CANopen Client.

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Document code: MN67425_ENG Revision 1.100 Page 24 of 33

UPDATE DEVICE:

By pressing the "**Update Device**" button, it is possible to load the created Configuration into the device; and also the Firmware, if necessary. This by using the Ethernet port.

If you don't know the actual IP address of the device you have to use this procedure:

- ★ Turn OFF the Device;
- → Put Dip1 of 'Dip-Switch A' in ON position;
- Turn ON the device
- Connect the Ethernet cable;
- Insert the IP "192.168.2.205";
- Select which operations you want to do;
- Press the "Execute update firmware" button to start the upload;
- ♦ When all the operations are "OK" turn OFF the Device;
- Put Dip1 of 'Dip-Switch A' in OFF position;
- Turn ON the device.

If you know the actual IP address of the device, you have to use this procedure:

- Turn ON the Device with the Ethernet cable inserted;
- Insert the actual IP of the Converter;
- Select which operations you want to do;
- Press the "Execute update firmware" button to start the upload;
- ▶ When all the operations are "OK" the device automatically goes at Normal Mode.

At this point the configuration/firmware on the device is correctly updated.

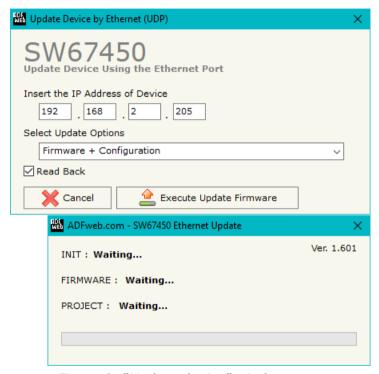


Figure 8: "Update device" windows

Industrial Electronic Devices

User Manual CAN / Modbus TCP Slave

Document code: MN67425_ENG Revision 1.100 Page 25 of 33



Note:

When you receive the device, for the first time, you also have to update the Firmware in the HD67450 device.



Warning:

If Fig. 9 appears when you try to do the Update try these points before seeking assistance:

- Check if the serial COM port selected is the correct one;
- Check if the serial cable is connected between the PC and the device;
- Try to repeat the operations for the updating;
- Try with another PC;
- Try to restart the PC;
- Check the LAN settings;
- → If you are using the program inside a Virtual Machine, try to use in the main Operating System;
- → If you are using Windows Seven, Vista, 8 or 10 make sure that you have the administrator privileges;
- ➡ In case you have to program more than one device, using the "UDP Update", you have to cancel the ARP table every time you connect a new device on Ethernet. For do this you have to launch the "Command Prompt" and write the command "arp d". Pay attention that with Windows Vista, Seven, 8, 10 you have to launch the "Command Prompt" with Administrator Rights;
- → Pay attention at Firewall lock.



Figure 9: "Error" window



Warning:

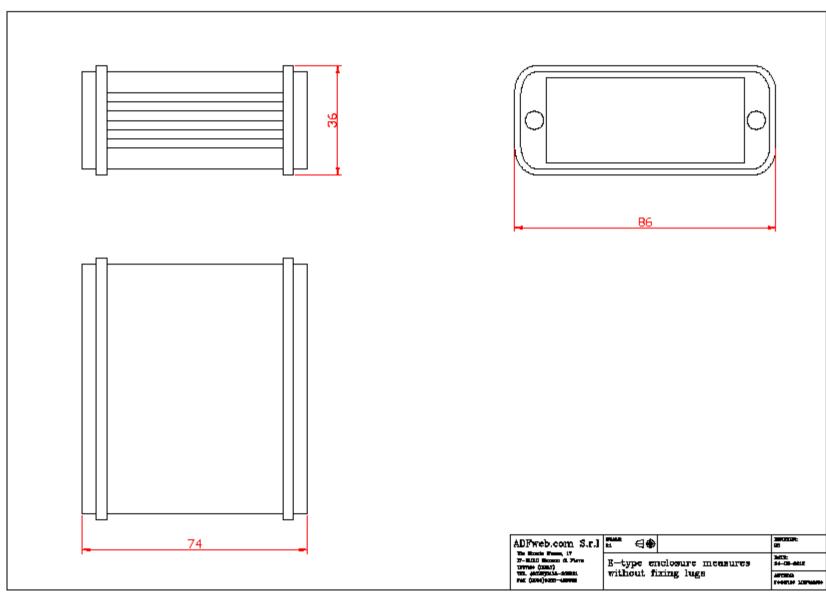
In the case of HD67450 you have to use the software "HD67450": www.adfweb.com\download\filefold\HD67450.zip.

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Document code: MN67425_ENG Revision 1.100 Page 26 of 33

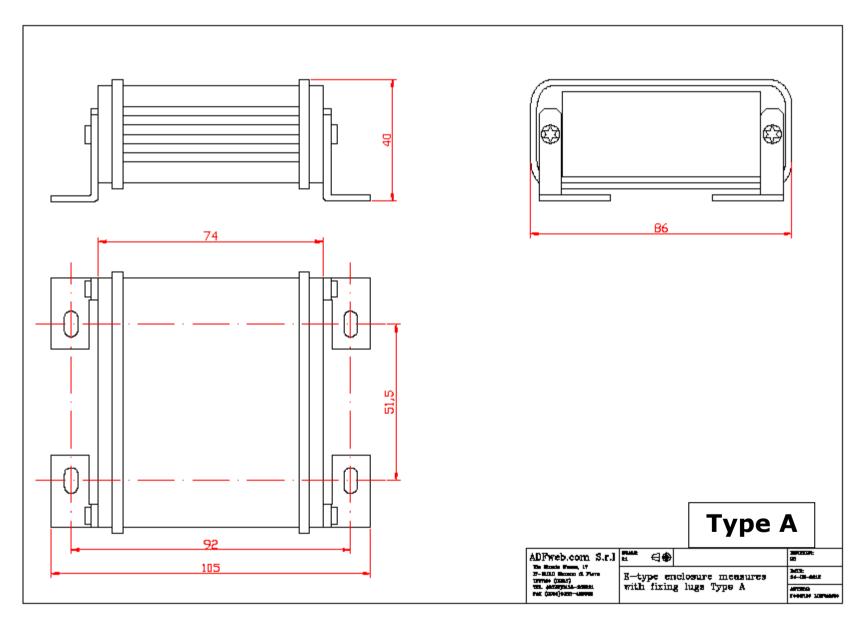
MECHANICAL DIMENSIONS:





Document code: MN67425_ENG Revision 1.100 Page 27 of 33

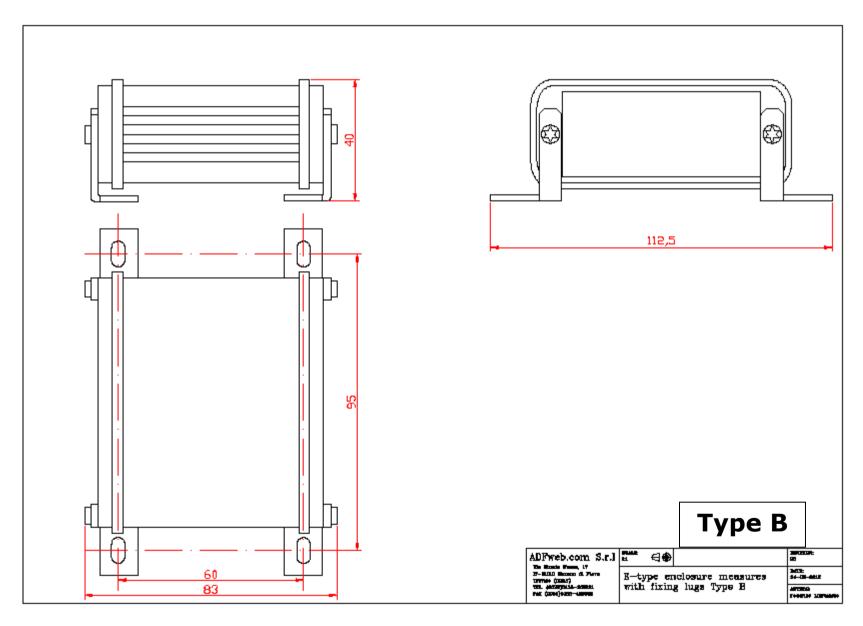
Industrial Electronic Devices





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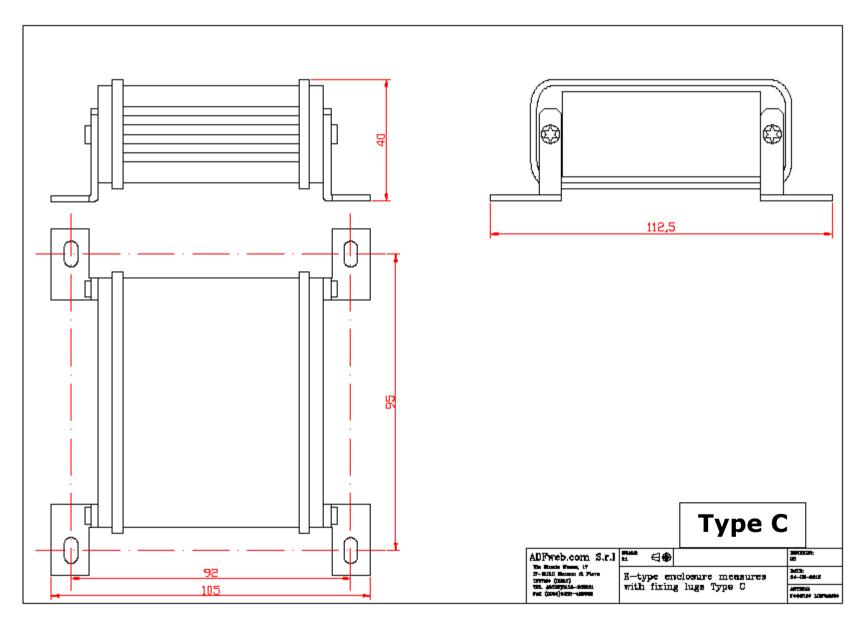
Document code: MN67425_ENG Revision 1.100 Page 28 of 33





Industrial Electronic Devices

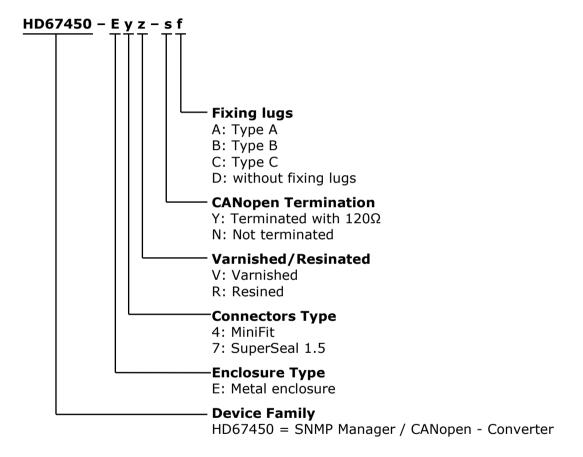
Document code: MN67425_ENG Revision 1.100 Page 29 of 33



Document code: MN67425_ENG Revision 1.100 Page 30 of 33

ORDERING INFORMATIONS:

The ordering part number is formed by a valid combination of the following:



Document code: MN67425 ENG Revision 1.100 Page 31 of 33

ACCESSORIES:

Order Code: **AC34011** - Rail DIN - Power Supply 220/240V AC 50/60Hz - 12 V DC

Order Code: **AC34012** - Rail DIN - Power Supply 220/240V AC 50/60Hz - 24 V DC

Order Code: **AC67402** - Cable Super Seal 1.5 MALE 2-pole - 1.0 Meter

Order Code: **AC67402-3 -** Cable Super Seal 1.5 MALE 2-pole - 3.0 Meters

Order Code: **AC67403** - Cable Super Seal 1.5 MALE 3-pole - 1.0 Meter

Order Code: **AC67403-3 -** Cable Super Seal 1.5 MALE 3-pole - 3.0 Meters

Order Code: **AC67404** - Cable Super Seal 1.5 MALE 4-pole - 1.0 Meter

Order Code: **AC67404-3 -** Cable Super Seal 1.5 MALE 4-pole - 3.0 Meters

Order Code: **AC67410** - Accessory Automotive Devices - Support for rail DIN

Document code: MN67425 ENG Revision 1.100 Page 32 of 33

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OTHER REGULATIONS AND STANDARDS:

WEEE INFORMATION

Disposal of old electrical and electronic equipment (as in the European Union and other European countries with separate collection systems).

This symbol on the product or on its packaging indicates that this product may not be treated as household rubbish. Instead, it should be taken to an applicable collection point for the recycling of electrical and electronic equipment. If the product is disposed correctly, you will help prevent potential negative environmental factors and impact of human health, which could otherwise be caused by inappropriate disposal. The recycling of materials will help to conserve natural resources. For more information about recycling this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

RESTRICTION OF HAZARDOUS SUBSTANCES DIRECTIVE



The device respects the 2002/95/EC Directive on the restriction of the use of certain hazardous substances in electrical and **RoHS** electronic equipment (commonly referred to as Restriction of Hazardous Substances Directive or RoHS).

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CE MARKING

The product conforms with the essential requirements of the applicable EC directives.



Document code: MN67425_ENG Revision 1.100 Page 33 of 33

WARRANTIES AND TECHNICAL SUPPORT:

For fast and easy technical support for your ADFweb.com SRL products, consult our internet support at www.adfweb.com. Otherwise contact us at the address support@adfweb.com

RETURN POLICY:

If while using your product you have any problem and you wish to exchange or repair it, please do the following:

- → Obtain a Product Return Number (PRN) from our internet support at www.adfweb.com. Together with the request, you need to provide detailed information about the problem.
- → Send the product to the address provided with the PRN, having prepaid the shipping costs (shipment costs billed to us will not be accepted).

If the product is within the warranty of twelve months, it will be repaired or exchanged and returned within three weeks. If the product is no longer under warranty, you will receive a repair estimate.



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