

Subject: Chat Session [Incident:110608-000066]

From: "Rockwell Automation Technical Support" <rockwellautomation@custhelp.com>

Date: Wed, 8 Jun 2011 08:28:40 -0400 (EDT)

To: ballard@jlab.org

Response

Dear Joshua,

Thank you for taking the time to chat with us. We have appended a copy of your chat transcript for future reference.

Rockwell Automation

Discussion Thread

Chat Transcript

06/08/2011 08:28 AM

[08:15:04 AM] Hi, my name is Alexander, I'll be with you in a moment. In the meantime, go ahead and enter your question in the Chat window.

[08:15:49 AM] Joshua Ballard: We have a PLC system set up with a 1756-L62 ControlLogix PLC, a couple of ENT2T modules and an EWEB module.

[08:16:18 AM] Alexander: In same rack, I assume?..

[08:16:21 AM] Joshua Ballard: recently we had to cycle power to the rack to recover from some network problems.

[08:16:46 AM] Joshua Ballard: The question arose, how does the PLC system respond when a network port goes down?

[08:16:57 AM] Joshua Ballard: Can it reestablish communication when the port is working again?

[08:17:42 AM] Joshua Ballard: Everything is in the same rack, but we have a couple of backplanes

[08:23:40 AM] Alexander: It is very application and architecture specific , Joshua, no strict answer for you. You may have messaging going back and forth through your Ethernet cards elsewhere - or not. Managed or unmanaged switch, the nature of your network problem etc. Replacing a cable is one thing - reconnect and go. Having same IP address on the network is another one.

[08:24:26 AM] Alexander: Most of a time it will start communicate from the same point where it dropped unless there is a fault on a module or controller you need to reset.

[08:24:35 AM] Joshua Ballard: What do you mean "Having same IP address on the network"?

[08:24:49 AM] Joshua Ballard: do you mean DHCP issues a different IP?

[08:26:48 AM] Alexander: If anyone assigned used IP to a new device module will get confused and stopped with a fault which has to be taken care of and reset. It just an example, I don't know your situation.

[08:27:19 AM] Joshua Ballard: Ok. Our issue happened while I was on vacation, so I don't know the specifics either

[08:27:23 AM] Joshua Ballard: only what I told you.

[08:27:50 AM] Joshua Ballard: I'll dig into it a bit more to see if I can figure out the nature of our network problems.

[08:28:34 AM] Joshua Ballard: Thank you.

[08:28:36 AM] 'Joshua Ballard' disconnected ('Concluded by End-user').

Question Reference #110608-000066

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Service Ticket:

Part