

Special Documentation

Proline Prosonic Flow 500

HART

Web server



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1 About this document

1.1 Document function

This manual is a Special Documentation; it does not replace the Operating Instructions pertaining to the device. It serves as a reference for using the Web server integrated in the measuring device.

1.2 Target group



The document is aimed at specialists who work with the device over the entire life cycle and perform specific configurations.

1.3 Using this document

1.3.1 Information on the document structure

This Special Documentation contains a range of information, including:


- Prerequisites for use on the computer and measuring device
- Connection of the computer via the service interface or WLAN interface
- Configuration of the communication interface
- Establishing a connection
- Diagnostics and troubleshooting

 The information and safety instructions in the Operating Instructions pertaining to the measuring device must always be observed →  4.

1.3.2 Device documentation

The Technical Documentation for the measuring device is available:

- On the CD-ROM supplied with the measuring device (depending on the device version, the CD-ROM might not be part of the delivery!)
- Via the *W@M Device Viewer*: enter the serial number from the nameplate (www.endress.com/deviceviewer)
- Via the *Endress+Hauser Operations App*: enter the serial number from the nameplate or scan the 2-D matrix code (QR code) on the nameplate.

 Technical documentation can also be downloaded from the Download Area of the Endress+Hauser web site: www.endress.com → Download. However this technical documentation applies to a particular instrument family and is not assigned to a specific measuring device.

1.4 Symbols

1.4.1 Safety symbols

DANGER

This symbol alerts you to a dangerous situation. Failure to avoid this situation will result in serious or fatal injury.

WARNING

This symbol alerts you to a dangerous situation. Failure to avoid this situation can result in serious or fatal injury.









⚠ CAUTION

This symbol alerts you to a dangerous situation. Failure to avoid this situation can result in minor or medium injury.

NOTICE

This symbol contains information on procedures and other facts which do not result in personal injury.

1.4.2 Symbols for certain types of information

Symbol	Meaning
	Permitted Indicates procedures, processes or actions that are allowed.
	Forbidden Indicates procedures, processes or actions that are forbidden.
	Tip Indicates additional information.
	Reference to documentation
	Reference to page
	Reference to graphic
	Notice or individual step to be observed
1, 2, 3...	Series of steps
	Result of a step

1.4.3 Symbols in graphics

Symbol	Meaning
1, 2, 3...	Item numbers
1, 2, 3...	Series of steps

2 Basic safety instructions

2.1 Requirements for personnel

Personnel involved in installation, commissioning, diagnostics and maintenance must meet the following requirements:

- ▶ Trained, qualified specialists must have a relevant qualification for this specific function and task
- ▶ Are authorized by the plant owner/operator
- ▶ Are familiar with federal/national regulations
- ▶ Before starting work, read and understand the instructions in the manual and supplementary documentation as well as the certificates (depending on the application)
- ▶ Follow instructions and comply with basic conditions

Operating personnel must meet the following requirements:

- ▶ Be instructed and authorized by the plant operator with regard to the requirements of the task
- ▶ Follow the instructions in this manual

2.2 Designated use

The designated use of the measuring device is described in the Operating Instructions pertaining to the device →  4.

2.3 Occupational safety

For work on and with the device:

- ▶ Wear the required personal protective equipment according to federal/national regulations.

If working on and with the device with wet hands:

- ▶ It is recommended to wear gloves on account of the higher risk of electric shock.

2.4 Operational safety

Risk of injury!

- ▶ Operate the device in proper technical condition and fail-safe condition only.
- ▶ The operator is responsible for interference-free operation of the device.

Modifications to the device

Unauthorized modifications to the device are not permitted and can lead to unforeseeable dangers.

- ▶ If, despite this, modifications are required, consult with Endress+Hauser.

2.5 Product safety

This device is designed in accordance with good engineering practice to meet state-of-the-art safety requirements, has been tested, and left the factory in a condition in which it is safe to operate.

It meets general safety standards and legal requirements. It also complies with the EC directives listed in the device-specific EC Declaration of Conformity. Endress+Hauser confirms this by affixing the CE mark to the device.






2.6 IT security

Our warranty is valid only if the device is installed and used as described in the Operating Instructions. The device is equipped with security mechanisms to protect it against any inadvertent changes to the settings.

IT security measures, which provide additional protection for the device and associated data transfer, must be implemented by the operators themselves in line with their security standards.

2.7 Device-specific IT security

The device offers a range of specific functions to support protective measures on the operator's side. These functions can be configured by the user and guarantee greater in-operation safety if used correctly. An overview of the most important functions is provided in the following section.

Function/interface	Factory setting	Recommendation
Write protection via hardware write protection switch →  7	Not enabled.	On an individual basis following risk assessment.
Access code (also applies for Web server login or FieldCare connection) →  8	Not enabled (0000).	Assign a customized access code during commissioning.
WLAN (order option in display module)	Enabled.	On an individual basis following risk assessment.
WLAN security mode	Enabled (WPA2-PSK)	Do not change.
WLAN passphrase (password) →  8	Serial number	Assign an individual WLAN passphrase during commissioning.
WLAN mode	Access Point	On an individual basis following risk assessment.
Web server →  8	Enabled.	On an individual basis following risk assessment.
CDI-RJ45 service interface →  8	–	On an individual basis following risk assessment.

2.7.1 Protecting access via hardware write protection

Write access to the device parameters via the local display, Web browser or operating tool (e.g. FieldCare, DeviceCare) can be disabled via a write protection switch (DIP switch on the motherboard). When hardware write protection is enabled, only read access to the parameters is possible.

Hardware write protection is disabled when the device is delivered.

2.7.2 Protecting access via a password

Different passwords are available to protect write access to the device parameters or access to the device via the WLAN interface.

- **User-specific access code**
Protect write access to the device parameters via the local display, Web browser or operating tool (e.g. FieldCare, DeviceCare). Access authorization is clearly regulated through the use of a user-specific access code.
- **WLAN passphrase**
The network key protects a connection between an operating unit (e.g. notebook or tablet) and the device via the WLAN interface which can be ordered as an option.
- **Infrastructure mode**
When the device is operated in infrastructure mode, the WLAN passphrase corresponds to the WLAN passphrase configured on the operator side.

User-specific access code

Write access to the device parameters via the local display, Web browser or operating tool (e.g. FieldCare, DeviceCare) can be protected by the modifiable, user-specific access code.

When the device is delivered, the device does not have an access code and is equivalent to 0000 (open).

WLAN passphrase: Operation as WLAN access point

A connection between an operating unit (e.g. notebook or tablet) and the device via the WLAN interface, which can be ordered as an optional extra, is protected by the network key. The WLAN authentication of the network key complies with the IEEE 802.11 standard.

When the device is delivered, the network key is pre-defined depending on the device. It can be changed via the **WLAN settings** submenu in the **WLAN passphrase** parameter.

Infrastructure mode

A connection between the device and WLAN access point is protected by means of an SSID and passphrase on the system side. Please contact the relevant system administrator for access.

General notes on the use of passwords

- The access code and network key supplied with the device should be changed during commissioning.
- Follow the general rules for generating a secure password when defining and managing the access code or network key.
- The user is responsible for the management and careful handling of the access code and network key.

2.7.3 Access via Web server

The Web server is enabled when the device is delivered. The Web server can be disabled if necessary (e.g. after commissioning) via the **Web server functionality** parameter.

The device and status information can be hidden on the login page. This prevents unauthorized access to the information.



For detailed information on device parameters, see:
The "Description of Device Parameters" document

2.7.4 Access via service interface (CDI-RJ45)

The device can be connected to a network via the service interface (CDI-RJ45). Device-specific functions guarantee the secure operation of the device in a network.

The use of relevant industrial standards and guidelines that have been defined by national and international safety committees, such as IEC/ISA62443 or the IEEE, is recommended.

This includes organizational security measures such as the assignment of access authorization as well as technical measures such as network segmentation.

3 Product features and availability

3.1 Product features

Thanks to the integrated Web server, the device can be operated and configured via a Web browser and via a service interface (CDI-RJ45) or via a WLAN interface. The structure of the operating menu is the same as for the local display. In addition to the measured values, status information on the device is also displayed and allows the user to monitor the status of the device. Furthermore the device data can be managed and the network parameters can be configured.

A device that has a WLAN interface (can be ordered as an option) is required for the WLAN connection: order code for "Display; operation", option G "4-line, illuminated; touch control + WLAN". The device acts as an Access Point and enables communication by computer or a mobile handheld terminal.

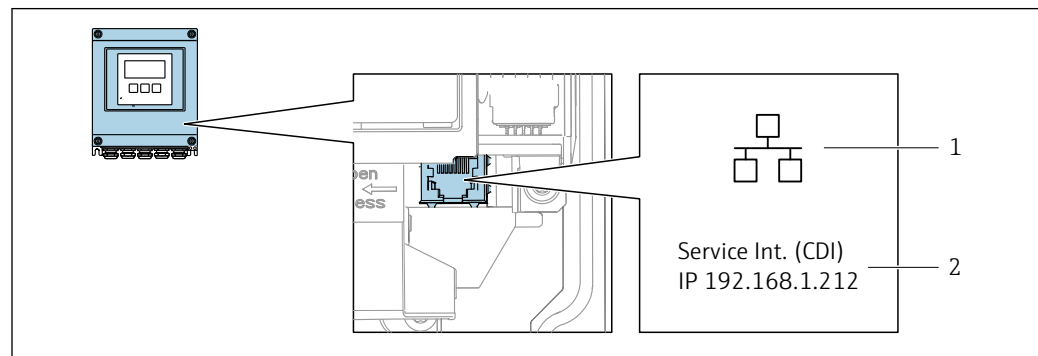
3.2 Availability

The integrated Web server is a standard feature. It does not need to be ordered for the device ex works as it is provided as standard when the device is delivered to the customer. No particular measures are required to put the feature into operation.

3.3 Identification in the measuring device

An adhesive label on the inside of the electronics compartment cover or the connection compartment describes all the available hardware components, and their functions, for the measuring device. The service interface (CDI-RJ45) has the following identification:

3.3.1 Proline 500 – digital



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1 Example of the CDI-RJ45 service interface

1 Symbol for service interface

2 Information on the default setting for the WLAN IP address

4 Commissioning

Establishing a connection to the integrated Web server


1. Configure the computer →  11.
2. Check the settings on the measuring device and change them if necessary →  17.
3. Connect the measuring device to the computer →  17.
4. Establish a connection to the Web server →  19.
5. Start the Web browser and access the operating menu →  19.
 - ↳ The measuring device can be operated via the Web server.

4.1 Prerequisites - computer

4.1.1 Hardware



Hardware	Interface	
	CDI-RJ45	WLAN
Interface	The computer must have an RJ45 interface.	The operating unit must have a WLAN interface.
Connection	Standard Ethernet cable with RJ45 connector.	Connection via Wireless LAN.
Screen	Recommended size: ≥12" (depends on the screen resolution)	

4.1.2 Software

Software	Interface	
	CDI-RJ45	WLAN
Recommended operating systems	<ul style="list-style-type: none"> ▪ Microsoft Windows 7 or higher. ▪ Mobile operating systems: <ul style="list-style-type: none"> ▪ iOS ▪ Android  Microsoft Windows XP is supported.	
Web browsers supported	<ul style="list-style-type: none"> ▪ Microsoft Internet Explorer 8 or higher ▪ Microsoft Edge ▪ Mozilla Firefox ▪ Google Chrome ▪ Safari 	

4.1.3 Configuring the computer

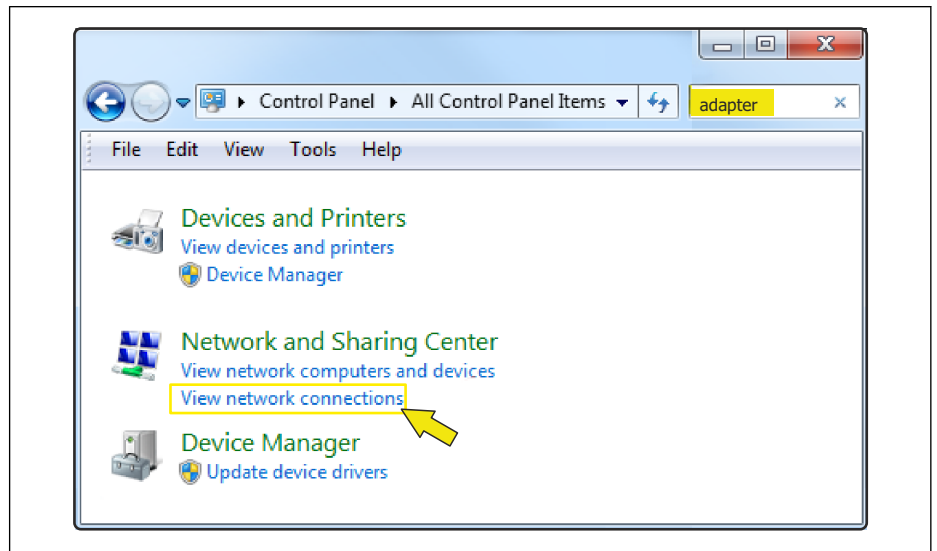
Settings	Interface	
	CDI-RJ45	WLAN
User rights	Appropriate user rights (e.g. administrator rights) for TCP/IP and proxy server settings are necessary (for adjusting the IP address, subnet mask etc.).	
Proxy server settings of the Web browser	The Web browser setting <i>Use a Proxy Server for Your LAN</i> must be deselected .	

Settings	Interface	
	CDI-RJ45	WLAN
JavaScript	<p>JavaScript must be enabled.</p> <p> If JavaScript cannot be enabled: enter http://192.168.1.212/basic.html in the address line of the Web browser. A fully functional but simplified version of the operating menu structure starts in the Web browser.</p> <p> When installing a new firmware version: To enable correct data display, clear the temporary memory (cache) of the Web browser under Internet options.</p>	
Network connections	<p>Only the active network connections to the measuring device should be used.</p>	
	Switch off all other network connections such as WLAN.	Switch off all other network connections.

Configuring IP settings for Windows

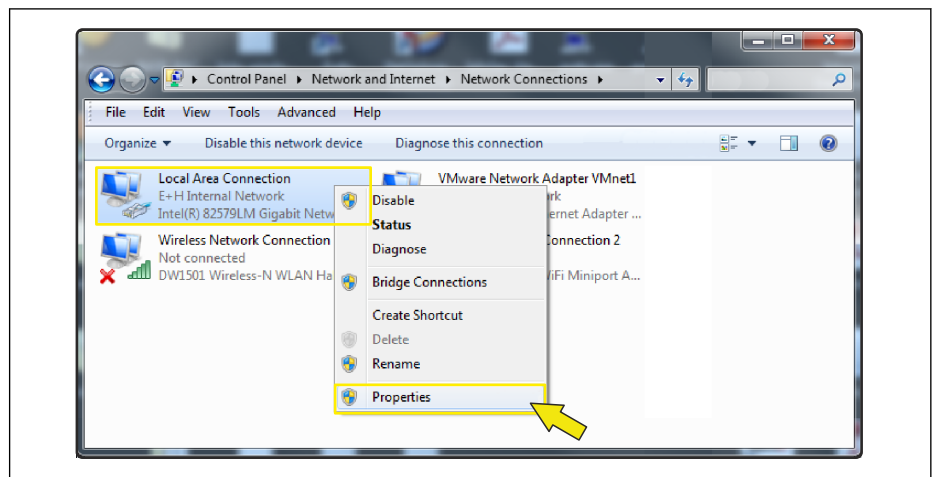
- i ■ To configure the IP settings, appropriate user rights (e.g. administrator rights) are required for the computer.
- Before configuring the IP settings, close all the windows of the Web browser.

1. Click *Start* (Windows icon).
 - ↳ The Start menu appears.
2. In the Start menu, select *Control Panel*.
 - ↳ This opens a new window with the control panel elements.



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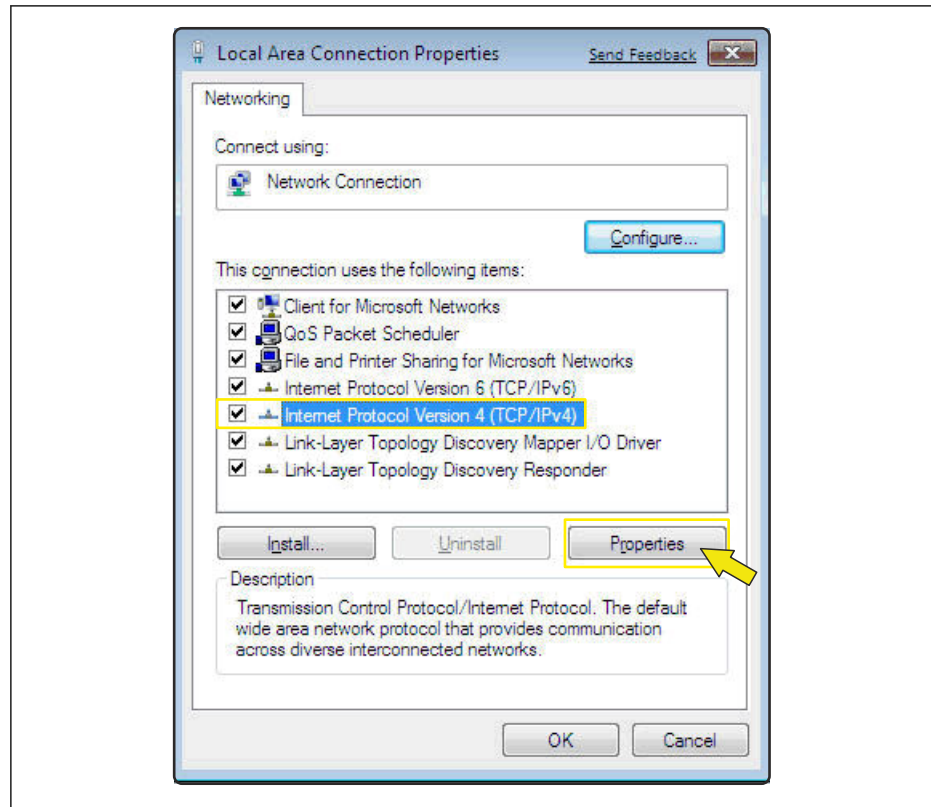
3. Enter the term "adapter" in the search field.
 - ↳ The *Network and Sharing Center* is listed in the search results.
4. Select the *Network Connections* option under *Network and Sharing Center*.
 - ↳ This opens a new window with the network connections.



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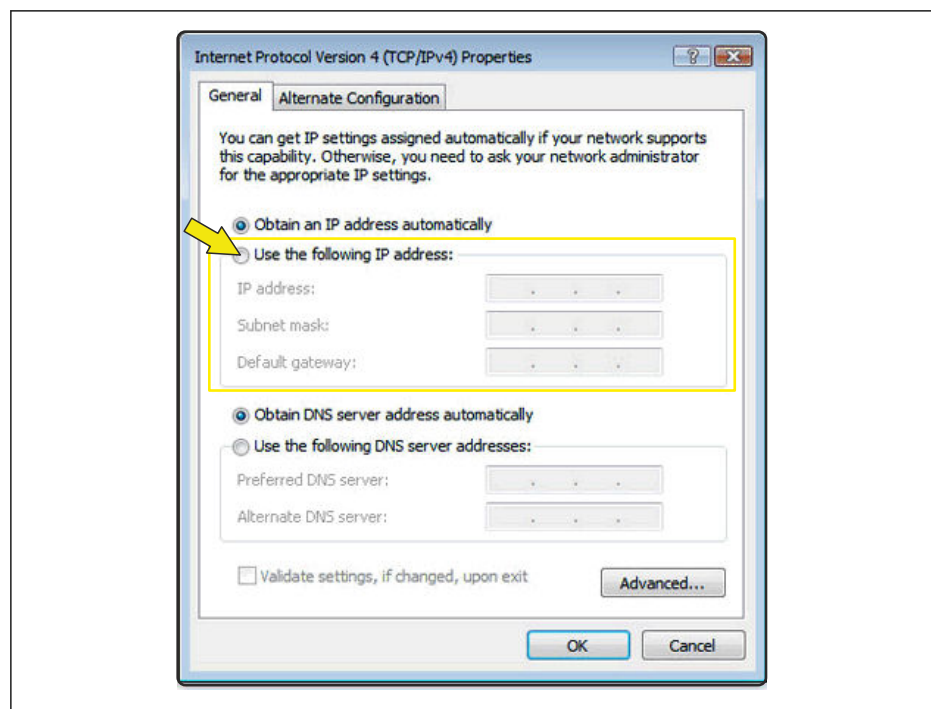
5. In this window, select the *Local Area Connection* (LAN).

6. Right-click to open the picklist and select *Properties*.
 - ↳ The *Local Area Connection Properties* dialog box opens.



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7. Select the *Internet Protocol Version 4 (TCP/IPv4)* item.
8. Click the *Properties* button.
 - ↳ The *Internet Protocol Version 4 (TCP/IPv4) Properties* window opens.





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9. In the *General* tab, select the *Use the Following IP Address* option.

10. Enter the IP address, subnet mask and default gateway as indicated in the following table and then click *Ok* to confirm.

Standard settings for IP address, subnet mask and default gateway

IP address	192.168.1.XXX  For XXX all numerical sequences except: 0, 212 and 255 → e.g. 192.168.1.213
Subnet mask	255.255.255.0
Default gateway	192.168.1.212 or leave cells empty

-  The standard settings correspond to those for private networks. In the case of Ethernet-based networks, the settings can deviate from these standard settings and must be changed if necessary.

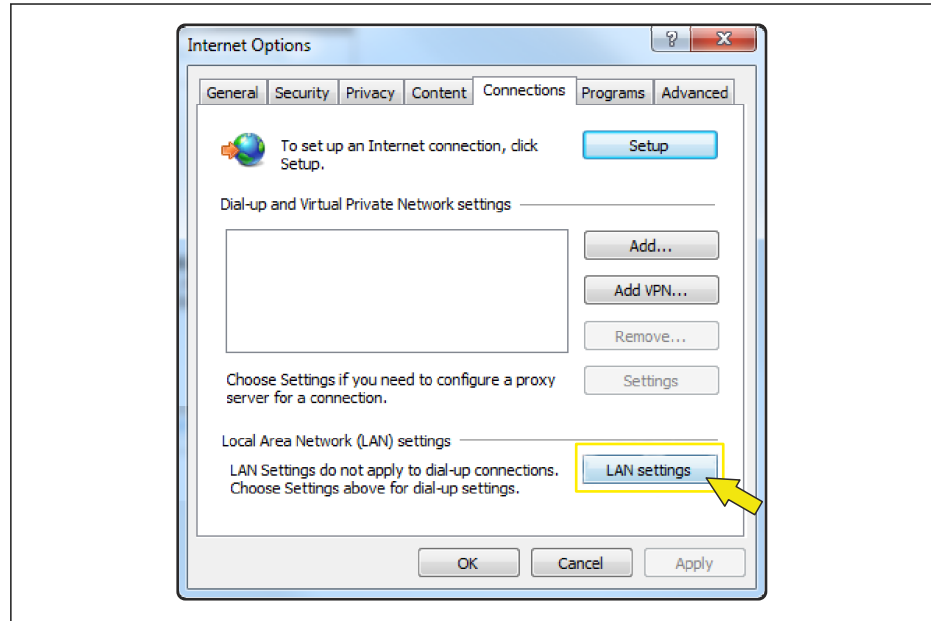
Changing the proxy server settings

To establish communication, the proxy server setting *Use a Proxy Server for Your LAN* must be deselected for the Web browser.

- i** To change the proxy server setting, appropriate user rights (e.g. administrator rights) are required for the computer.

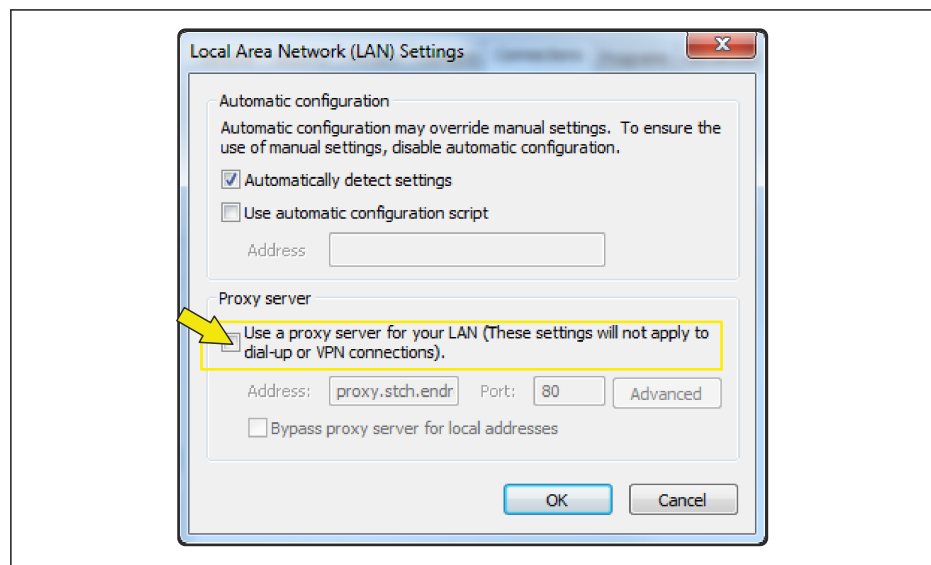
Changing the proxy server settings taking Internet Explorer as the sample browser

1. Open the Web browser.
2. In the *Options* menu, select the *Internet Options* item.
 - ↳ This opens a new window with the Internet options.



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3. Select the *Connections* tab.
4. Under *Local Area Network Settings* click the *LAN Settings* button.
 - ↳ This opens a new window with the *Local Area Network Settings*.




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5. Deselect the *Use a Proxy Server for Your LAN* checkbox and then click *Ok* to confirm.

4.2 Prerequisites - measuring device

4.2.1 Enabling the Web server

The Web server must be enabled in the measuring device (factory setting).

If the Web server is disabled it be enabled again via the **Web server functionality** parameter (→  22). To do so, users can choose from the following operation options:

- Local display
- Operating tool e.g. FieldCare, DeviceCare, AMS Device Manager , SIMATIC PDM

4.2.2 Determining the IP address of the measuring device

The IP address of the device is required to establish communication between the device (Web server) and a computer (client). The device has the default fixed IP address: 192.168.1.212. This can be entered in the Web browser on the computer to establish communication.

Using the local display or an operating tool

The **IP address** parameter can be used to determine the IP address via the local display or via an operating tool e.g. FieldCare, DeviceCare, AMS Device Manager, SIMATIC PDM.

4.3 Connecting the computer to the measuring device


The measuring device can be connected to the computer via:

- Service interface (CDI-RJ45)
- WLAN interface

4.3.1 Via service interface (CDI-RJ45)

Preparing the measuring device

Proline 500 – digital

1. Loosen the 4 fixing screws on the housing cover.
2. Open the housing cover.
3. The location of the connection socket depends on the measuring device and the communication protocol:
Connect the computer to the RJ45 connector via the standard Ethernet connecting cable →  10.


Configuring the Internet protocol of the computer


The following information refers to the default Ethernet settings of the device.

IP address of the device: 192.168.1.212 (factory setting)

NOTICE

Risk of electric shock! Components carry dangerous voltages!

- ▶ Never open the measuring device while it is connected to the supply voltage.
- ▶ The information and safety instructions in the Operating Instructions pertaining to the measuring device must always be observed →  4.

1. Switch on the measuring device.
2. Connect to the computer using a cable →  10.

3. If a 2nd network card is not used, close all the applications on the notebook.
 - ↳ Applications requiring Internet or a network, such as e-mail, SAP applications, Internet or Windows Explorer.
4. Close any open Internet browsers.
5. Configure the properties of the Internet protocol (TCP/IP) as defined in the table:

IP address	192.168.1.XXX; for XXX all numerical sequences except: 0, 212 and 255 → e.g. 192.168.1.213
Subnet mask	255.255.255.0
Default gateway	192.168.1.212 or leave cells empty

4.3.2 Via WLAN interface

Configuring the Internet protocol of the mobile terminal

NOTICE

If the WLAN connection is lost during the configuration, settings made may be lost.

- ▶ Make sure that the WLAN connection is not disconnected while configuring the device.

NOTICE

In principle, avoid simultaneous access to the measuring device via the service interface (CDI-RJ45) and the WLAN interface from the same mobile terminal. This could cause a network conflict.

- ▶ Only activate one service interface (CDI-RJ45 service interface or WLAN interface).
- ▶ If simultaneous communication is necessary: configure different IP address ranges, e.g. 192.168.0.1 (WLAN interface) and 192.168.1.212 (CDI-RJ45 service interface).

Preparing the mobile terminal

- ▶ Enable WLAN reception on the mobile terminal.

Establishing a connection from the mobile terminal to the measuring device

1. In the WLAN settings of the mobile terminal:
Select the measuring device using the SSID (e.g. EH_Prosonic Flow_500_A802000).
2. If necessary, select the WPA2 encryption method.
3. Enter the password: serial number of the measuring device ex-works (e.g. L100A802000).
 - ↳ LED on display module flashes: it is now possible to operate the measuring device with the Web browser.



The serial number can be found on the nameplate.



To ensure the safe and swift assignment of the WLAN network to the measuring point, it is advisable to change the SSID name. It should be possible to clearly assign the new SSID name to the measuring point (e.g. tag name) because it is displayed as the WLAN network.

Disconnecting





- ▶ After configuring the device:
Terminate the WLAN connection between the operating unit and measuring device.

4.4 Establishing a connection to the Web server


4.4.1 Prerequisites

The IP settings in the measuring device and computer must match before a connection can be established successfully. In particular this concerns the IP addressing and Web browser settings.

The following conditions must be met to connect:



- The Web server of the measuring device is enabled →  17.
- The IP address of the measuring device is known →  17.
- The computer used meets the requirements for hardware and software →  11.
- The measuring device and computer are connected to one another →  17
- The measuring device is switched on.

4.4.2 Starting the Web browser

 If JavaScript cannot be enabled:
enter `http://192.168.1.212/basic.html` in the address line of the Web browser. A fully functional but simplified version of the operating menu structure starts in the Web browser.

 When installing a new firmware version: To enable correct data display, clear the temporary memory (cache) of the Web browser under **Internet options**.

1. Start the Web browser on the computer.
2. Enter the IP address of the Web server in the address line of the Web browser:
`192.168.1.212`
↳ The login page appears.

 If a login page does not appear, or if the page is incomplete →  26

4.5 Setting the IP address

The IP address of the measuring device is required to establish communication between the measuring device (Web server) and a computer (client).

Assign or specify the IP address via:	Description
The use of the standard IP address ¹⁾	<ul style="list-style-type: none"> ▪ The measuring device uses the fixed IP address: 192.168.1.212 ▪ The device is connected via the CDI-RJ45 service interface.

1) Factory setting

4.6 Overview of the Web server parameters

4.6.1 Language

Navigation

"Operation" menu → Web server language

Parameter overview with brief description





Parameter	Description	Selection	Factory setting
Web server language	Set web server language.	<ul style="list-style-type: none"> ▪ English ▪ Deutsch ▪ Français ▪ Español ▪ Italiano ▪ Nederlands ▪ Portuguesa ▪ Polski ▪ русский язык (Russian) ▪ Svenska ▪ Türkçe ▪ 中文 (Chinese) ▪ 日本語 (Japanese) ▪ 한국어 (Korean) ▪ Bahasa Indonesia ▪ tiếng Việt (Vietnamese) ▪ čeština (Czech) 	English

4.6.2 "Web server" submenu



Navigation

"Expert" menu → Communication → Web server

▶ Web server	
Web server language (7221)	→ ⓘ 21
MAC address (7214)	→ ⓘ 21
DHCP client (7212)	→ ⓘ 21
IP address (7209)	→ ⓘ 21

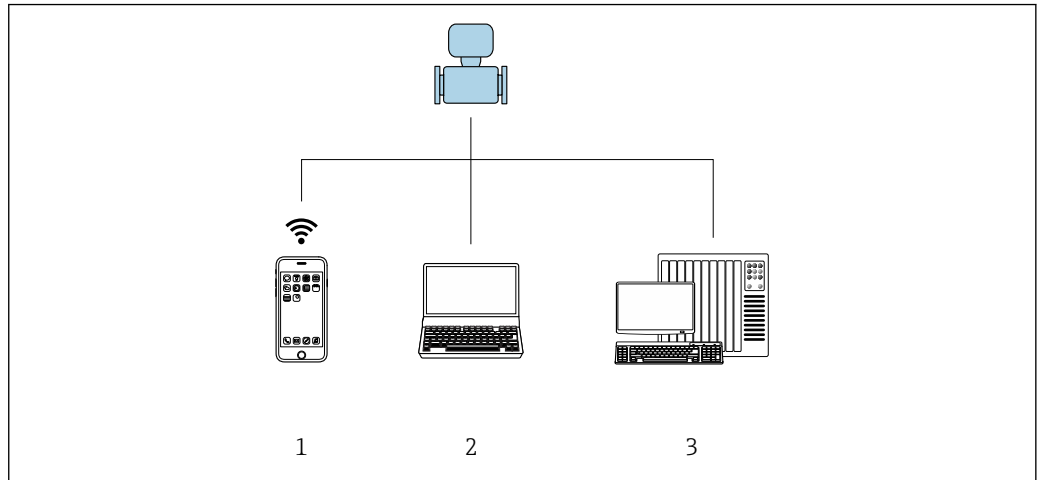
Subnet mask (7211)	→  21
Default gateway (7210)	→  22
Web server functionality (7222)	→  22
Login page (7273)	→  22

Parameter overview with brief description

Parameter	Description	Selection / User interface / User entry	Factory setting
Web server language	Set web server language.	<ul style="list-style-type: none"> ▪ English ▪ Deutsch ▪ Français ▪ Español ▪ Italiano ▪ Nederlands ▪ Portuguesa ▪ Polski ▪ русский язык (Russian) ▪ Svenska ▪ Türkçe ▪ 中文 (Chinese) ▪ 日本語 (Japanese) ▪ 한국어 (Korean) ▪ Bahasa Indonesia ▪ tiếng Việt (Vietnamese) ▪ čeština (Czech) 	English
MAC address	Displays the MAC address of the measuring device.  MAC = Media Access Control	Unique 12-digit character string comprising letters and numbers, e.g.: 00:07:05:10:01:5F	Each measuring device is given an individual address.
DHCP client	Select to activate/deactivate DHCP client functionality. Result If the DHCP client functionality of the Web server is activated, the IP address, Subnet mask and Default gateway are set automatically.  <ul style="list-style-type: none"> ▪ Identification is via the MAC address of the measuring device. ▪ The IP address in the IP address parameter is ignored as long as the DHCP client parameter is active. This is also the case, in particular, if the DHCP server cannot be reached. The IP address in the parameter of the same name is only used if the DHCP client parameter is inactive. 	<ul style="list-style-type: none"> ▪ Off ▪ On 	Off
IP address	IP address of the Web server integrated in the measuring device. If the DHCP client is switched off and write access is enabled, the IP address can also be entered.	4 octet: 0 to 255 (in the particular octet)	192.168.1.212
Subnet mask	Displays the subnet mask. If the DHCP client is switched off and write access is enabled, the Subnet mask can also be entered.	4 octet: 0 to 255 (in the particular octet)	255.255.255.0

Parameter	Description	Selection / User interface / User entry	Factory setting
Default gateway	Displays the default gateway. If the DHCP client is switched off and write access is enabled, the Default gateway can also be entered.	4 octet: 0 to 255 (in the particular octet)	0.0.0.0
Web server functionality	Switch the Web server on and off.	<ul style="list-style-type: none">■ Off■ HTML Off■ On	On
Login page	Select format of login page.	<ul style="list-style-type: none">■ Without header■ With header	With header

5 Operation options

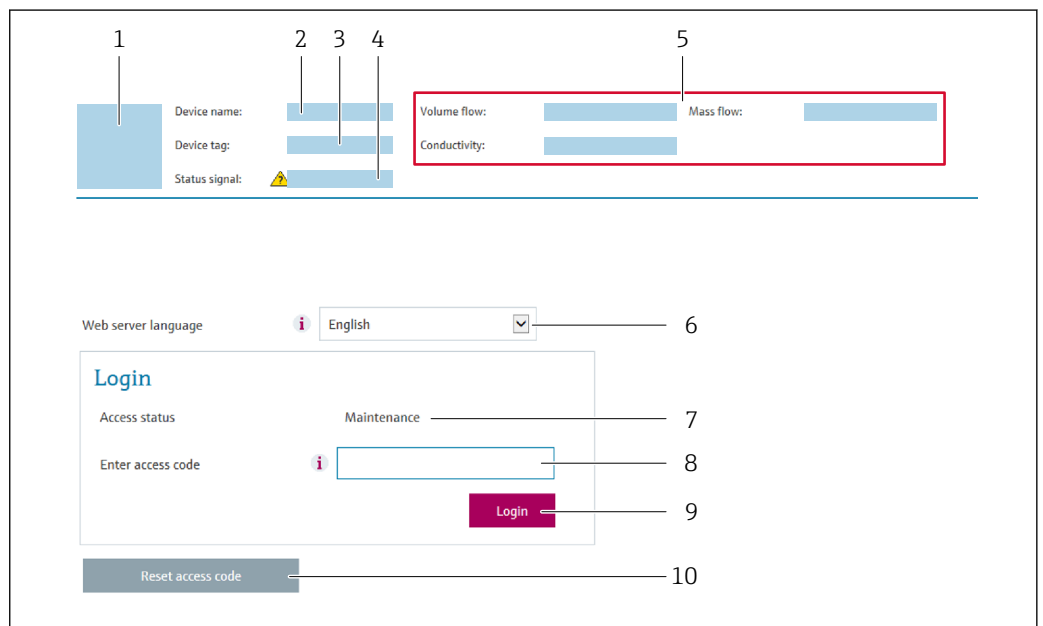


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2 Example of a Proline flowmeter with an integrated Web server

- 1 Mobile end device with Web browser (e.g. Internet Explorer) and WLAN interface
- 2 Computer with Web browser (e.g. Internet Explorer), connection via cable or WLAN interface
- 3 Control station via network

5.1 Logging on



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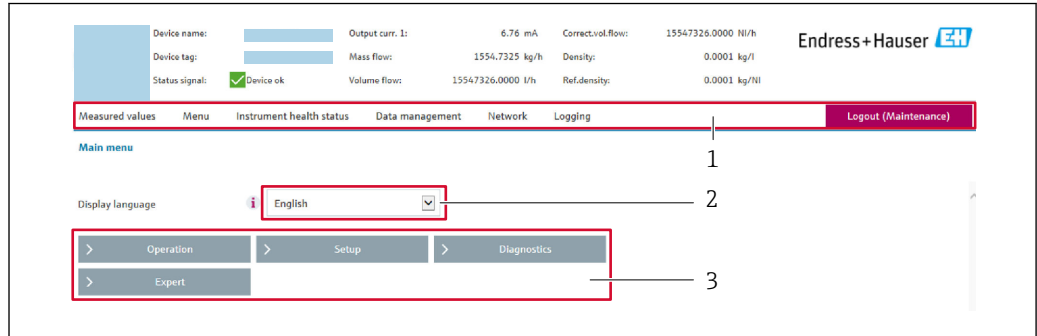
- 1 Picture of device
- 2 Device name
- 3 Device tag
- 4 Status signal
- 5 Current measured values
- 6 Web server language
- 7 User role
- 8 Access code
- 9 Login
- 10 Reset access code

1. Select the required operating language for the Web browser (6).
2. Enter the user-specific access code (8).
3. Confirm entry with **Login**(9).

Access code	0000 (factory setting); can be changed by customer
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i If no action is performed for 10 minutes, the Web browser automatically returns to the login page.

5.2 User interface



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- 1 Function row
- 2 Local display language
- 3 Navigation area

5.2.1 Header

The following information appears in the header:

- Device name
- Device tag
- Device status with status signal → 27
- Current measured values

5.2.2 Function row

Functions	Meaning
Measured values	Displays the measured values of the measuring device
Menu	<ul style="list-style-type: none"> ▪ Access to the operating menu from the measuring device ▪ The structure of the operating menu is the same as for the local display For detailed information on the structure of the operating menu, see the Operating Instructions for the measuring device
Device status	Displays the diagnostic messages currently pending, listed in order of priority
Data management	Data exchange between PC and measuring device: <ul style="list-style-type: none"> ▪ Device configuration: <ul style="list-style-type: none"> ▪ Load settings from the device (XML format, save configuration) ▪ Save settings to the device (XML format, restore configuration) ▪ Logbook - Export Event logbook (.csv file) ▪ Documents - Export documents: <ul style="list-style-type: none"> ▪ Export backup data record (.csv file, create documentation of the measuring point configuration) ▪ Verification report (PDF file, only available with the "Heartbeat Verification" application package) ▪ Firmware update - Flashing a firmware version

Functions	Meaning
Network configuration	Configuration and checking of all the parameters required for establishing the connection to the measuring device: <ul style="list-style-type: none"> ▪ Network settings (e.g. IP address, MAC address) ▪ Device information (e.g. serial number, firmware version)
Logout	End the operation and call up the login page

5.2.3 Navigation area


If a function is selected in the function bar, the submenus of the function open in the navigation area. The user can now navigate through the menu structure.


5.2.4 Working area

Depending on the selected function and the related submenus, various actions can be performed in this area:



- Configuring parameters
- Reading measured values
- Calling up help text
- Starting an upload/download

5.3 Logging out

 Before logging out, perform a data backup via the **Data management** function (upload configuration from device) if necessary.



1. Select the **Logout** entry in the function row.
 - ↳ The home page with the Login box appears.
2. Close the Web browser.
3. If no longer needed:
 - Reset modified properties of the Internet protocol (TCP/IP) →  17.

6 Diagnostics and troubleshooting

 For details on the diagnostic information, see the Operating Instructions for the device →  4.

6.1 General Web server troubleshooting

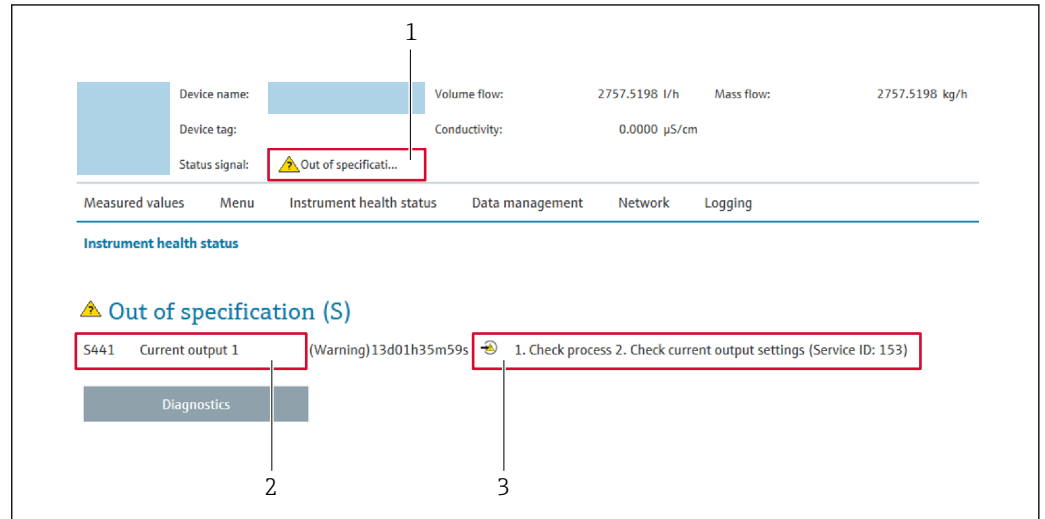
For access

Error	Possible causes	Solution
Not connecting to Web server	Web server disabled	Using the "FieldCare" or "DeviceCare" operating tool, check whether the Web server of the measuring device is enabled, and enable it if necessary.
	Incorrect setting for the Ethernet interface of the computer	1. Check the properties of the Internet protocol (TCP/IP) →  17. 2. Check the network settings with the IT manager.
Not connecting to Web server	Incorrect IP address	Check the IP address: 192.168.1.212 →  17
Not connecting to Web server	Incorrect WLAN access data	<ul style="list-style-type: none"> ▪ Check WLAN network status. ▪ Log on to the device again using WLAN access data. ▪ Verify that WLAN is enabled on the measuring device and operating device .
	WLAN communication disabled	–
Not connecting to Web server, FieldCare or DeviceCare	No WLAN network available	<ul style="list-style-type: none"> ▪ Check if WLAN reception is present: LED on display module is lit blue ▪ Check if WLAN connection is enabled: LED on display module flashes blue ▪ Switch on instrument function.
Network connection not present or unstable	WLAN network is weak.	<ul style="list-style-type: none"> ▪ Operating device is outside of reception range: Check network status on operating device. ▪ To improve network performance, use an external WLAN antenna.
	Parallel WLAN and Ethernet communication	<ul style="list-style-type: none"> ▪ Check network settings. ▪ Temporarily enable only the WLAN as an interface.
Web browser frozen and operation no longer possible	Data transfer active	Wait until data transfer or current action is finished.
	Connection lost	1. Check cable connection and power supply. 2. Refresh the Web browser and restart if necessary.
Content of Web browser incomplete or difficult to read	Not using optimum version of Web server.	1. Use the correct Web browser version . 2. Clear the Web browser cache and restart the Web browser.
	Unsuitable view settings.	Change the font size/display ratio of the Web browser.
No or incomplete display of contents in the Web browser	<ul style="list-style-type: none"> ▪ JavaScript not enabled ▪ JavaScript cannot be enabled 	1. Enable JavaScript. 2. Enter http://XXX.XXX.X.XXX/basic.html as the IP address.

6.2 Diagnostic information in the Web browser

6.2.1 Diagnostic options

Any faults detected by the measuring device are displayed in the Web browser on the home page once the user has logged on.



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- 1 Status area with status signal
- 2 Diagnostic information
- 3 Remedy information with Service ID

i In addition, diagnostic events which have occurred can be shown in the **Diagnostics** menu:

- Via parameter
- Via submenu

Status signals

The status signals provide information on the state and reliability of the device by categorizing the cause of the diagnostic information (diagnostic event).

Symbol	Meaning
	Failure A device error has occurred. The measured value is no longer valid.
	Function check The device is in service mode (e.g. during a simulation).
	Out of specification The device is operated: <ul style="list-style-type: none"> ▪ Outside its technical specification limits (e.g. outside the process temperature range) ▪ Outside of the configuration carried out by the user (e.g. maximum flow in parameter 20 mA value)
	Maintenance required Maintenance is required. The measured value is still valid.

i The status signals are categorized in accordance with VDI/VDE 2650 and NAMUR Recommendation NE 107.

6.2.2 Calling up remedy information

Remedy information is provided for every diagnostic event to ensure that problems can be rectified quickly. These measures are displayed in red along with the diagnostic event and the related diagnostic information.

6.3 Diagnostic information in the measuring device


6.3.1 Overview of Web server information events

Unlike a diagnostic event, an information event is displayed in the event logbook only and not in the diagnostic list.

Information event	Event text
I1000	----- (device OK)
I1110	Write protection switch changed
I1361	Web server login failed
I1627	Web server login successful
I1631	Web server access changed

6.4 Checking the network connection

The network connection between the computer and measuring device can be checked using the "ping" utility of the Internet Control Message Protocol (ICMP).



 The "ping" utility sends ICMP(v6) "echo request" packets (ping, ICMP packet type 8 (0x08)) to the target address of the measuring device. According to the protocol specification, the measuring device must send back a response: ICMP "echo reply" (pong, ICMP packet type 0 (0x00)).

1. Click *Start* (Windows icon).
 - ↳ The Start screen opens along with the search field.
2. In the search field, enter "cmd" (command).
 - ↳ A link to "cmd.exe" is displayed in the results field.
3. Select the "cmd.exe" link.
 - ↳ A new command window opens.
4. Enter ping and the IP address, e.g.: ping 192.168.1.212
 - ↳ The network connection status is displayed.

 Depending on the operating system used, or the version of the operating system, other tools can also be used, such as Powershell.exe, prompt etc.

If the measuring device cannot be reached the router responsible delivers the following response:

- "Network unreachable"
- or
- "Host unreachable"

1. Check the IP address settings →  17.
2. Check whether the Web server is enabled →  17.

7 Technical data

Web server

Stack: standard TCP stack with IPv4 functionality

Connection and session management

- Fixed IP address, i.e. no access possible from outside the network
- Open ports:
 - 80 (HTTP for Web server)
 - 8000 (for Endress+Hauser Service communication)
- Only one connection possible at any one time via Hypertext Transfer Protocol (HTTP)
- Time out after 10 minutes

Supported functions

- Java Script
- Hypertext Markup Language (HTML)
- Cascading Style Sheets (CSS)

Functions not supported

- Domain Name System (DNS)
- Hyper Text Transfer Protocol Secure (HTTPS)

www.addresses.endress.com
