

AnaGate CAN quattro



User Manual

Analytica GmbH

A. Schmidt, Analytica GmbH

AnaGate CAN quattro: User Manual

Analytica GmbH
by A. Schmidt

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Abstract

This manual describes the interfaces and modes of operation of a *AnaGate CAN quattro*.

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Analytica GmbH
Vorholzstraße 36
76137 Karlsruhe
Germany
Fon +49 (0) 721-43035-0
Fax +49 (0) 721-43035-20
<support@analytica-gmbh.de>



www.analytica-gmbh.de [<http://www.analytica-gmbh.de>]
www.anagate.de [<http://www.anagate.de>]

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Table of Contents

Introduction	vi
1. Description	1
1.1. Features	1
1.2. Specification	2
1.3. Scope of delivery	2
1.4. Interfaces and plugs	3
2. Configuration	5
2.1. Initial installation	5
2.2. Network settings	6
2.3. CAN settings	7
2.4. Functional extensions based on Lua	8
2.5. Digital IO	10
2.6. Factory reset	11
2.7. Firmware update	12
3. Fields of application	14
3.1. Gateway mode	14
3.2. Bridge mode	15
A. FAQ - Frequently asked questions	17
B. Technical support	20
Abbreviations	21
Bibliography	22

List of Figures

1.1. Front view, AnaGate CAN quattro	3
1.2. AnaGate CAN quattro, back panel	4
2.1. HTTP interface, AnaGate CAN quattro	5
2.2. HTTP interface, network settings	6
2.3. HTTP interface, CAN settings	7
2.4. HTTP interface, Lua settings	9
2.5. Pin layout, digital IO plug	10
2.6. AnaGate CAN Gateway, Example blinking output	12
2.7. HTTP interface, AnaGate CAN quattro	12
2.8. HTTP interface, firmware update	13
3.1. AnaGate CAN Gateway in gateway mode	14
3.2. AnaGate CAN Gateway in bridge mode	15

List of Tables

- 1.1. Technical data, AnaGate CAN quattro 2
- 1.2. Pin layout, CAN plug 3
- A.1. Using AnaGate hardware with firewall 18

Introduction

This document describes the features and objectives of the CAN-Ethernet gateway *AnaGate CAN quattro*.

This device is part of a product line, whose single devices only differ in the number of CAN interfaces and/or the device case.

In this manual the term *AnaGate CAN Gateway* is uniformly used, if no specific model is addressed or it is not necessary to differentiate. Otherwise the full product name is used, like *AnaGate CAN USB*, *AnaGate CAN uno*, *AnaGate CAN duo* or *AnaGate CAN quattro*.

Chapter 1. Description

The *AnaGate CAN Gateway* connects a PC, an embedded PC or an other general device to one or more CAN busses via the TCP/IP network protocol. It basically works as a CAN master with no own CAN identifier on the bus.

For this reason the *AnaGate CAN quattro* provides an ethernet interface and four independent electrically isolated CAN interface.

Controlling and configuration of an *AnaGate CAN Gateway* is made through TCP/IP. The application protocol itself is described in detail (see [TCP-2010]). Thus the access to the device can be programmed via native calls to the TCP/IP socket interface. This means that any communication partner with a LAN interface is able to communicate to the device. Accessing the device with the supplied application libraries for Windows and Linux is much comfortable. The libraries includes the entire range of device functions and can be used with conventional programming languages.

In bridge mode the *AnaGate CAN Gateway* can interconnect two physically independent CAN networks via LAN/Ethernet (*LAN bridge mode*). With the coupling over LAN/Ethernet it is possible to connect separate CAN buses with different baud rates over long distances.



Note

The *AnaGate CAN duo* and *AnaGate CAN quattro* can additionally interconnect two internal CAN interfaces. The *AnaGate CAN uno* do not support this so called *internal bridge mode*.

1.1. Features

- The *AnaGate CAN quattro* can send and receive CAN messages via its four existing CAN interfaces independantly. This can be done using a device that supports TCP sockets (like a personal computer or a PLC).
- Variable CAN bus speed per interface (10, 20, 50, 62.5, 100, 125, 250, 500, 800 or 1000 kbps).
- Software configurable bus termination for each CAN interface.
- Two different plugs for voltage supply.
- System is addressed using a proprietary network protocol.
- Static or dynamic assignment (DHCP) of IP address.
- 4 digital inputs and outputs, which can be accessed via LAN/Ethernet
- Several simultaneous network connections (5x TCP and 1x UPD) are supported on each existing CAN interface.
- Coupling of two independent CAN networks via LAN/internet bridge over two seperate devices. All devices of the *AnaGate* product line except the *AnaGate CAN USB* support this feature.

- Coupling of two independent CAN networks via the internal CAN/CAN bridge (only *AnaGate CAN duo* and *AnaGate CAN quattro*).

1.2. Specification

Table 1.1. Technical data, AnaGate CAN quattro

Technical aspect		Specification
Measurements	Desktop casing	155mm x 105mm x 40mm , fixable on DIN rail with optional adapter kit
	Weight	approx. 175g
CAN bus	Baud rate	10, 20, 50, 62.5, 100, 125, 250, 500, 800 or 1000 kbps, software configuration
	CAN controller	4x Microchip MCP 2515
	CAN interface	4x ISO 11898-2 galvanic decoupled
	Interface	4x pluggable clamp (4-pole) incl. CAN_H, CAN_L and GND
Digital IO	Inputs	4, galvanic decoupled (3,3 – 24V)
	Outputs	4, galvanic decoupled, 3,3 – 24V ($I_{\text{total max}} = 0,5\text{A}$)
LAN interface	Baud rate	10/100 Mbps
	TCP/IP	Static or dynamic (DHCP) IP address
	Interface	RJ45 socket
Voltage supply	Voltage	9V-28V direct current
	Power consumption	max. 350 mA (9V) without plugged USB consumers
Ambient temperature	Storage	0 .. 85 °C
	In operation	0 .. 60 °C (industrial version: -20 .. 70°C)



Note

Protect the *AnaGate CAN Gateway* from direct sunlight.

1.3. Scope of delivery

The *AnaGate CAN Gateway* is supplied with the following components:

- 1x AnaGate CAN Gateway
- 1x CD with manual, programming API for Windows/Linux and CANopen driver for CANFestival
- 1x 1,8 m Cat. 5 LAN cable (standard, not crossed)
- 1x 10 pole plug connector (for digital IO)
- 4x 4 pole plug connector for CAN interface

- 1x 2 pole plug connector (for external power supply)
- 1 x plug-in power supply unit, compatible with country of delivery: EU, US or UK.

1.4. Interfaces and plugs

1.4.1. AnaGate CAN quattro - front view

Figure 1.1. Front view, AnaGate CAN quattro



The front panel of the *AnaGate CAN Gateway* features for each existing CAN interface, the following connectors and LEDs (from left to right):

Activity LED This green LED lights up on activity on the relevant CAN line.

CAN port 4 pole plug to connect the CAN bus. The corresponding connector plug is included in delivery (screw terminal up to 1,5mm²).

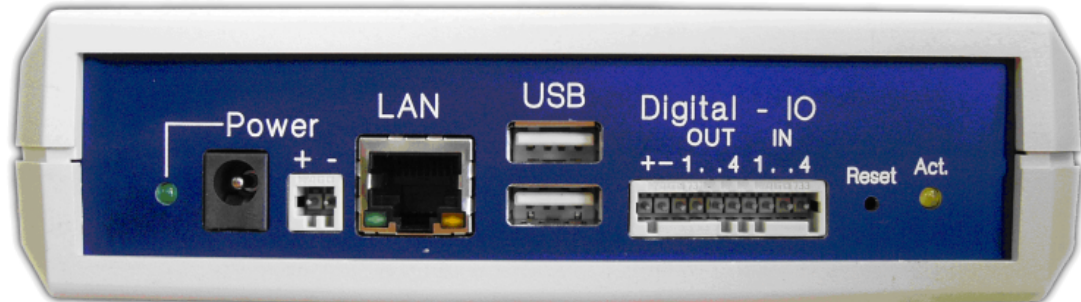
The pin allocation of the plug can be inferred from the following table.

Table 1.2. Pin layout, CAN plug

Pin	Description
1	GND
2	CAN_L
3	not connected
4	CAN_H

1.4.2. AnaGate CAN quattro - rear view

Figure 1.2. AnaGate CAN quattro, back panel



The rear panel of the *AnaGate CAN Gateway* features the following connectors and LEDs (from left to right):

- | | |
|--------------|--|
| Power LED | This green LED lights up when voltage is being supplied. |
| Power supply | The <i>AnaGate CAN Gateway</i> can be power supplied in two different ways.

For the use as desktop device the barrel connector socket is intended, in order to supply the device via a plug power supply

For the use in a switchboard the two-pole Wago clamping socket can be used to connect an external power supply. |



Warning

Be sure to use only one power supply.

- | | |
|--------------|--|
| LAN | Via the RJ45 socket the <i>AnaGate CAN Gateway</i> is connected with the Ethernet. The device can be connected to a network component like a hub or a switch. For a direct connection to a PC a crossover network cable has to be used. |
| USB Hosts | The <i>AnaGate CAN Gateway</i> has two USB 1.1 interfaces for further extensions or customer specific solutions. |
| Digital IO | The <i>AnaGate CAN Gateway</i> has 4 digital inputs and 4 digital outputs which can be used freely. The digital io are galvanically decoupled from the device and must be externally power supplied from 3,3V to 24V (see Section 2.5, " Digital IO"). |
| Reset | The <i>AnaGate CAN Gateway</i> can be reset to the factory settings using this button (see Section 2.6, " Factory reset" for further details). |
| Activity LED | This yellow LED lights up when the <i>AnaGate CAN Gateway</i> is processing incoming CAN messages. |

Chapter 2. Configuration

2.1. Initial installation

First the *AnaGate CAN Gateway* must be supplied via the power plug with a tension from 9 to 24 V.

Insert the included LAN cable into the plug labelled LAN and connect it either to a hub or switch. If connecting to a PC use a crossover LAN cable (not in scope of delivery) instead of the included LAN cable.

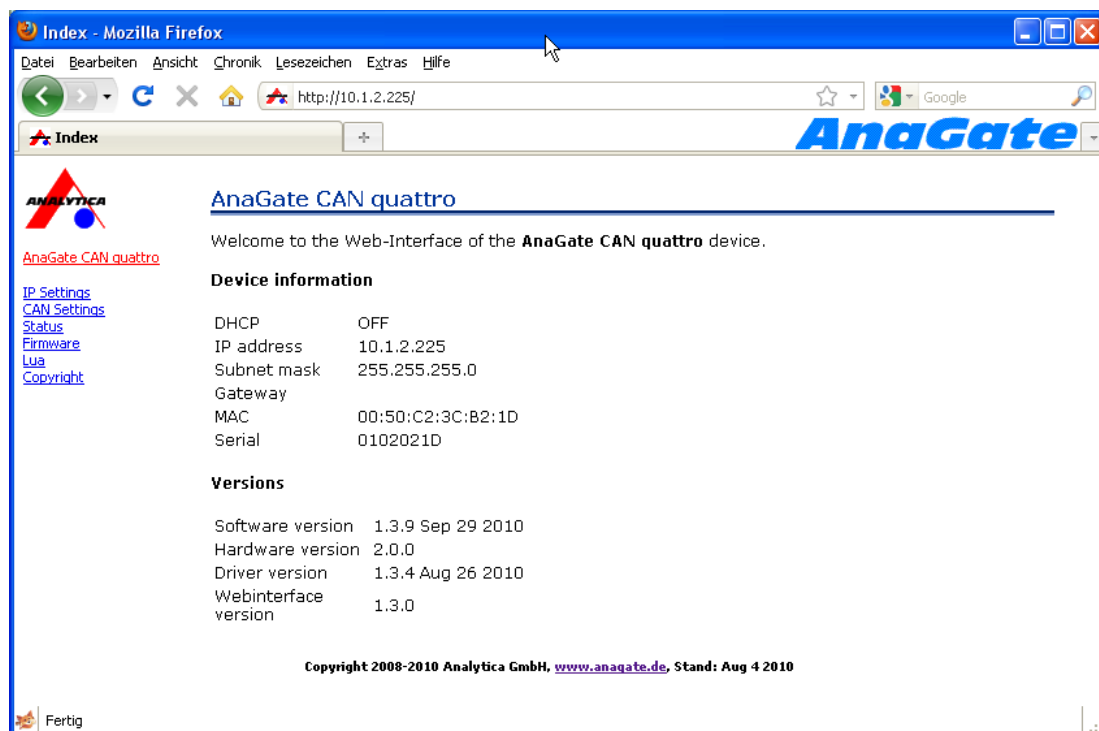
2.1.1. Factory settings

The *AnaGate CAN Gateway* is delivered with the following initial network settings:

IP address	192.168.1.254
Address type	static
Network mask	255.255.255.0
Gateway	192.168.1.1

The device can now be configured using a standard browser (Internet Explorer, Firefox, etc.) by using `http://192.168.1.254`.

Figure 2.1. HTTP interface, AnaGate CAN quattro



Note

The PC used for the configuration must be in the 192.168.1.x network. The static IP address 192.168.1.2 with the subnet mask 255.255.255.0

can be e.g. used. If necessary the settings of the network interface on the configuration pc has to be changed temporarily.

2.2. Network settings

On the page *IP Settings* the following settings can be changed.

DHCP Here you can switch between static IP and dynamic (via DHCP) addresses. If DHCP is being used, the remaining fields are ignored, because this information is retrieved from the DHCP server.

In this case, a DHCP server must be available and accessible in the network.

IP address The IP address of the *AnaGate CAN Gateway* is entered in a.b.c.d format (e.g. 192.168.1.200).

Subnet mask The subnet mask is entered in a.b.c.d format (e.g. 255.255.255.0).

Gateway The default gateway is entered in a.b.c.d format (e.g. 192.168.1.1). Leave blank or enter 0.0.0.0 if a default gateway is not required.

Figure 2.2. HTTP interface, network settings

The screenshot shows a web browser window titled "IP Settings - Mozilla Firefox". The address bar shows "http://10.1.2.225/index.cgi?site=settings". The page content includes the AnaGate logo, a navigation menu with links like "AnaGate CAN quattro", "IP Settings", "CAN Settings", "Status", "Firmware", "Lua", and "Copyright". The main heading is "AnaGate CAN quattro Settings". Below it, there is a paragraph: "Please enter the new TCP/IP settings of the **AnaGate CAN quattro**." followed by a note: "Remarks: If DHCP is used, the IP address, the subnet mask and the gateway are set by the DHCP server of the local network." The form contains a "DHCP" checkbox (unchecked), and three input fields: "IP address" with the value "10.1.2.225", "Subnet mask" with the value "255.255.255.0", and an empty "Gateway" field. At the bottom of the form are two buttons: "Save settings" and "Reset form". The footer of the page reads "Copyright 2008-2010 Analytica GmbH, www.anaagate.de, Stand: Aug 4 2010".

The inputs will be taken over immediately after clicking the button **Save settings** and saved permanently on the *AnaGate CAN Gateway*. A restart of the device is not necessary for activation of the settings.



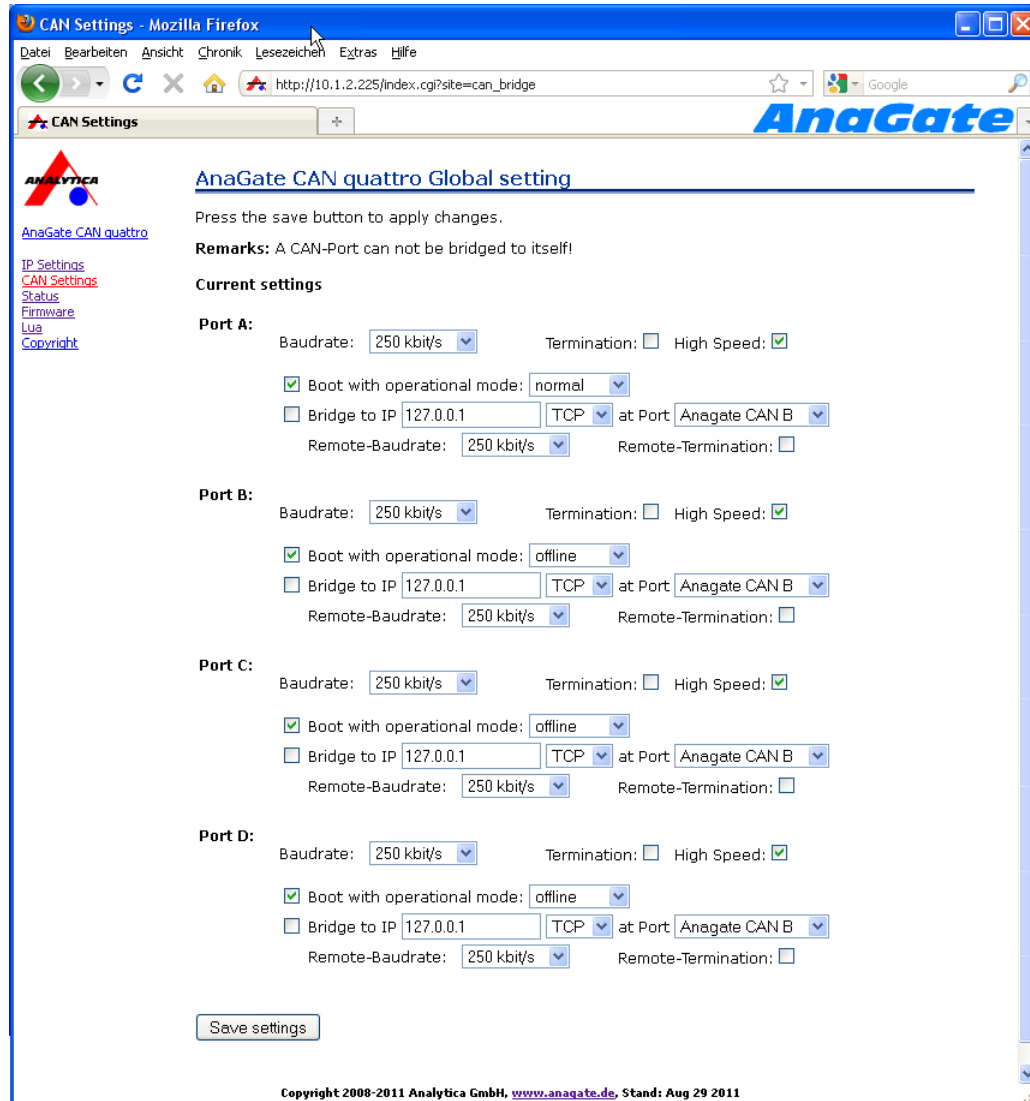
Note

Maybe the *ARP cache* of the PC has to be deleted to find the device with the changed IP address.

2.3. CAN settings

On the page *CAN Settings* the global settings for all existing CAN interfaces are displayed and can be changed individually.

Figure 2.3. HTTP interface, CAN settings



Baudrate	The baud rate can be selected easily via a list box containing all supported values.
Termination	Use the check box to switch on/off the internal termination resistor.
High Speed	Activates/deactivates the <i>Highspeed mode</i> . In this operating mode all incoming/outgoing CAN telegrams are not longer confirmed by the opposite LAN side to accelerate process throughput. Software-Filters are switched off too in this mode.

Boot with operational mode	Initial operating mode of the CAN controller. Default value is offline .								
	<table> <tr> <td>offline</td> <td>The CAN controller is not active on the CAN bus (offline).</td> </tr> <tr> <td>normal</td> <td>Normal operating mode. The default setting of CAN baud rate is used.</td> </tr> <tr> <td>listen</td> <td>In listen mode the CAN controller is passive. CAN messages are received, but no messages can be sent (no ACK, no error). The default setting of CAN baud rate is used.</td> </tr> <tr> <td>loopback</td> <td>In loopback mode every sent CAN message is mirrored back by the CAN controller (no ACK, no errors). The default setting of CAN baud rate is used.</td> </tr> </table>	offline	The CAN controller is not active on the CAN bus (offline).	normal	Normal operating mode. The default setting of CAN baud rate is used.	listen	In listen mode the CAN controller is passive. CAN messages are received, but no messages can be sent (no ACK, no error). The default setting of CAN baud rate is used.	loopback	In loopback mode every sent CAN message is mirrored back by the CAN controller (no ACK, no errors). The default setting of CAN baud rate is used.
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listen	In listen mode the CAN controller is passive. CAN messages are received, but no messages can be sent (no ACK, no error). The default setting of CAN baud rate is used.								
loopback	In loopback mode every sent CAN message is mirrored back by the CAN controller (no ACK, no errors). The default setting of CAN baud rate is used.								
	A more detailed description of the operating modes can be found in the data sheet of the CAN controller (Microchip MCP2515).								
Bridge	Activates/deactivates the <i>bridge mode</i> (see Section 3.2, " Bridge mode").								
to IP	IP address of the partner device, to which a connection (bridge) is to be made (only <i>Bridge Modus</i>).								
at Port	Port of the partner device, to which a connection (bridge) is to be made (only <i>Bridge Modus</i>).								
Remote-Baudrate	Baudrate of the partner device, to which a connection (bridge) is to be made (only <i>Bridge Modus</i>).								
Remote-Termination	Terminierung of the partner device, to which a connection (bridge) is to be made (only <i>Bridge Modus</i>).								

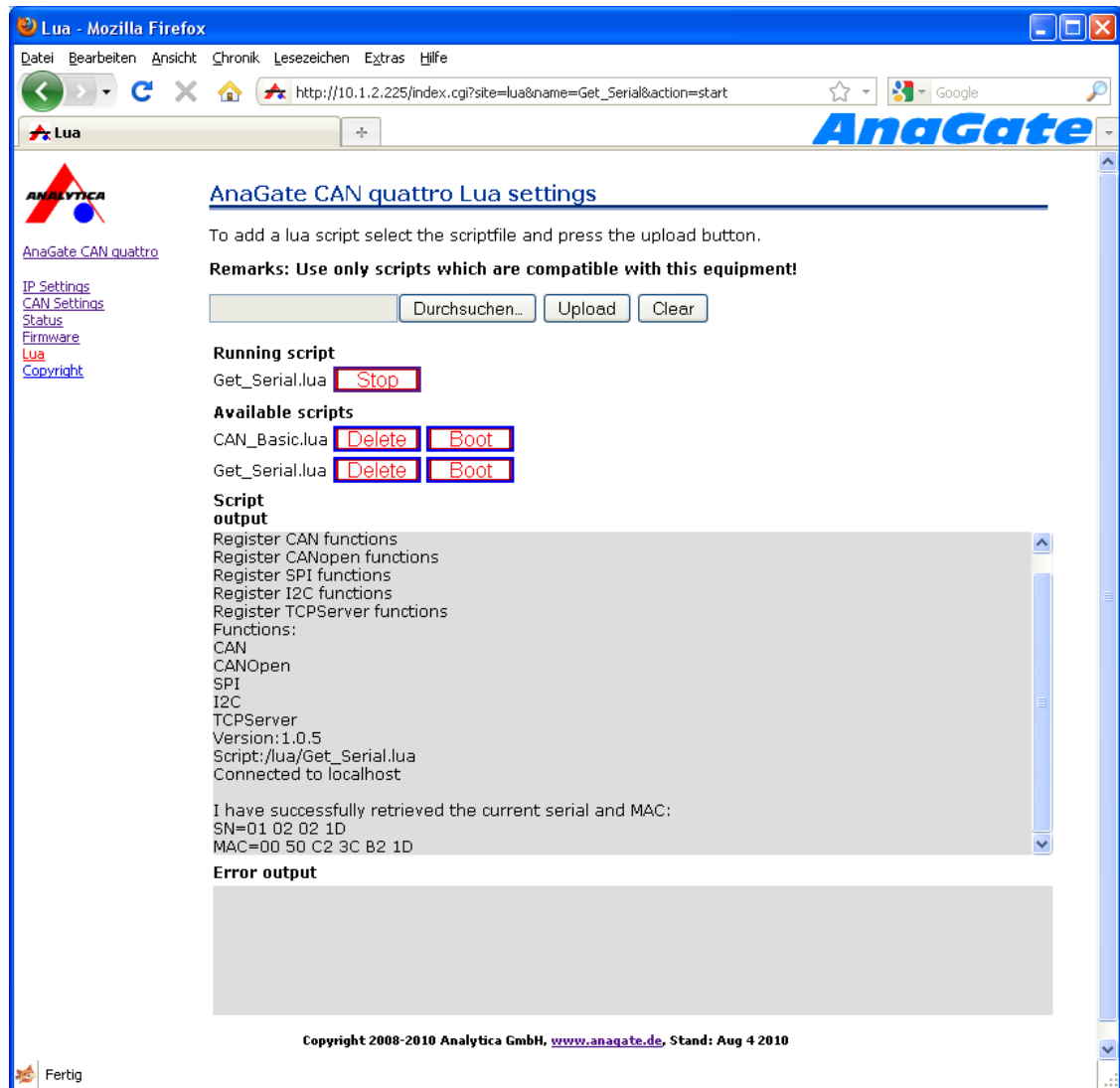
The inputs will be taken over immediately after clicking the button **Save settings** and saved permanently on the *AnaGate CAN Gateway*. A restart of the device is not necessary for activation of the settings.

2.4. Functional extensions based on Lua

On an *AnaGate CAN quattro* it is possible to execute self-created applications with an installed Lua script interpreter (see [Prog-2010] for a detailed description of all programming features).

On the page *Lua* Lua script files can be uploaded to the device and executed locally.

Figure 2.4. HTTP interface, Lua settings



Browse... Opens a file upload dialog to select a Lua script file.

Upload Uploads the selected script file to the device.

Clear Clears the current script file selection.

Boot script Script file executed on system startup. Via the button **Delete** the boot script can be deactivated. Only one boot script is allowed.

Running script Displays the currently executing script file. Via the button **Stop** the execution can be cancelled.

Available scripts Displays all scripts which are currently available on the device.

To start the execution of a script click on the button **Start**. Via button **Delete** a script can be deleted on the device and via **Boot** a script can be defined as boot script.

script output area	In this text area the standard output (stdout) of the currently executing script is displayed. Via the button Clear this text area can be cleared.
error output area	In this text area the standard error output (stderr) of the currently executing script is displayed. Via the button Clear this text area can be cleared.



Tip

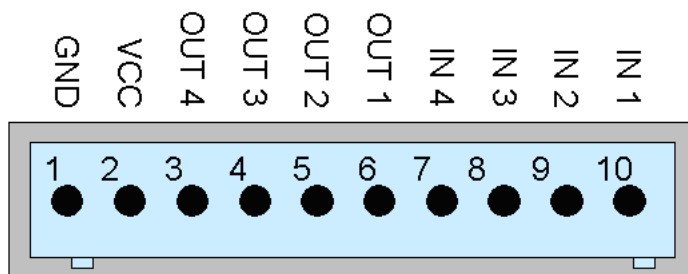
The text areas for script and error output are not refreshed automatically. A manual page reload of the current page refreshes both text areas.

2.5. Digital IO

2.5.1. Pin layout of plug

Over the 10-pole pin row on the back of the *AnaGate CAN Gateway* four digital inputs and four digital outputs are led out, which can be used freely. Since the IO's are electrically isolated from the *AnaGate CAN Gateway*, they must be separately supplied via the pins 1 us 2 with a voltage by 3,3V - 24V DC.

Figure 2.5. Pin layout, digital IO plug



2.5.1.1. Connecting the digital inputs

At the inputs IN1 to IN4 any external voltage between VCC and GND can be applied. As soon as the voltage difference between INx and GND is more than 1.0 V, the *AnaGate CAN Gateway* interprets the input as logically `HI` otherwise `LOW`.

2.5.1.2. Connecting the digital outputs

The outputs are implemented as open collector drivers. If a output is active, it is pulled down to GND. In the inactive condition the output is floating.

In principle the maximum current of each individual output is 400mA. For thermal reasons is the sum of all output currents is limited to 500mA. The outputs not short-circuit proofed, and must be protected with a pre-resistor.



Warning

The outputs are not short-circuit-safe!

2.6. Factory reset

In order to restore the default factory settings, hold the *RESET* for approx. 10 seconds. If the device is reset successfully, the yellow LED blinks until the *RESET* is released.

The default factory settings are activated immediately without a restart of the device:

IP address	192.168.1.254
Address type	static
Network mask	255.255.255.0
Gateway	192.168.1.1



Important

If the *RESET* push-button is pressed too briefly, the actual IP address and network mask is pulsed via the yellow LED (Morse code). A second push of the *RESET* terminates the pulsing, the device is not reset.



Note

The factory reset is not possible directly after power on until complete loading of the operating system and the firmware of the device. This initialization period is signalled via the yellow activity LED. On power on the LED is switched on and after initialization the LED is switched off.



Note

Maybe the *ARP cache* of the PC has to be deleted to find the device with the changed IP address.



Note

2.6.1. Examining the network settings

It is possible to check the current network settings directly on the device.

After pressing shortly the *RESET* button the device starts to pulse out the current n settings via the yellow activity LED. Pressing again the buttons stops the pulsing immediately.

The IP address and subnet mask are pulsed out, one after the other. Following pulse codes are used:

- Digits 1, 2, 3, ..., 9: 1x, 2x, ...9x Flashing (200ms delay between each flash)
- Digit 0: 10x flashing (200ms delay between each flash)
- Dot: 1x very fast flash

Between two single digits a delay of 1 seconds is made, and between the IP address and subnet mask two fast flashes are pulsed out.

Figure 2.6. AnaGate CAN Gateway, Example blinking output

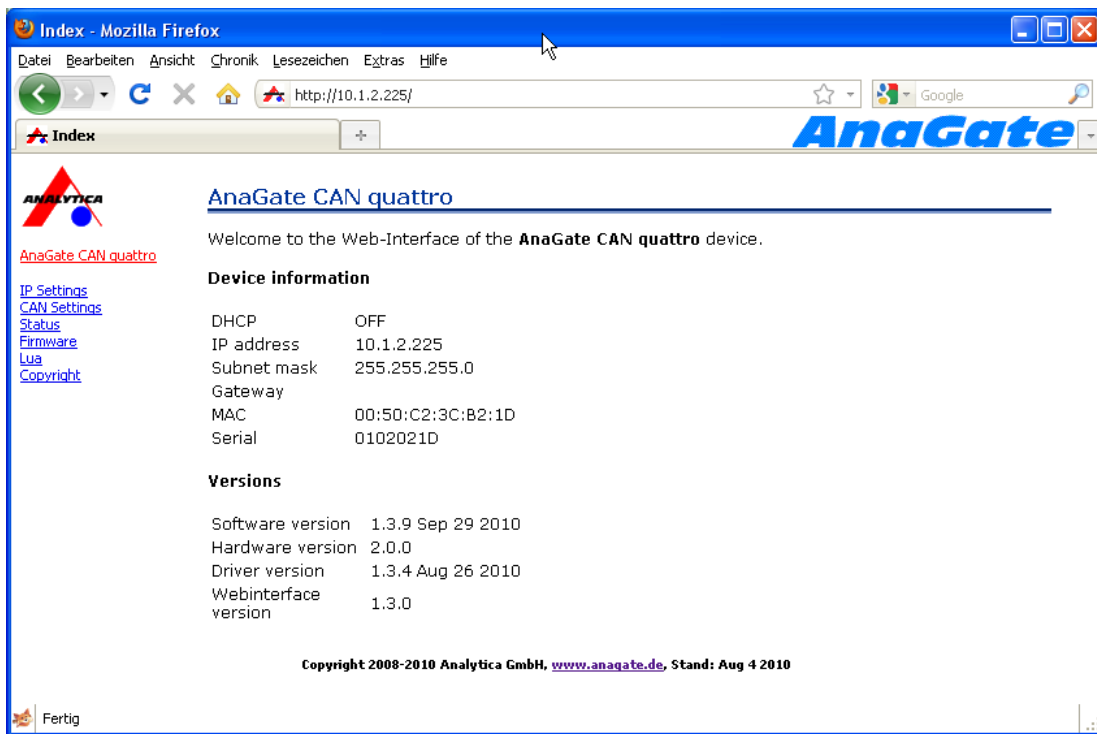
```
1 9 2 . 1 6 8 . 1 . 1 |
■ ■■■■■■■■ ■■ □ ■ ■■■■■■ ■■■■■■■■ □ ■ □ ■ □□
```

2.7. Firmware update

The device firmware of the *AnaGate CAN Gateway* is updated via the integrated web server of the device.

On the home page of the web server the current firmware information is displayed.

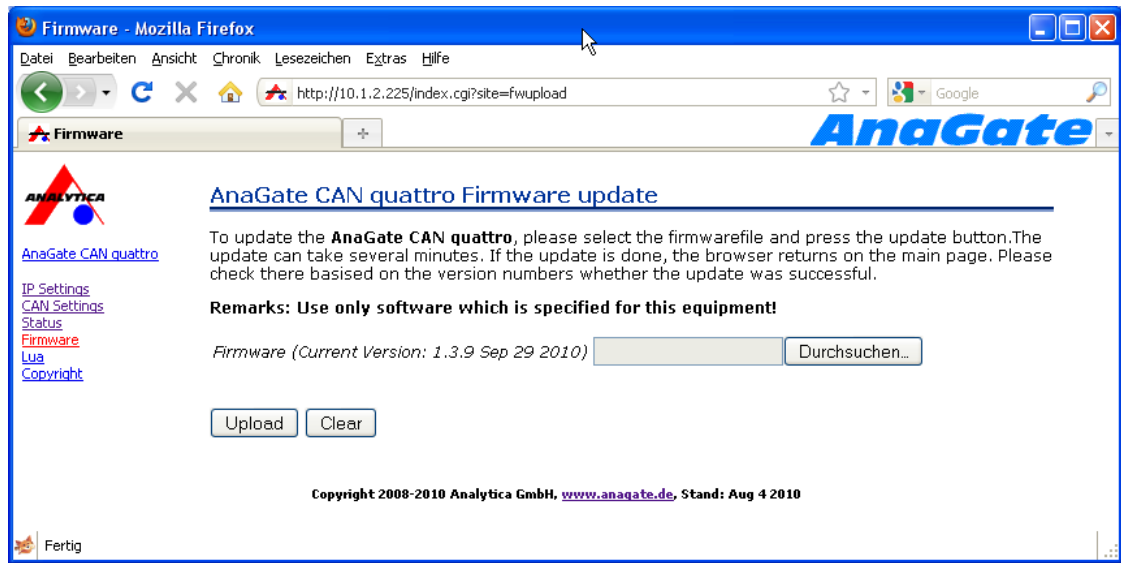
Figure 2.7. HTTP interface, AnaGate CAN quattro



Proceed please as follows, in order to install the firmware on the *AnaGate CAN Gateway* :

- Click *Firmware* on the left navigation bar to navigate to the Firmware-Upload page.

Figure 2.8. HTTP interface, firmware update



- Select the update package (file extension *.upd) via the **Browse** button.
- Clicking on the button **Upload** loads the update file to the device and starts the update process.
- During the update process several installation messages are displayed on the website. If the update is successfully finished, **Update done!** is displayed.

When the update is finished the browser navigates back to the home page. Check, if the new firmware version is displayed here.



Warning

If the firmware could not be flashed correctly on the device, the AnaGate may no longer be ready for operation.

Please visit our web site <http://www.anagate.de> for further information.

Chapter 3. Fields of application

If the *AnaGate CAN Gateway* is connected to the CAN bus, mind the following facts:

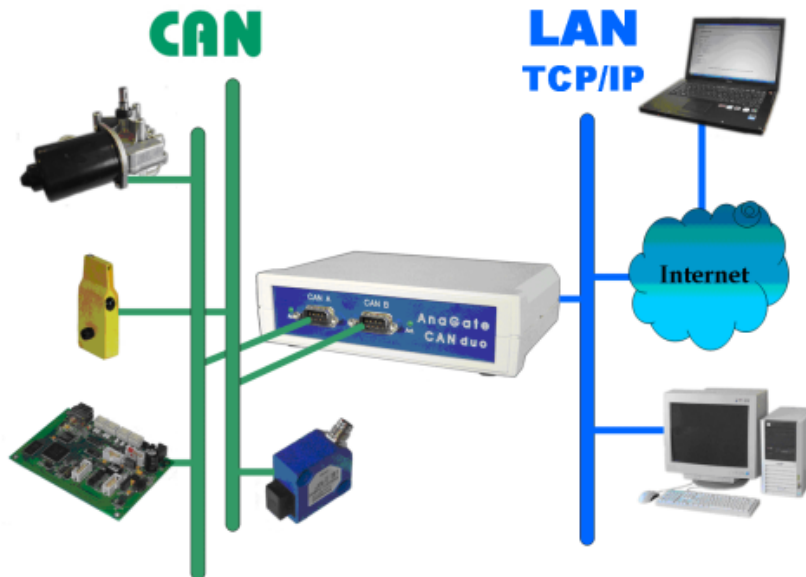
- **CAN_L**: This line has to be connected to the CAN_Low line of the CAN bus.
- **CAN_H**: This line has to be connected to the CAN_High line of the CAN bus.
- **GND**: This line can be connected optionally to GND of the other bus devices.

3.1. Gateway mode

In gateway mode the CAN messages are transferred transparently over TCP/IP between the CAN network and the host platform (e.g. PC) in both directions. The *AnaGate CAN Gateway* uses no unique CAN ID when sending telegrams, this ID has to be set explicitly for each transmitted message.

All CAN messages received by the device are transmitted to all active LAN-connected host systems. It is possible to discard all incoming messages in general or to set individual software filters to reduce the message traffic to the host systems.

Figure 3.1. AnaGate CAN Gateway in gateway mode



The *AnaGate CAN Gateway* can be accessed via the following interfaces:

- The software program CAN Monitor, which is included on the documentation CD, can be used to monitor a CAN bus or to create single CAN telegrams.
- Application programs which are using the included software API interface.
- Self-created batch files which are executed via the included Lua interpreter with integrated AnaGate software API.

3.2. Bridge mode

In the bridge mode two arbitrary CAN networks can be interconnected by two *AnaGate CAN Gateways*. The CAN messages are exchanged transparently over TCP/IP between the two devices.

It is possible to mix the different *AnaGate CAN Gateway* models in bridge mode.



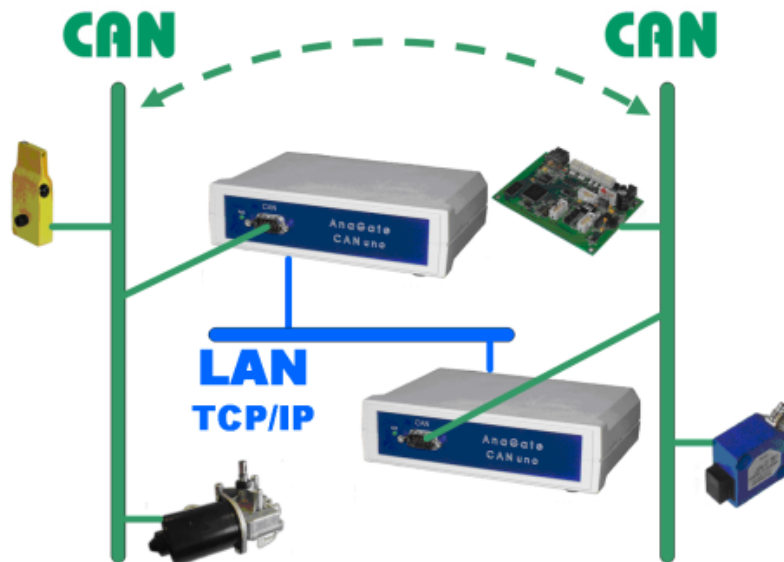
Important

It is recommended to use unique CAN identifiers in the interconnected CAN networks.

Via HTTP interface both *AnaGate CAN Gateway* are configured as usual.

Subsequently one of the two devices has to be configured for the bridge mode. This can be done by the page *CAN Settings* of the web interface (see Section 2.3, "CAN settings"). This device acts in a manner of speaking as master and establishes the network connection to the second device and manages connection control. Basically a bridge can be created for each existing CAN interface of the device.

Figure 3.2. AnaGate CAN Gateway in bridge mode



The following additional parameters can be set for the device:

- IP address of the partner device, which is to be connected.
- CAN port of the partner device, which is to be connected.
- The baudrate of the partner device. The baudrate of the partner device is independent of the own baud rate.
- The internal termination resistor is to be set on/off for the CAN port of the partner device.

When the *AnaGate CAN Gateway* establishes the connection to the partner device successfully, the specified baud rate and integrated termination option is automatically set on the partner device.



Note

On the models with more than one CAN interface, it is possible to interconnect one CAN interface to another interface of the same device (this is called internal bridge).

To interconnect the two CAN interface on a single device, the own IP address or `127.0.0.1` has to be used. In this case the specified remote baud rate and termination is used on the interconnected interface.

Appendix A. FAQ - Frequently asked questions

Here is a list of frequently asked questions.

A.1. Common questions

Q: No network connection (1)

A: Please check first the physical connection to the device. Basically the *AnaGate* have to be connected directly to a personal computer or to an active network component (hub, switch). If the *AnaGate* device is connected to a personal computer a cross-wired network cable must be used to connect the device, otherwise the included network cable is to be used.



The physical interconnection is ok, if the yellow link LED changes to light on, if LAN cable is plug in. The yellow light keeps beeing on until the connection break down. On some hardware models the link LED flickers synchronous to the green activity LED if there is traffic on the network line.

If the link LED is always off, then please check the wiring between the *AnaGate* and the hub, switch or the personal computer.

Q: No network connection (2)

A: If the link LED indicates a proper ethernet connection (see previous FAQ), but you still can't connect to the *AnaGate* then please try the following:

1. Check if the *AnaGate* can be reached via ping. To do so in Windows, open a command prompt and enter the command **ping a.b.c.d**", where a.b.c.d is the device IP address.
2. In case the *AnaGate* is unreachable via ping, reset the device to factory settings. Set the IP adress of your PC to 192.168.1.253 and the subnet mask to 255.255.255.0. Check if the *AnaGate* can be reached via **ping 192.168.1.254**.
3. If the device can be reached via ping then the next step is to try if you can open a TCP connection to port 5001. Open a Windows command prompt and enter **telnet a.b.c.d 5001**, where a.b.c.d is the device IP address. If this command fails, check if a firewall runs on your PC or if there is a packet filter in the network between your PC and the *AnaGate*.

Q: No network connection after changing the network address

A: After changing the network address of the AnaGate device via web interface, the device is not longer reachable. The used internet browsers displays only an empty web side, additional error messages are not available.

Please check if your anti-virus software has blocked the new network address. After changing the network address, you are redirected to the new network address in the browser. Such activity is suspicious for some anti-virus software, so they block the new webside, sometimes even without notification of the user.

Q: Connection problems using multiple devices

A: If multiple devices with identical IP addresses are used in a local area network at the same time, the connections to the devices are not stable. Because of this behaviour it is recommend to use different IP addresses.

This problem can also occur, if devices with identical IP addresses are used not concurrently, but within short intervals. For example this can arise, if some new devices, which have the default IP address 192.168.1.254, are configured from a single PC.

The **Address Resolution Protocol (ARP)** is used by IP4 networks to determine the MAC address of a given IP address. The necessary information is cached in the *ARP table*. If there is a wrong entry in the ARP table or even an entry, which is not up-to-date, it is not possible to communicate with the corresponding host.

An entry in the ARP table is deleted if it is not used any more after a short period time. The time intervall used depends on the operating system. On a current linux distribution an unused entry is discarded after about 5 minutes. The ARP cache can be displayed and manipulated with the **arp** on windows and linux.

```
C:\>arp -a

Schnittstelle: 10.1.2.50 --- 0x2
  Internetadresse      Physikal. Adresse      Typ
  192.168.1.254        00-50-c2-3c-b0-df      dynamisch
```

The command **arp -d** can be used to delete the *ARP Cache*.



Note

Maybe the *ARP cache* of the PC has to be deleted, if the IP address of a device is changed.

Q: Using a firewall

A: When working with a firewall, the a TCP port has to be opened for communication with the AnaGate device:

Table A.1. Using AnaGate hardware with firewall

Device	Port number
AnaGate I2C	5000

Device	Port number
AnaGate CAN	5001
AnaGate CAN USB	5001
AnaGate CAN uno	5001
AnaGate CAN duo	5001, 5101
AnaGate CAN quattro	5001, 5101, 5201, 5301
AnaGate SPI	5002
AnaGate Renesas	5008
AnaGate Universal Programmer	5000, 5002, 5008

A.2. Questions concerning AnaGate CAN

- Q:** What is the value of the termination resistor when the termination option of the device is activated?
- A:** The termination resistor of the *AnaGate* is driven by an FET transistor. The resistor itself has 110 Ohm while the internal resistance of the FET is 10 Ohm if the FET is activated. So the resulting resistance is 120 Ohm, as required by the CAN bus.
- Q:** Does Analytica offer a CAN gateway which does not have an galvanically isolated CAN interface?
- A:** Any device that is actively connected to a CAN bus should be galvanically isolated. Especially when using USB-operated devices (like the *AnaGate USB*), it is essential to have an galvanically isolated device, because the device is power supplied by the PC.

Appendix B. Technical support

The AnaGate hardware series, software tools and all existing programming interfaces are developed and supported by Analytica GmbH. Technical support can be requested as follows:

Internet

The AnaGate web site [<http://www.anagate.de/en/index.html>] of Analytica GmbH contains information and software downloads for AnaGate Library users:

- Product updates featuring bug fixes or new features are available here free of charge.

E-Mail

If you require technical assistance over the Internet, please send an e-mail to

[<support@anagate.de>](mailto:support@anagate.de)

To help us provide you with the best possible support, please keep the following information and details at hand when you contact our Support Team.

- Version number of the used programming tool or AnaGate library
- AnaGate hardware series model and firmware version
- Name and version of the operating system you are using

Abbreviations

CAN	<u>C</u> ontroller <u>A</u> rea <u>N</u> etwork
CiA	CAN in Automation
DHCP	<u>D</u> ynamic <u>H</u> ost <u>C</u> onfiguration <u>P</u> rotocol

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