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Software Version: 2.1.1

# **Table of Contents**

System Requirements	1
Server versus Client	1
Server and Client Requirements	. 1
Data Manager Features	1
Dispenser Requirements	. 2
Software Installation	2
Dispenser Configuration	6
Overview	8
Tree View	. 8
List of Tools	. 9
Message Log	. 9
Location Editor	9
Editing Location Information	10
Maintenance Log	10
Viewing the Log	11
Adding an entry	11
Exporting the Maintenance Log	12
Clearing the Maintenance Log	13
Messages	13
Filtering Messages	13
Exporting Messages	15
Clearing Messages	15
E-mail Settings	16
E-mail Server Settings	16
Adding E-mail Addresses and Selecting the Messages to be Sent	17
Modifying the Messages Sent to an E-mail Address	18
Modifying an E-mail Address	18
Deleting an E-mail Address	18
Settings	19
Önline	19
Scanning Interval	19
Editing the IP Address	20
Enable and Disable Dispenser Monitoring	20
Troubleshooting	21
Known Issues	21

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## System Requirements

- Windows XP SP3, Windows Vista 32/64 bit, Windows 7 32/64 bit
- Internet Explorer 6.0 or later
- Pentium 4 processor or equivalent
- 1 GB of RAM
- 200 MB hard disk space available
- Mouse or compatible pointing device
- 1024 x 768 or higher-resolution display with 16-bit color or better
- CD-ROM
- Network Connection with Fixed IP Address
- Administrator privileges required for software installation

#### Server versus Client

#### Server and Client Requirements

The Data Manager Server is the computer that communicates with all the Ethernet-enabled Panduit Automatic Cable Tie Installation systems. There should be only one server in the network running the server version of the Data Manager Software. All the Ethernet-enabled PAT Systems must be configured with the IP Address of the Data Manager server.

The Data Manager client is a computer that accesses the Data Manager Server to display the information retrieved from the dispensers. The client is "Read-only". To edit or add anything to the database, the Data Manager server computer must be used.

In order for the Data Manager client to display the information on the Data Manager server, the server must have the Data Manager Installation directory accessible from the network through a folder share. The folder share must allow read/write privileges. The computer running the Client version of the Data Manager Software must have a drive letter mapped to the shared folder on the Data Manager server. After installing and running the Client version of the Data Manager Software will ask for the path to the Data Manager database.

### Data Manager Features

- Tree View This tree contains all the Dispensers and Tools sorted by both serial number and location.
- Location Editor This is used to enter the location of the Dispenser. The location of the tool will
  automatically be the same as the Dispenser to which it is connected. If a tool is not connected to a
  Dispenser, the tool will be at location "Unknown".
- List of Tools This list contains all the Dispensers and Tools that match the selection in the Tree View.
- Message Log Contains all the messages stored in the database. If a particular dispenser or tool
  is selected in the Tree View, then the message log will show only the messages pertaining to the
  selected device. The message log can be filtered to show only the messages that match the user's
  selected criteria (Filter Message Log button).
- Maintenance Log This log can be used to enter any information pertaining to a particular Dispenser or Tool. The log will automatically record the date and time of the entry along with the serial number and cycle count of the selected Dispenser or Tool. The Maintenance Log will automatically record any "Dispenser needs routine maintenance" and "Tool requires routine maintenance" messages that appear in the message log.
- E-mail The system can automatically send e-mails for any message that appears in the message log. The e-mail is sent upon the creation of the message and is sent only to the user or users designated.

• Settings – Offline Mode – the Data Manager program will wait for the Dispenser(s) to send data. Online Mode – the Data Manager program will query the Dispensers for its current status at the interval specified by the "Scanning Interval" entry.

#### **Dispenser Requirements**

- PDM-DI, PDM4.0 or PDS-DI
- Network Connection with Fixed IP Address

### Software Installation

- 1. Insert the CD into the CD-ROM drive of the target computer.
- 2. On the Windows desktop (or on the Start Menu in Windows XP), click on the icon called **My Computer**.
- 3. Double-click the icon for the CD-ROM drive containing the CD.
- 4. Find the file called **Setup.exe** and double-click on it.

Panduit PAT System Data Manager Setup 🛛 🔀									
?	To start Panduit PAT System Data Manager Setup, click OK. To quit without installing, click Cancel.								
	Cancel								

- 5. Click on **OK**.
- 6. If you get a dialog box asking to install .NET Framework, click on Yes. Otherwise, go to step 8.
- 7. Follow the prompts to install .NET Framework 1.1.
- 8. If MDAC 2.7 or later is already installed on the computer, go to the next step. Otherwise, follow the prompts to install MDAC 2.7.
- 9. The PAT System Data Manager Setup Wizard starts.

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## PAT SYSTEM DATA MANAGER OPERATION MANUAL



10. Click on Next.

Panduit PAT System De	ata Manager	
icense Agreemen	t	
'lease take a moment to read t gree", then "Next". Otherwise	he license agreement now. If you acc click "Cancel":	cept the terms below, click "I
MPORTANT		^
DO NOT INSTALL THE SOFTWARE UNTIL YOU AGREEMENT. BY INST	PANDUIT PAT SYSTEM DATA U HAVE READ THIS SOFTWAR ALLING THIS SOFTWARE (OR SO), YOU ACCEPT THE SOFTV	MANAGER RE LICENSE AUTHORIZING ANY VARE LICENSE
AGREEMENT. IF YOU I THE SOFTWARE LICEN PACKAGE AND ALL AG MATERIALS AND BINI	ISE AGREEMENT, YOU MAY A CCOMPANYING ITEMS (INCLU DERS OR OTHER CONTAINERS)	AND CONDITIONS OF ETURN THE MEDIA- IDING WRITTEN D, TO THE PLACE YOU

11. Click on **I Agree** and on **Next**.

🙀 Panduit PAT System Data Mar	nager	
Installation Type		
Please select the type of installation		
<ul> <li>Server</li> </ul>		
🔘 Client		
	Cancel < <u>B</u> ack	<u>N</u> ext >

- 12. Click on **Server** if installing the Data Manager on the computer that will be gathering data from the dispensers. Click on **Client** if installing the Data Manager on a computer that will access the data remotely for viewing purposes only.
- 13. Click on Next.

🗟 Panduit PAT System Data Manager
Select Installation Folder
The installer will install Panduit PAT System Data Manager to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Eolder: C:\Program Files\Panduit\Panduit PAT System Data Manager\ Disk Cost
Install Panduit PAT System Data Manager for yourself, or for anyone who uses this computer:
○ Everyone
⊙ Just <u>m</u> e
Cancel < Back Next >

14. Click on **everyone** if many people will be using the computer under different Windows login names, and everyone wants access to the program. Otherwise, click on **Just Me**.

15. Click on Next.



16. Click on Next.



17. Wait until the installation is complete.

📅 Panduit PAT System Data Manager	
Installation Complete	
Panduit PAT System Data Manager has been successfully installed.	
Click "Close" to exit.	
Please use Windows Update to check for any critical updates to the .NET Framewor	k.
Cancel < <u>B</u> ack	<u>C</u> lose

18. Click on **Close**.

#### **Dispenser Configuration**

In order for an Ethernet-enabled Panduit Automatic Cable Tie dispenser (PDM-DI, PDM4.0 or PDS-DI) to communicate on a network, the network parameters of the Serial Server inside of the dispenser need to be entered. To do this, please follow the instructions in the Serial Server User Manual that was provided with your dispenser.

The User Manual provides many options for configuring the Serial Server within the dispenser. These options include:

- Using the Management Software
- Web Browser
- Console Mode
- Telnet

Configure the Serial Server inside the dispenser using any of the methods described in the User Manual EXCEPT for Console Mode. Console Mode requires making a direct connection inside the dispenser and is NOT recommended. It is recommended to use any of the other methods that allow configuration through the Ethernet. The default IP Address of the dispenser is 192.168.0.1.

All settings should be left at the factory defaults except for the ones listed below:

- Server Name (name of the dispenser)
- IP Address (IP Address of the dispenser)
- Netmask
- Gateway
- Remote IP Address (IP Address of the server computer running the Data Manager Software)

	B8	B Electronics VLINX ESP		
Server name:         ESP901           Serial number:         0526012948           Password:         0526012948           Password:         0526012948           Password:         0526012948           DHCP:         Disable         Image: Comparison of the comparison	Serial port: Baud rate: Data/Stop bits: Parity: Flow control: Protocol: Serial timeout: TCP alive timeout: Connection mode:	1     ▼       9600     ▼       8-1     ▼       None     ▼       None     ▼       TCP     ▼       0     (0-65535)       0     (0-255 mi)       Server     ▼	Delimiter HEX 1: Delimiter HEX 2: Force transmit: Port status: TCP/UDP port: Serial port mode: sec) Connection at: n) Maximum connection: Remote IP address:	00 00 0 x100ms (0-65535 Not Connected 4000 RS232 V Power up 1 255.255.255.255

Figure 1. Example Serial Server Properties (Default settings)

### NOTE:

The Serial Server CD is needed only for configuring the dispenser. The installation package of the Data Manager Software installs on the server all the components needed to communicate with a dispenser. No additional drivers from the Serial Server CD need to be installed or configured on the computer running the Data Manager Software.

### Overview

The Panduit PAT System Data Manager user interface is divided into three sections.



Figure 2. Panduit PAT System Data Manager User Interface Layout

#### Tree View

The tree view shows a list of dispensers and tool heads sorted by location and serial number.

Selecting "Location" will cause all the dispensers and tool heads to be shown in the List of Tools. Selecting a particular location (such as Assembly Room 1) will cause all the dispensers and tool heads in that location to be shown in the List of Tools.

Selecting "Dispensers" will cause all the dispensers to be shown in the List of Tools. Selecting a serial number family (such as 1330XXX) will cause all dispensers in that serial number family to be shown in the List of Tools.

Selecting "Tools" will cause all the tool heads to be shown in the List of Tools. Selecting a serial number family (such as 0547XXX) will cause all tool heads in that serial number family to be shown in the List of Tools.

Selecting a serial number will show the details for the selected device.

💀 Panduit PAT System Data	Nanag	și -							
Elle View Tools Help									
4 6 9 9	4								
B → Location Dispenses B → 1350000 B → 13500000 B → 13500000 B → 135000000000000000000000000000000000000			spenser S	Serial Number foolinionnation Tool Serial N Cycles Com Communication Into Manitored Post:	r: 1350114 kinber: 059 pleted: 6097 mation Yes 1	as of 8/18/200	25 13:52:37 Tool Info Rebech Info EditLocation		
	-	Local	ion Asse	nbly Room 2	Carla Caurt	Statur Teel Cariel N	Ted Dates	Lastin	Neuro
	6	8/18/2005	13 38 50	1350114	N/A	0547592	N/A	Assemble Room 2	Teol 0547592 deconnected from Dimension
	5 4 3 2	8/18/2005 8/18/2005 8/18/2005 8/18/2005	13.38.50 13.29.29 13.29.07 13.20.42	1390114 1390114 1390114 1390114	1320 1316 1315 1315	0591271 0547592 0547592 Nore	60977 564681 564680 N/A	Azzembly Room 2 Azzembly Room 2 Azzembly Room 2 Unknown	Tool0591271 connected to Dispense 135 Tooloequies: roufine maintenance Tool0547932 connected to Dispense 135 Dispense 1350114 addedto databace.

Figure 3. Details for Dispenser.

#### List of Tools

The list of tools contains all the dispensers and/or tool heads in the database that match the selection in the Tree View.

The list of tools contains basic information such as Dispenser Serial Number, Dispenser Type, Dispenser Cycle Counts, Tool Serial Number, Tool Cycle Counts, Location, Communication Status, Communication Port Number, and Monitoring Status.

Disp S/N	Туре	Disp Cycle Count	Monitor	Tool S/N	Tool Cycle Count	Location	Status	Port
1330115	PDM	1321	Yes	0601271	60978	Assembly Room 1	OK	2
1350114	PDM	1321	Yes	0591271	60978	Assembly Room 2	OFFLINE	1

Figure 4. List of Tools Information.

#### Message Log

The message log contains all the messages stored in the database. If a particular dispenser or hand tool is selected in the Tree View, then the message log changes to display only the messages pertaining to the selected device.

#### Location Editor

The location of each dispenser is manually entered into the Panduit PAT System Data Manager. The Location Editor can be launched in three ways:

- Select "Location Editor..." from the main menu under "Tools"
- Click on the 🛋 button on the toolbar.
- Click on the "Edit Location..." button while viewing the details of a particular dispenser.

Location Information	
Dispenser Serial Number:	00000001
Enter or Select Location:	Room 102
Save Ca	ancel Close

Figure 5. Location Information Dialog Box.

### Editing Location Information

- 1. If the desired dispenser is not already selected, select the dispenser serial number from the Serial Number drop down box.
- 2. Select the location from the Location drop down box. If the desired location is not listed, enter the location in the text box.
- 3. Click on the "Save" button.
- 4. Repeat steps 1 to 3 for other dispenser serial numbers.
- 5. Click on the "**Close**" button.

### Maintenance Log

The Panduit PAT System Data Manager contains an electronic Maintenance Log. This log can be used to enter any information pertaining to a particular dispenser or hand tool. The log will automatically record the date and time of the entry along with the serial number and cycle count of the selected dispenser or hand tool. The Maintenance Log can be launched three ways:

- Select "Maintenance Log..." from the main menu under "Tools"
- Click on the Solution on the toolbar.
- Click on the "Maint. Info..." button while viewing the details of a particular dispenser.

	Tool Type		Seria	sl Number				
AJI			ά <b>μ</b>					
mber	Date	Time	Туре	Serial Number	Cycle Count	Location	Message	
	8/18/2005 8/18/2005 8/18/2005	13:31:10 13:29:29 13:26:51	Tool Tool Disp	0547582 0547592 1350114	564681 564681 1315	Assembly Assembly Assembly	relube cam Tool requires routine maintenance lubricate piston	

Figure 6. Maintenance Log.

### Viewing the Log

After launching the Maintenance Log, the entries in the log will be shown. The entries shown can be filtered using the Tool Type and Serial Number drop down boxes. Double-clicking on a maintenance log entry will automatically cause the log to be filtered to show only the messages pertaining to that same device.

#### Adding an entry

- 1. Select the desired dispenser or hand tool using the "Tool Type" and "Serial Number" drop down boxes.
- 2. Click on the "Add Msg..." button at the bottom of the Maintenance Log window.

Add New Message		
Enter Message Below:		
	Save	Cancel

Figure 7. New Maintenance Log Entry Dialog Box.

- 3. Enter the desired message in the text box.
- 4. Click on the "Save" button.

### **Exporting the Maintenance Log**

The Maintenance Log can be exported to a file. To export the Maintenance Log:

1. Click on the "**Export...**" button at the bottom of the Maintenance Log window.

Export Message Log	
Messages to Export	
OK	Cancel

Figure 8. Export Maintenance Log Dialog Box

- 2. Select which messages to export.
- 3. Click on the "**OK**" button. The "Save Maintenance Log As" dialog box opens.

Save Maintenar	nce Log As	? 🔀
Save jn:	🕒 My Documents 💽 🔶 📑 🏢 🗸	
My Recent Documents Desktop	☐ MySetups @ My Pictures @ My Music ☐ My Received Files ☐ My eBooks	
My Documents		
My Computer		
My Network Places	File name:     Image: Ima	<u>S</u> ave Cancel

Figure 9. Save Maintenance Log As Dialog Box

4. Enter the desired filename.

5. Click on the "Save" button.

#### **Clearing the Maintenance Log**

Entries in the Maintenance Log can be cleared.

To clear the Maintenance Log:

1. Click on the "Clear..." button at the bottom of the Maintenance Log window.

Clear Maintenance Log
Messages to Clear C All C Displayed list
OK Cancel

Figure 10. Clear Maintenance Log Dialog Box

- 2. Select which messages to clear.
- 3. Click on the "**OK**" button. The "Save Log" dialog box will appear.



Figure 11. Save Log Dialog Box

4. Make the desired selection.

#### Messages

The message log contains all the messages stored in the database. If a particular dispenser or hand tool is selected in the Tree View, then the message log changes to display only the messages pertaining to the selected device.

#### **Filtering Messages**

The message log can be manually filtered. The Message Log Filter dialog window can be launched in two ways:

- Select "Filter Message Log..." from the main menu under "Tools"
- Select the "Filter Log..." button on the bottom of the main screen

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## PAT SYSTEM DATA MANAGER OPERATION MANUAL

Mess	age Log Filter Parar	neters
Show All Show Only Date Bange tart Date: 0/19/2005	Show All     Show Only     Dispenser Serial Number	Show All     Show Only     Messages     Tie stack in exit sensor     Out of lies or tie in dispenser or tie in hose     Tie stack in tool sensor
C Show All C Show Only Location	(* Show All * Show Only Tool Serial Number *	Diperser requires routine maintenance     Distance
	F Show All Show Only Date Range Lat Date: @/19/2005   Ind Date: @/19/2005	Show All     Show Only     Date Range     tart Dote: @/19/2005     U     G Show All     Show All     Show All     Show All     Show Only     Location     U

Figure 12. Message Log Dialog Window

Enter the filter parameters and click on the "Show Results" button.

Filtered Message Log									
lunber	Date	Time	Serial Number	Cycle Count	Tool Serial N	Tool Cycles	Location	Message	Severity
	8/18/2005	13:29:29	1350114	1316	0547592	564681	Assembl	Tool requires routine maintenance	Critical
	$\langle \rangle \rangle$	2						Print Result:	Export Results

Figure 13. Message Log Filter Results.

If needed, click on the "Show Filters" button to redefine the filter parameters.

If desired, click on the "Export Results" button to export the results that are displayed.

#### Exporting Messages

The message log can be exported for further analysis. The Export Messages dialog box can be launched two ways:

- Select "Export Message Log..." from the main menu under "Tools"
- Select the "Export Log..." button on the bottom of the main screen

Export Message Log
Messages to Export C All © Selected Item
OK Cancel

Figure 14. Export Messages Dialog Box.

Select which messages to export and click the "OK" button.

NOTE: The Export Messages Dialog Box will appear only if a dispenser or hand tool is selected in the Tree View. Otherwise, the "Save Message Log As" dialog box will appear.

#### **Clearing Messages**

The message log can be cleared using one of the following two methods:

- Select "Clear Message Log..." from the main menu under "Tools"
- Select the "Clear Log ... " button on the bottom of the main screen

The Clear Message Dialog box will appear:

Clear Message Log
Messages to Clear C All C Displayed list
OK Cancel

Figure 15. Clear Message Log Dialog Box

Select which messages to clear, and click on **OK**. The following dialog box will appear:



Figure 16. Save Message Log to File

Click on the desired selection.

### **E-mail Settings**

E-mails can be sent when specific messages are generated. The Mail Settings dialog window can be launched in two ways:

- Select "E-mail Settings..." from the main menu under "Tools"
- Click on the Diameter icon on the toolbar

E-mail Enabled:	Г
SMTP Server:	
Source E-mail Address:	
	Tio stuck in exit sensor
	Out at ties or tie in dispenser or tie in hose
	Dispenser jam or Jaw Sensor error
	Tie in tool
	Blocked at dity tool sensat
	Other and the second of t
	System error #1
	Dispenser jam
	Check for low air pressure
	Check for high air pressure
	Internal regulator set lice
	A Blocked hase
	No ekit sansor saen
	Cover a open
	Dispenser requires routine maintenance
	Dther Other

Figure 17. E-Mail Settings Dialog Window.

### **E-mail Server Settings**

Before any e-mails can be sent, the server settings have to be established.

- 1. Enter the IP Address or Computer Name of the SMTP Server in the "SMTP Server" text box.
- 2. Enter the E-mail Address to appear in the "From" field of the outgoing e-mails in the "Source E-mail Address" text box.
- 3. Click on the "E-mail Enabled" check box.
- 4. Click on the "**Save**" button.

NOTE: The validity of the SMTP Server and Source E-mail Address entries are not checked.

#### Adding E-mail Addresses and Selecting the Messages to be Sent

The e-mail addresses and the messages that will be sent to each e-mail address need to be defined.

1. Click on the "Add" button in the E-mail Settings Dialog Window.

The Add E-mail Address dialog box appears.

Add E-mail Address		
Enter E-mail Address I	Below:	
	Add	Cancel

Figure 18. Add E-mail Address Dialog Box.

2. Enter the E-mail Address of the recipient.

NOTE: The validity of the E-mail Address that is entered is not checked.

- 3. Click on the "Add" button.
- 4. Select the e-mail address that was just entered if it is not already highlighted.
- 5. Select the messages to be sent to the selected e-mail address.

E-Mail Settings	
E-Mail Settings E-mail Enabled: SMTP Server: Source E-mail Address: abc@mycompany.com	Tie stuck in exit sensor Out of ties or tie in dispenser or tie in hose Out of ties or tie in dispenser or tie in hose Out of ties or tie in dispenser or tie in hose Tie stuck in tool sensor O Dispenser jam or Jaw Sensor error Tie in tool O Blocked or dirty tool sensor O Blocked or dirty exit sensor O Blocked or dirty exit sensor O Detent Sensor blocked or dirty O System error #1 O Dispenser jam O System error #2 O Check for low air pressure
	<ul> <li>Check for high air pressure</li> <li>Check for high air pressure</li> <li>Internal regulator set low</li> <li>Internal regulator set high</li> <li>A Blocked hose</li> <li>A No exit sensor seen</li> <li>Cover is open</li> <li>Cover is open</li></ul>
Add Edit Delete	Save Close

Figure 19. Mail Settings for Selected Recipient.

- 6. Click on the "Save" button.
- 7. Repeat steps 1 through 6 for each additional e-mail address.

### Modifying the Messages Sent to an E-mail Address

- 1. Select the e-mail address from the list.
- 2. Make the necessary changes to the message list.
- 3. Click on the "**Save**" button.

#### Modifying an E-mail Address

- 1. Select the e-mail address to modify.
- 2. Click on the "**Edit**" button.
- 3. Make the necessary changes.
- 4. Click on the "Save" button.

### **Deleting an E-mail Address**

- 1. Select the e-mail address to delete.
- 2. Click on the "**Delete**" button. A confirmation message appears.
- 3. Click on the "**Yes**" button.

### Settings

The Settings dialog box contains general settings for the Panduit PAT System Data Manager. These settings are: Online status and Scanning Interval. To launch the Settings dialog box, select "Settings..." from the main menu under "Tools".

Settings
Offline: 🔽 Scanning Interval: 🔯 seconds
jas
Save Cancel

Figure 20. Settings Dialog Box.

### Online

When the Panduit PAT System Data Manager is Online, the Data Manager will automatically attempt to retrieve the latest information from each dispenser that has been configured for monitoring. The information will be retrieved at the interval defined in the Scanning Interval section. When the Data Manager is not Online, information for each dispenser will be updated only when information is received from the dispenser.

#### Scanning Interval

The "Scanning Interval" is the time between polls for the latest dispenser information. This value is valid only when the system is Online.

### **Port Settings**

The Panduit PAT System Data Manager uses a communication port to communicate with each dispenser. The communication ports are numbered from 1 to 250. Each communication port needs to be configured with the IP Address of the dispenser to be monitored. Each communication port can be individually enabled or disabled. The Port Settings dialog box can be launched two ways:

- Select "Port Settings..." from the main menu under "Tools"
- Click on the 🤍 icon on the toolbar

Port	\$			
	Ports to Scan			
	Port Number	IP Address	<u>^</u>	
	<b>⊡</b> 5	172.16.16.5		
	<b>I</b> 6	172.16.16.6		
	<b>D</b> 7	172.16.16.7		
	8	172.16.16.8		
	<b>D</b> 9	0.0.0.0		Edit
	10	0.0.0	~	
		Close		

Figure 21. Port Settings Dialog Box.

### Editing the IP Address

- 1. Highlight the port to edit by clicking on the port in the Port Settings Dialog box.
- 2. Click on the "Edit" button.

Port IP Address		
Port IP Address		
	IP Address:	<b>172</b> . 16 . 16 . 6
		OK Cancel

Figure 22. Port IP Address Dialog Box.

- 3. Enter the IP address of the dispenser assigned to the selected communication port.
- 4. Click on the "**OK**" button.

#### Enable and Disable Dispenser Monitoring

When dispenser monitoring is enabled, the Panduit PAT System Data Manager will monitor the communication port for any information from the dispenser. When dispenser monitoring is disabled, the Data Manager will not monitor the communication port and any information from the dispenser will be lost.

A ☑ indicates that the port will be monitored. A □ indicates that the port will not be monitored.

## Troubleshooting

Problem	Possible Cause	Resolution
Dispenser information is	IP Address of Dispenser not	Verify the IP Address of Dispenser is listed
not appearing in Data	set or enabled in the Port	in the Port Settings Module of the Data
Manager Software	Settings Module.	Manager Software and that the checkbox
		for the IP Address is checked.
	Remote IP Address in	Confirm that the Remote IP Address setting
	Dispenser is not correct.	in the Dispenser is the same as the IP
		address of the server computer running the
		Data Manager Software.
	No network connection.	Verify that both the Dispenser and computer
		running the Data Manager Software are
		connected to the network.
	Multiple network	Disable unused network connections.
	connections enabled.	
Messages are appearing	Data Manager Software is	Change the Data Manager Software mode
the Data Manager	offline.	to Online. Also, set the polling interval to
Software, but the cycle		the desired number.
information is not updating.		
E-mail is not being sent.	Incorrect E-mail settings.	Check the E-mail Settings:
		1) Verify that E-mail is enabled.
		2) Verify that the SMTP server is correct.
		3) Verify that the checkbox for the desired
		messages are checked.

#### Known Issues

- If a user with Administrator privileges installs the Data Manager Software with the "Everyone" option and subsequently a user without Administrator privileges attempts to run the Data Manager Software, a "Database error" occurs. This error can be eliminated by having the Network Administrator provide to all users "write" privileges to the directory in which the Data Manager Software is installed.
- If the computer running the server version of the Data Manager Software program contains more than one active network interface card, it is possible that the Data Manager Software program will not be able to communicate with any of the dispensers in the network. If this is the case, disable all of the network cards except for the one used to communicate with the dispenser(s).