



EIP ET200 Configuration Tool

User Reference Guide

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Preface

Preface Sections:

- Purpose of this Guide
- Conventions

Purpose of this Guide

This manual describes the use of the EIP ET200 Configuration Tool. The tool is used to configure ET200 adapter modules in both offline (no connection to the EtherNet/IP network) and online (connection to the EtherNet/IP network via an Ethernet Network Interface Card) modes. It can also be used in monitoring diagnostics on an ET200 adapter.



Note

For adapter technical details of ET200 modules, refer to the appropriate Siemens™ SIMATIC EIP-200S EtherNet/IP Adapter Distributed I/O System Manual (A5E03822408) and Siemens™ SIMATIC ET 200pro distributed I/O system Operating Instructions (A5E00335544-08).

Conventions

This guide uses stylistic conventions, special terms, and special notation to help enhance your understanding.

Style

The following stylistic conventions are used throughout this guide:

Bold	button names, tab names, and options or selections
<i>Italics</i>	indicates keywords (indexed) or instances of new terms and/or specialized words that need emphasis
CAPS	indicates a specific key selection, such as ENTER, TAB, CTRL, ALT, DELETE
Code Font	indicates command line entries or text that you would type into a field
<u>Underlining</u>	indicates a hyperlink

“>” delimiter	indicates how to navigate through a hierarchy of menu selections/options
“0x”	indicates a hexadecimal value
NIC	indicates a network interface Card

Special Notation

The following special notation is used throughout this guide:



Note

A note provides additional information, emphasizes a point, or gives a tip for easier operation. Notes are accompanied by the symbol shown, and follow the text to which they refer.

1

Overview

Chapter Sections:

- Introduction
- Installing the Tool
- Creating a New Configuration
- Saving a Configuration
- Opening a Configuration
- Printing a Configuration

1.1 Introduction

This manual describes the use of the EIP ET200 Configuration Tool. The tool is used to configure ET200 adapter modules in both offline (no connection to the EtherNet/IP network) and online (connection to the EtherNet/IP network via an Ethernet Network Interface Card) modes. It can also be used in monitoring diagnostics on an ET200 adapter.

The tool has two modes of operation: offline, and online.

Offline Mode

When you do not have an immediate access to ET200 adapter module, configurations generated with the tool can be saved and later used in Online Mode to configure the device.

Online Mode

Online configuration mode is possible when you have:

- a) An Ethernet Network Interface Card in your system
- b) ET200 adapter device

The tool is able to communicate with the module(s) over an EtherNet/IP network directly through an Ethernet Network Interface Card, to upload or download configuration data.

In Online Mode, the tool can also display diagnostic information from the ET200 Adapter.

1.2 Installing the Tool

The EIP ET200 Configuration Tool supports 32-Bit Windows XP, Windows 7, Windows 8.1 and 64-Bit Windows 7, Windows 8.1. To install the EIP ET200 Configuration tool, run the setup program *ET200Setup.exe* and follow the instructions on the screen. The install program will guide you through the setup process.

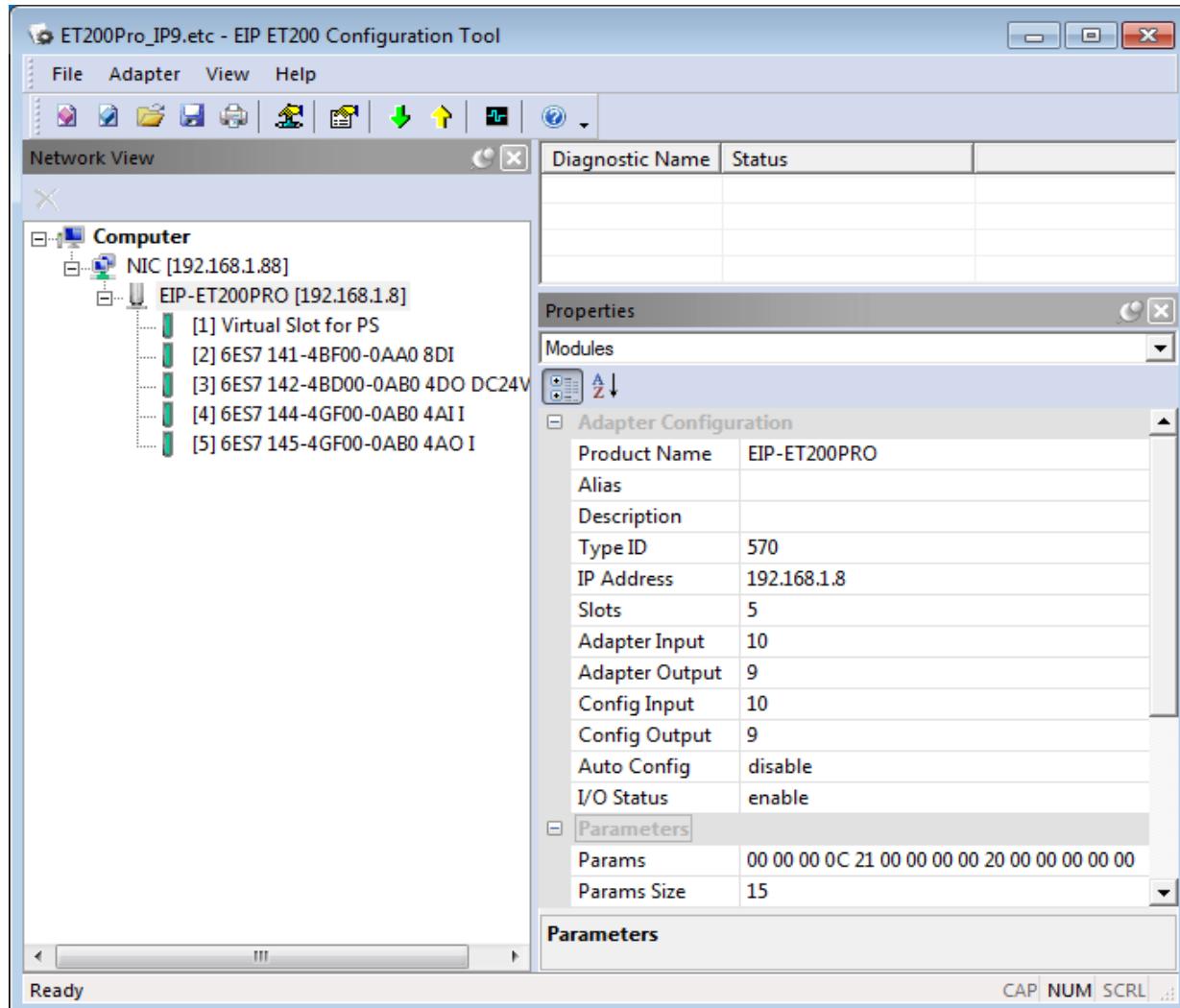


Note

Custom Setup Type can be chosen to install the EIP ET200 Configuration Tool in a different directory.

1.3 Creating a New Configuration

Creating a configuration allows you to specify the expansion module configuration for an ET200 device and enables configuration of each module's extended parameters.



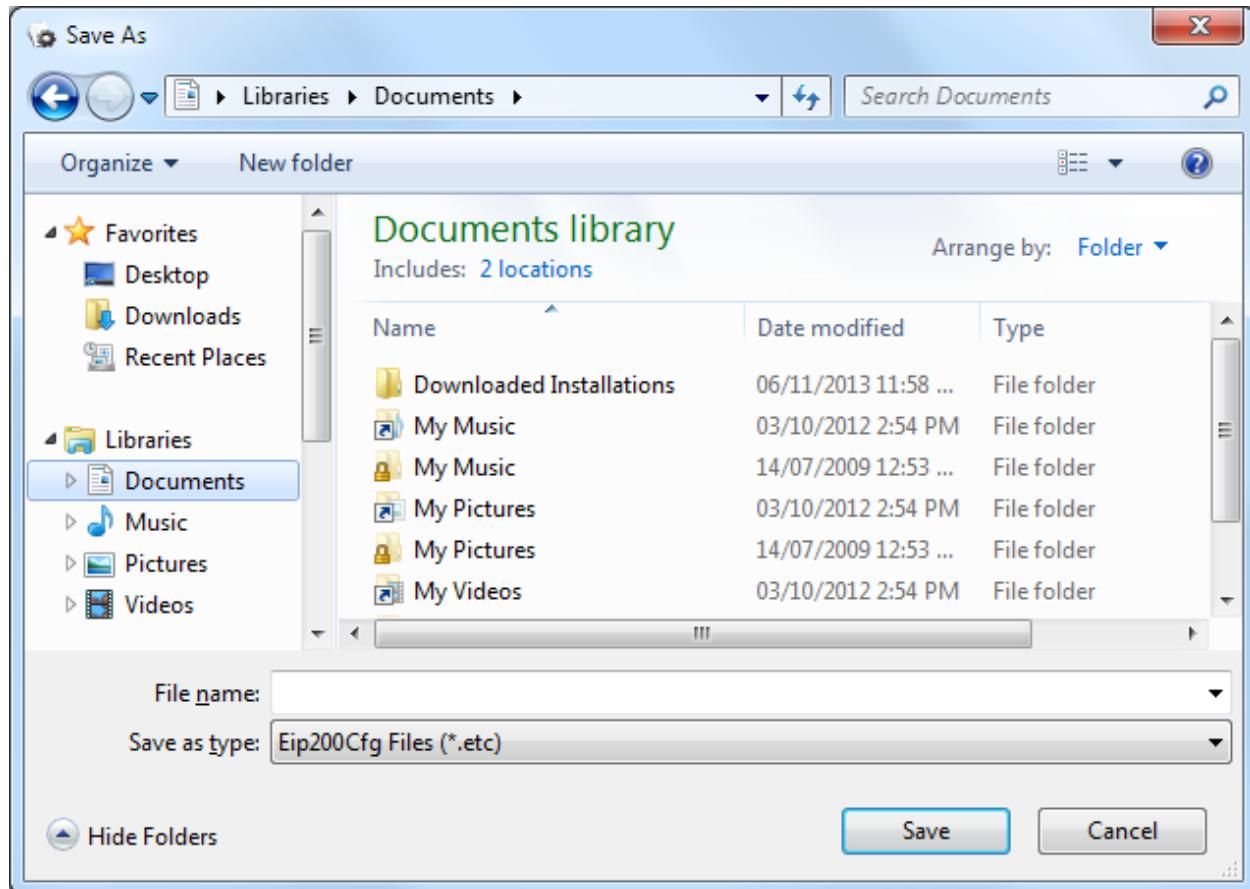
To create a new configuration:

- Choose the **File/New ET200S** or **File/New ET200PRO** command or click the **New ET200S** or **ET200PRO** button in the toolbar.

1.4 Saving a Configuration

To save a configuration: (the following graphic is based on Windows 7)

1. Click the **Save** button , or choose the **File/Save or File/Save As** menu command. If the configuration was not previously saved, the Save As dialog box displays.



2. Enter a file name, and click **Save**.



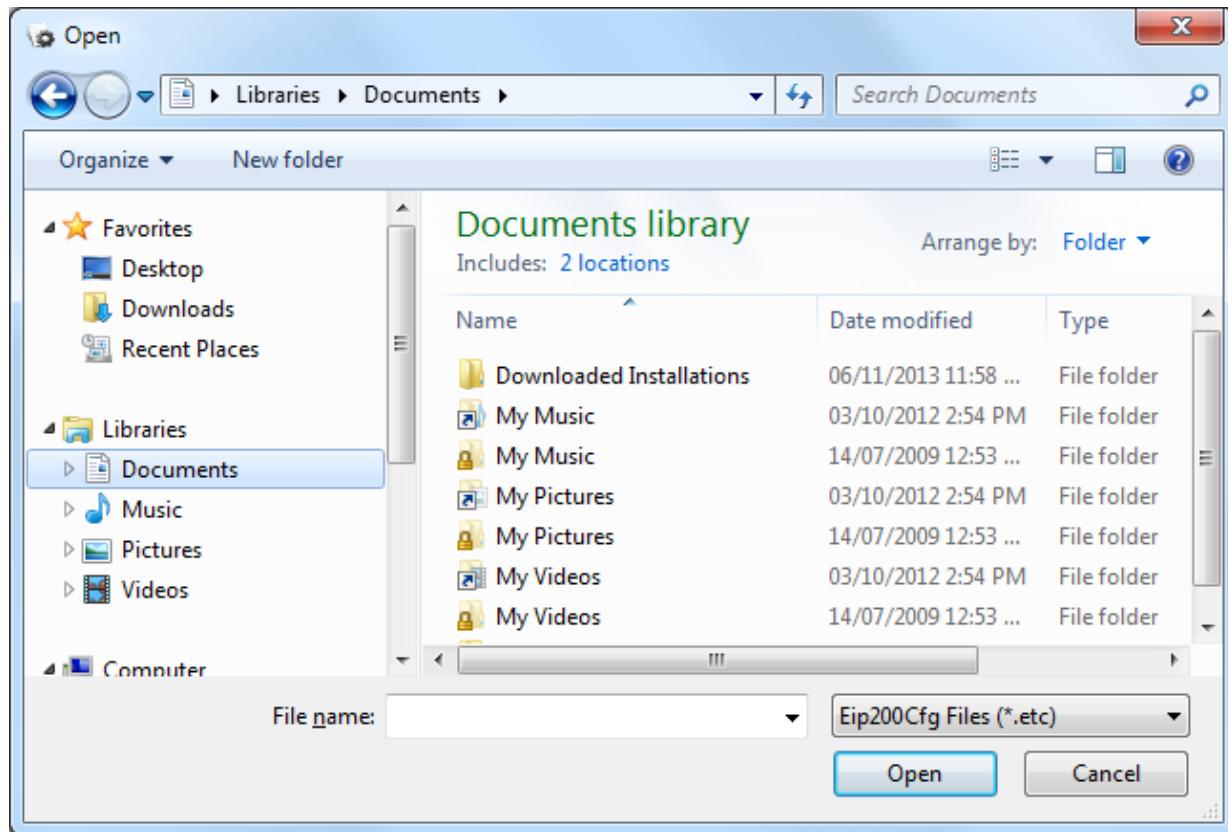
Note

Configuration files are saved with the .etc file extension.

1.5 Opening a Configuration

To open a configuration: (the following graphic is based on Windows 7)

1. Click the **Open** button , or select the **File/Open** menu command. The Open dialog box appears.

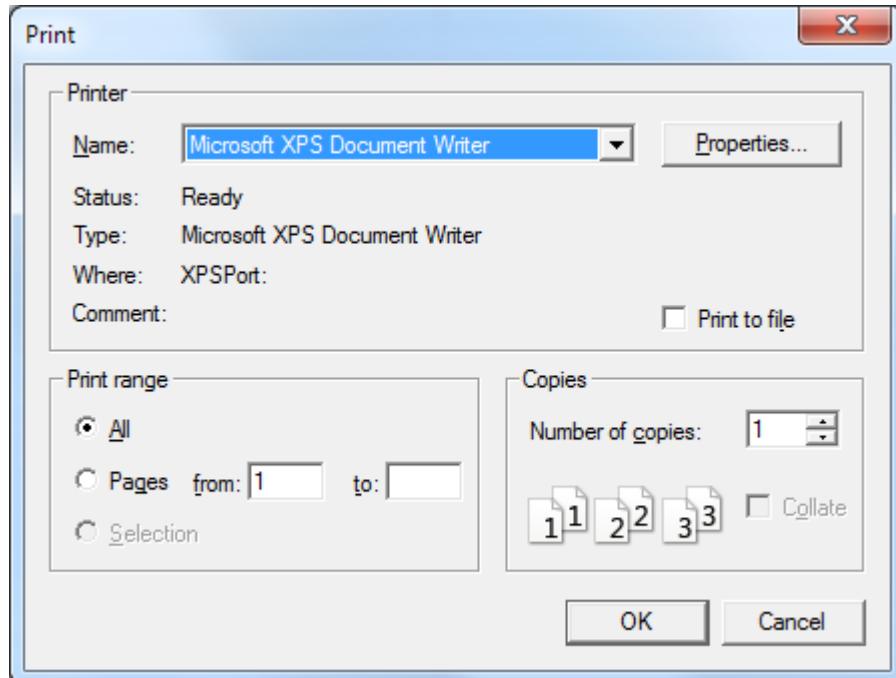


2. Select the desired ETC configuration file and click **Open**.

1.6 Printing a Configuration

To print a configuration:

1. Click the **Print** button , or select the menu **File/Print** command. The Print dialog box appears.



2. Select the desired printer name and print range and click **OK**



Note

Select the menu **File/Print View** command to set the desired settings for the printed page.

Select the menu **File/Print Setup** command to set the desired printer, paper size and orientation.

2

Setting Online Connection Properties

Chapter Sections:

- Introduction
- Ethernet Network Interface Card Connection Configuration
- ET200 Configuration Objects
- Uploading a Configuration
- Downloading a Configuration

2.1 Introduction

This chapter describes the necessary steps to select an Ethernet network interface card for use as the communication channel to allow an ET200 adapter module to be configured online.

2.2 Ethernet Network Interface Card Connection Configuration

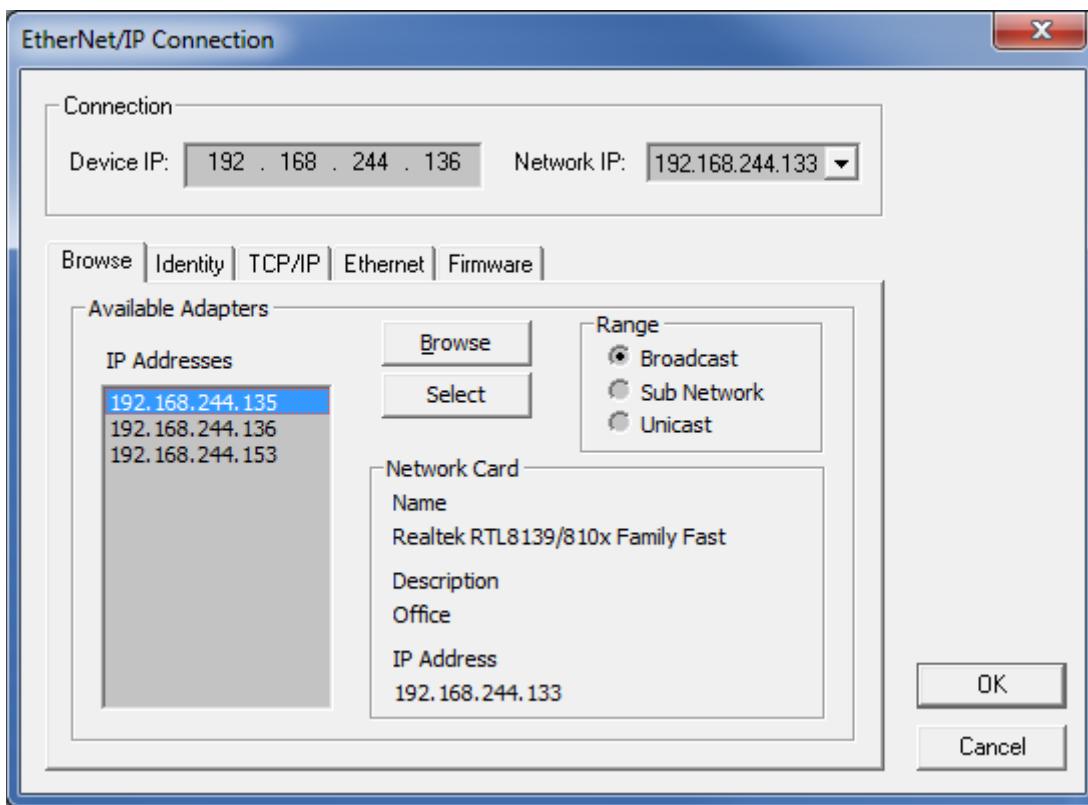
The Connection Setup defines the network configuration settings to use when communicating with the Adapter Module in Online Mode.

The ET200 module in factory default is only with DHCP enabled and no IP address. It will not work until the IP address is set with a DHCP server.

Please refer to section 4.5 [Setting up the ET200 Module's IP Address](#).

2.2.1 To Set the Connection Properties:

1. Choose the **Adapter/Connection Setup** command or click the **Connection** button . The EtherNet/IP Connection dialog box appears.



2. Select the **Network IP** address of the Network Interface Card that you want to communicate with the ET200 adapter.
3. Click **Browse** button to search for existing ET200 adapters on the network. A list of the available adapters is populated specifying each adapter's IP address. You can browse for the adapters either using a broadcast, sub network or unicast message.
 - A **Broadcast** request message will be sent to all networks attached to the network interface card. If the Windows firewall is active, refer to section 2.2.2 [Firewall and Enable Broadcast](#)
 - A **Sub Network** request message will be sent to a sub network devices that belong to a subnet addressed with 3 common, identical, most-significant bit groups. Subnet mask is 255.255.255.0.
 - A **Unicast** request message will be sent only to a single adapter IP address specified by **Device IP** address.
4. Select the ET200 adapter that you want to communicate with.
5. Click **OK** to save the settings or **Cancel** if you do not want to save the new settings.

2.2.2 Firewall and Enable Broadcast

By default, most programs are blocked by Windows Firewall.

When Windows Firewall is active, if you use the **Broadcast** request to search for existing ET200 adapters, the EIP ET200 configuration tool needs to be added to the firewall exception list.

2.2.2.1 To Enable Broadcast on Windows XP

1. From Windows **Start**, click **Settings > Control Panel > Security Center**
2. In the Windows Security Center, under **Manage security settings for**, select **Windows Firewall**
3. In the Windows Firewall dialog box, on the **Exceptions** tab, click **Add Program...**
4. Click **Browse** and then locate the ‘EIP ET200 Configuration Tool’. Click **OK**

2.2.2.2 To Enable Broadcast on Windows 7 and Windows 8.1

1. From Windows **Start**, click **Control Panel > System and Security**
2. Under **Windows Firewall**, click **Allow a program through Windows Firewall**
3. In the Allow programs to communicate through Windows Firewall dialog box, click **Change settings**
4. Click **Allow another program**, then locate the ‘EIP ET200 Configuration Tool’. Click **Add**

2.3 ET200 Configuration Objects

The Connection Properties allow accessing/changing various properties of the ET200 adapter device. You can monitor/set the following device objects:

- Identity Object Parameters.
- TCP/IP Object Parameters.
- Ethernet Link Object Parameters.

2.3.1 Identity Object Parameters

The Identity tab allows you to view various adapter identity parameters and also allows setting factory defaults and/or resetting the adapter.

To retrieve current Identity parameters click **Read** button, a request is sent to the adapter and parameters are updated with their current values.

Vendor ID	8	Molex Incorporated
Device Type	12	Communication Device
Product Code	569/570	Unique Device Identifier (569: ET200S, 570: ET200PRO)
Revision	1.1	Firmware revision number
Status		Current status of the adapter
Serial Number		Device unique serial number
Product Name		EIP200S Adapter or EIP200PRO Adapter

To set the ET200 Adapter to its factory default settings, click the **Set Defaults** button. To keep the current IP address, check the **Retain IP Address** before clicking the **Set Default** button. The **Retain IP Address** feature is only supported by the ET200PRO module.



Note

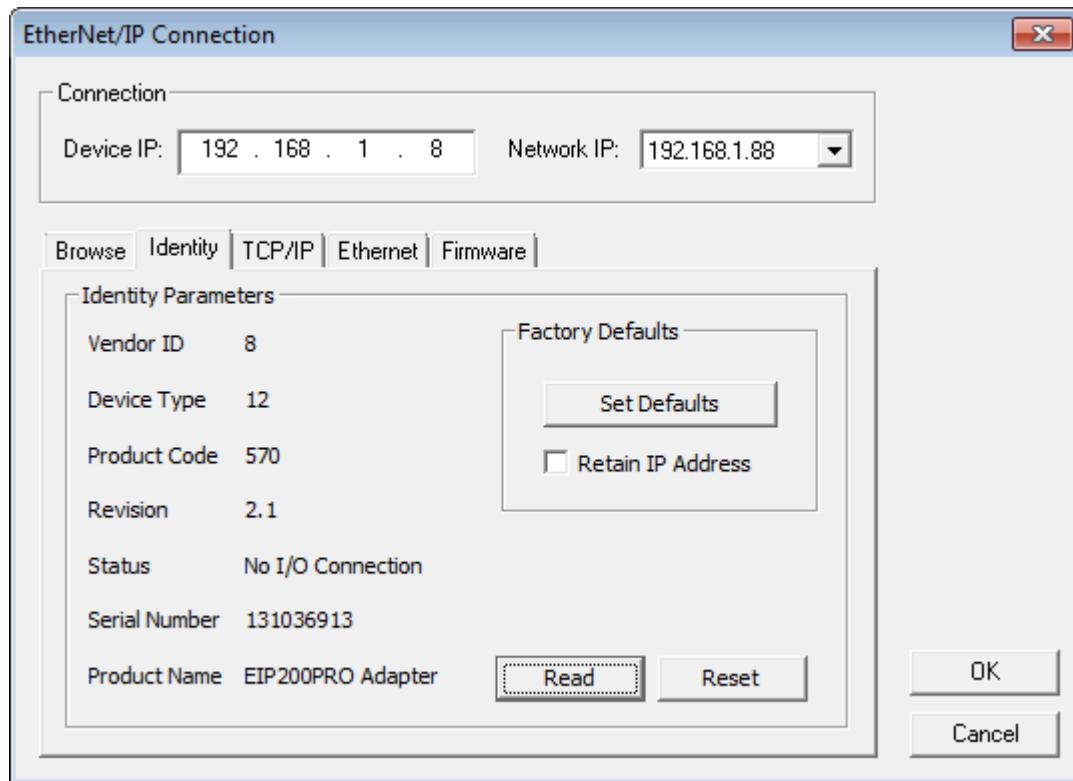
Any user configuration and IP address will be lost (without checking **Retain IP Address**): Auto Configuration, I/O Status Byte Enabled will be set and DHCP mode will be enabled.

To reset the adapter click the **Reset** button, it will restart the adapter and place it in its initial state.



Note

User configuration data is not lost after this type of reset.



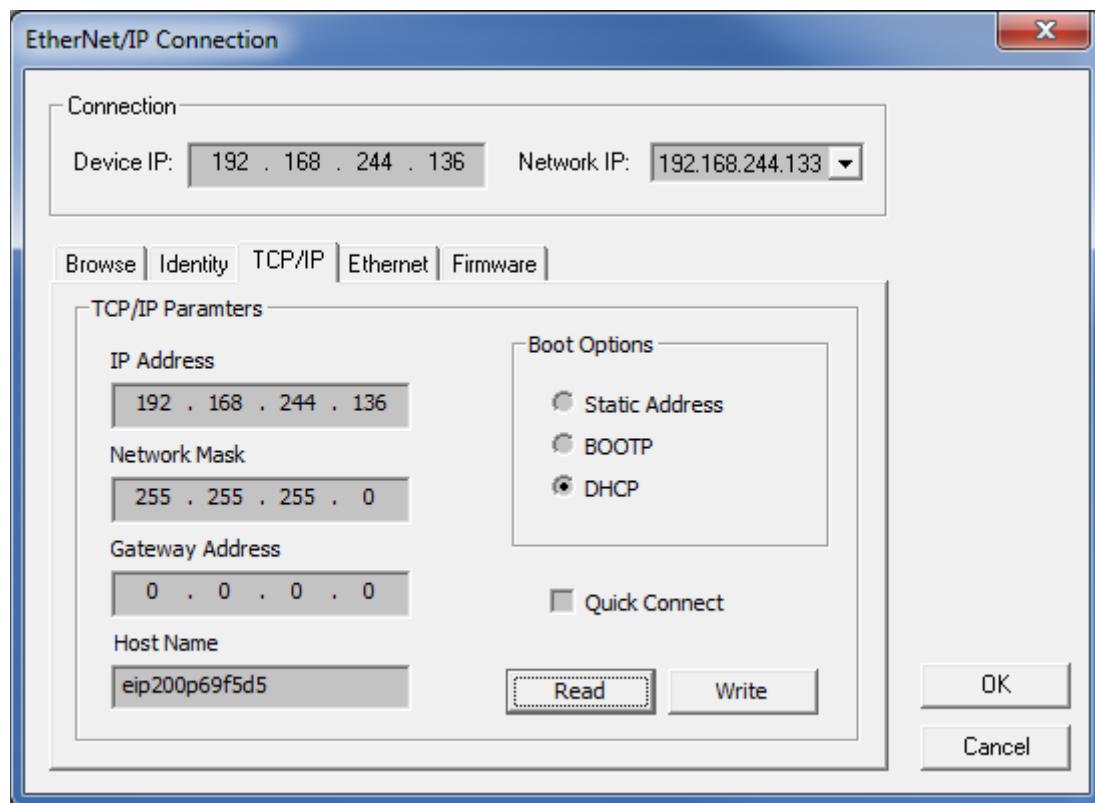
2.3.2 TCP/IP Object Parameters

The TCP/IP tab allows you to view/set various adapter TCP/IP parameters of the adapter.

To retrieve current the TCP/IP parameters click the **Read** button. A request is sent to the adapter and the display is updated with the current values.

To set the TCP/IP parameters, make the changes you wish to incorporate, click the **Write** button. A request is sent to the adapter and the parameters are updated with the displayed values.

IP Address	Current IP address of the adapter
Network Mask	
Gateway Address	
Host Name	eip200s or eip200p + last 3 bytes of the ET200 MAC address.
Boot Options	
Quick Connect	



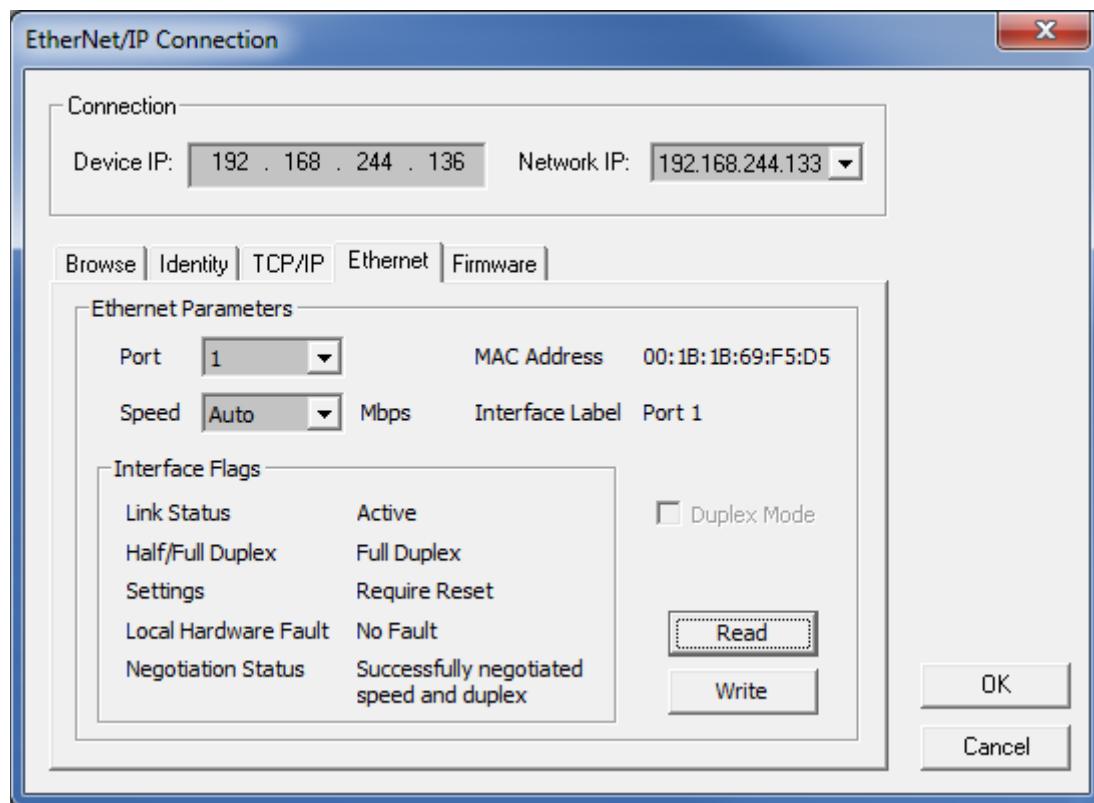
2.3.3 Ethernet Link Object Parameters

The Ethernet tab allows you to view various adapter Ethernet Link object parameters and also allows setting interface speed and duplex mode of the adapter. Two Ethernet Link objects exist on the adapter, select desired Port number 1 or 2.

To retrieve the current Ethernet Link object parameters, select the port number, and then click the **Read** button. A request is sent to the adapter and display is updated with the current values.

To set the Ethernet Link object parameters, select the port number, and then click the **Write** button. A request is sent to the adapter and the parameters are updated with displayed values.

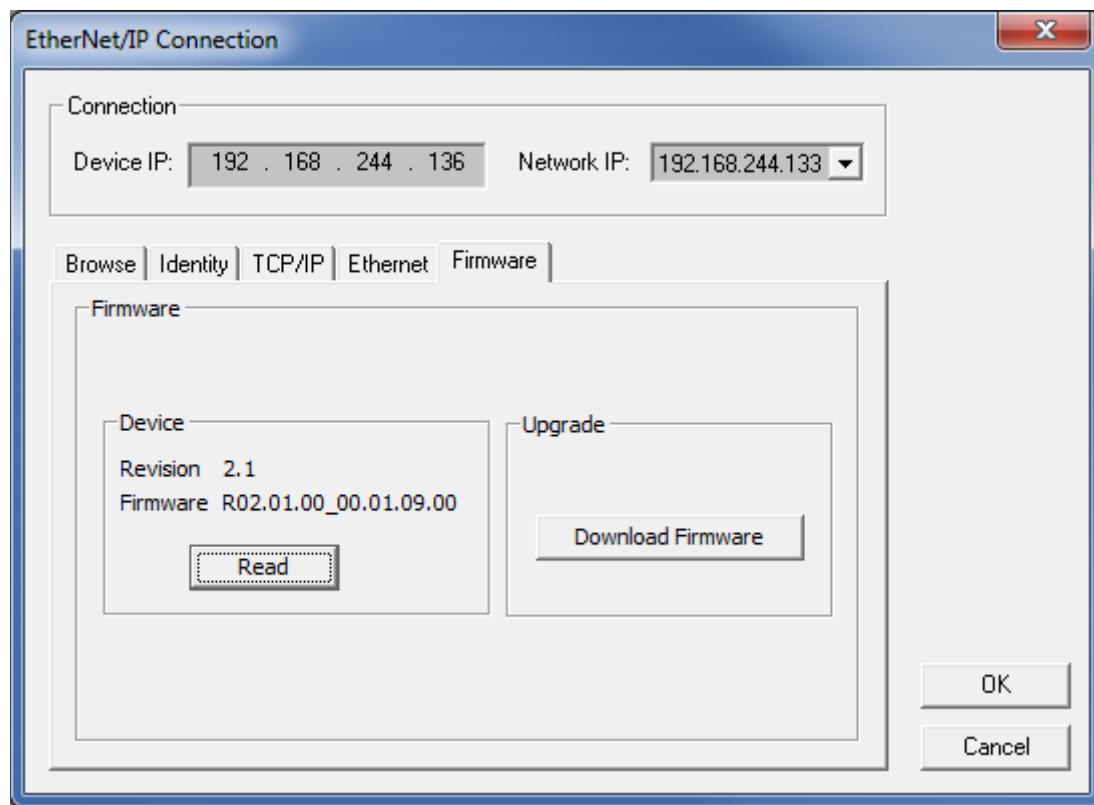
Speed
MAC Address
Interface Label
Interface Flags
Duplex Mode



2.3.4 Firmware Update

The Firmware tab allows you to view the current firmware revision in the adapter and also allows downloading and updating the firmware in the adapter.

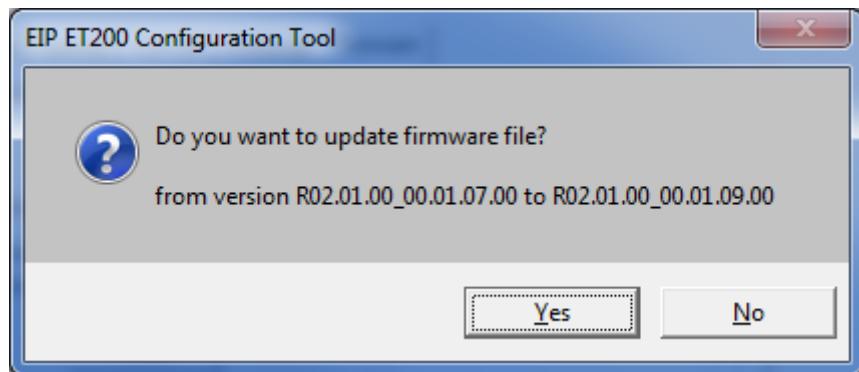
To retrieve the current firmware revision, click the **Read** button. A request is sent to the adapter and the current firmware revision is displayed.



To update the firmware in the adapter follow these steps:

- click the **Download Firmware** button,
- browse the firmware file (UPA extension) and select it.

A message appears displaying version of the firmware file and on the adapter and asks the user to confirm the firmware update request.



Downloading the firmware takes several seconds, the adapter resets itself, the new firmware initializes and the adapter is ready for communication.



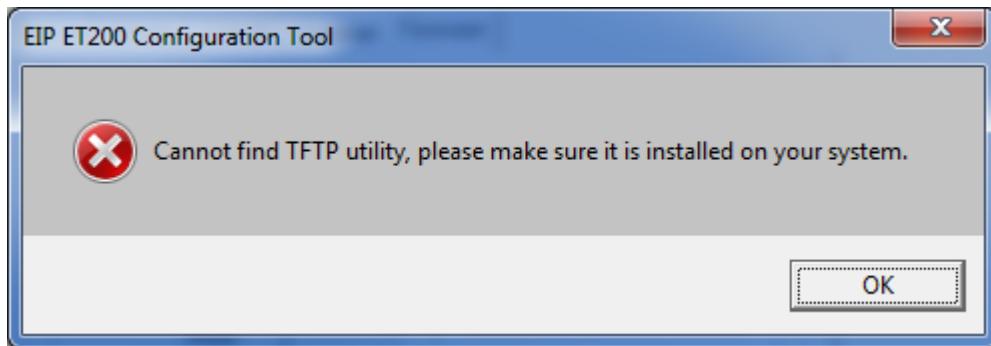
Note

User configuration remains valid after firmware download.



Note

The firmware updating uses an external application TFTP (Trivial File Transfer Protocol). Microsoft Windows provides such utility but it might be not installed by default. In case you see the message below please install the TFTP utility on your system.



Note

The TFTP Client feature is installed by default on Windows XP.

On Windows 7 and Windows 8.1, the TFTP Client feature has to be turned on manually. It resides in **Control Panel >Programs>Programs and Features>Turn Windows features on Or off**

2.4 Uploading a Configuration

Once the connection settings are established, start configuring the ET200 adapter device.

If the adapter device has been configured before, or you are not sure of its current configuration state, it is recommended that you try to upload the configuration information currently stored in the device before continuing.

To start the upload, choose the **Adapter/Upload Configuration** command or click the **Upload Configuration** button .

To open the Adapter Module Configuration dialog box, choose the **Adapter>Select Modules** command or click the **Edit Adapter Configuration Parameters** button , in the toolbar. For detailed information about adapter configuration please refer to chapter 3 [Adapter Configuration](#).

2.5 Downloading a Configuration

Once all settings in the configuration are completed, as described in Chapter 3 [Adapter Configuration](#), download the configuration to the adapter module.

To download:

1. Choose the **Adapter/Download Configuration** command or click the **Download Configuration** button .
2. The progress bar displays current status of the downloading command and notifies you once completed.

3

Adapter Configuration

Chapter Sections:

- Overview
- Automatic Configuration vs. User Configuration Mode
- Enabling I/O Status
- Adding, Removing and Re-Ordering a Module
- Viewing and Changing Module Properties
- Viewing and Changing Adapter Properties
- Using Online Diagnostics

3.1 Overview

The ET200 adapter configuration consists of 2 stages:

- Selecting modules
- Configuring adapter and modules parameters

The Select Modules dialog box provides a list of the currently selected expansion modules to be downloaded to the ET200 adapter. You can add, remove, rearrange modules slots and monitor available I/O and parameters resources while configuring the adapter.

The Property Window within the main application window, allows you to view and modify adapter configuration options, to modify extended parameters of the adapter and parameters of the modules within the configuration itself.

3.2 Automatic Configuration vs. User Configuration Mode

In Automatic Configuration mode, the adapter module knows only the total input and output sizes and has no extended diagnostic capabilities: electronic module parameter data cannot be specified – the modules use default parameters.

User Configuration mode allows you to specify the module in each slot and configure each module's extended parameters (if supported). In User Configuration mode, extended diagnostic support is available for modules that support it.

Feature	Mode	
	Auto Configuration	User Configuration
Add/Remove modules without updating configuration details (Hot swap works in both mode)	YES	NO
Download configuration information	NO	YES
Extended diagnostics	NO	YES
I/O data compression	YES (always compressed)	YES/NO (User selectable)

To enable/disable Auto Configuration Mode double click the **Auto Config** parameter in Adapter Configuration group of parameters or select a desired option from dropdown selection in Properties windows. Auto Configuration Mode is enabled by default.

3.3 Enabling I/O Status

The I/O Status Enable feature generates a single I/O status byte at the beginning of the input data packet. This status byte indicates if any faults have occurred in the device, which may result in invalid data (i.e., short circuit, blown fuse).

To determine whether I/O status is enabled for a device, upload the configuration. The **I/O Status** Adapter Configuration option indicates current state of the I/O Status feature.

To enable/disable the I/O Status feature double click the **I/O Status** parameter in Adapter Configuration group of parameters or select a desired option from dropdown selection in Properties windows. The I/O Status feature is enabled by default.

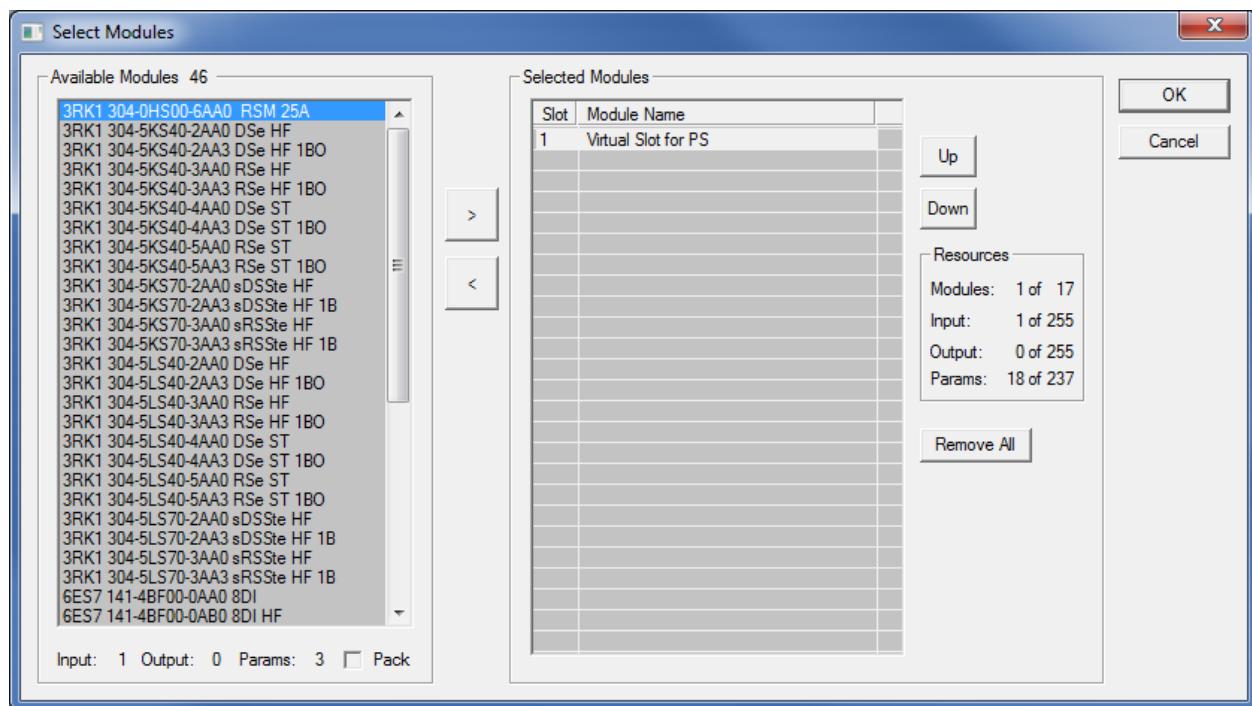


Note

I/O Status is enabled in auto configuration mode. When the I/O Status feature is enabled, the tool will automatically increment the number of Input bytes by one (1) to reflect the change in the input data packet size.

3.4 Adding, Removing and Re-ordering a Module

To view the current modules configuration, click the **Adapter>Select Modules** menu command or right click in the Network View window and click **Select Modules** command. The Select Modules dialog box is displayed where you can modify your modules configuration.



To add a module to the configuration:

1. Select desired module in **Available Modules** list. The Input, Output and Params data sizes are based on the modules within the Selected Modules window.
2. Click **Right Arrow Button** or double click a previously selected module.
3. The selected module is added to the **Selected Modules** list, if there are sufficient resources available on the adapter.
4. I/O and Parameters Resources are updated every time the Selected Modules window is changed.



Note

The maximum number of EIP 200S modules is 63. The maximum number of EIP 200Pro modules is 17 including the virtual slot, Input and Output data size to 255 and total parameter size to 237 including adapter parameters. If you exceed any of these limits, a message box is shown stating which limit has been reached. The current resource usage is updated upon any modification to the overall configuration.

5. Click **OK**. The current list of selected modules is updated into the adapter configuration of the Network View.

To remove a module:

1. Select desired module in **Selected Modules** list.
2. Click **Left Arrow Button** or double click a previously selected module.
3. The selected module is removed from the **Selected Modules** list. The resources usage is updated accordingly.
4. Clicking **Remove All** button, removes all modules from configuration.
5. Click **OK**. The current list of selected modules is updated into the adapter configuration.



Note

If you remove a module in the middle of the configuration list, the other modules move up to fill the empty slot.

To re-order an expansion module:

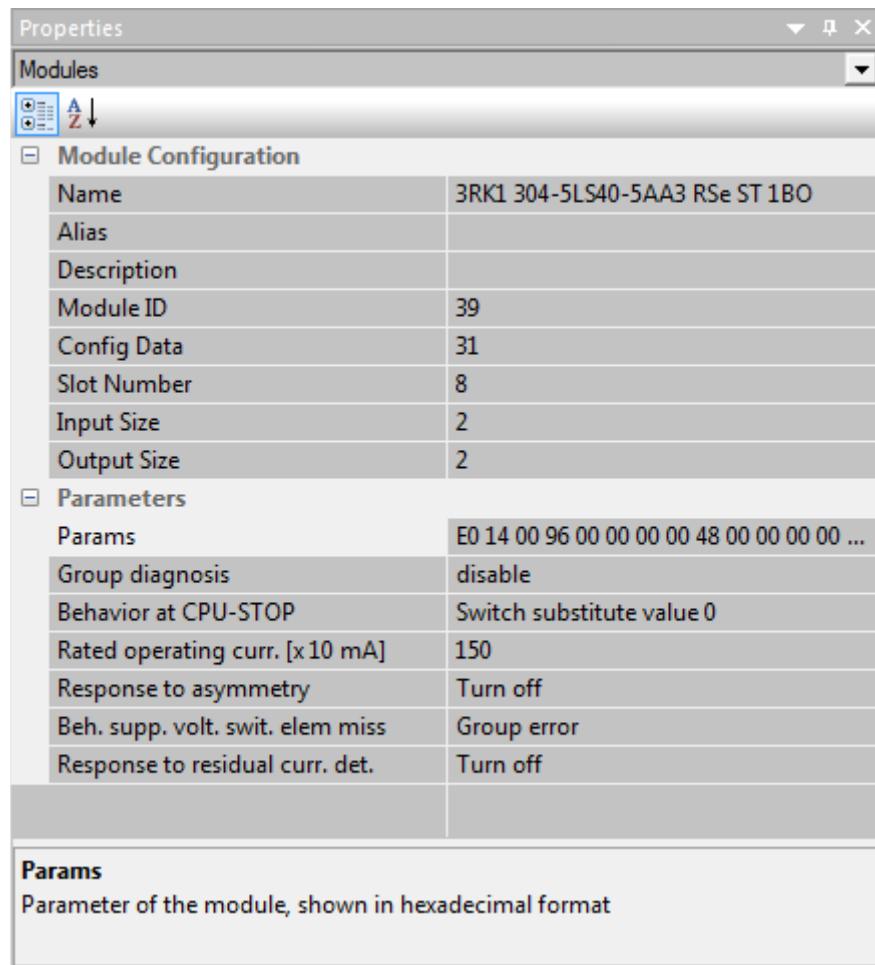
1. Click the desired module in the **Selected Modules** list.
2. Click the **Up/Down Button** to move the slot position of the currently selected module higher or lower.
3. Click **OK**. The current list of selected modules is updated into the adapter configuration.

3.5 Viewing and Changing Module Properties

To view a module's properties, select the desired module in the Network View. The Module Parameters are shown in the Properties Window. The Property Window consists of 2 groups of parameters, Module Configuration parameters and Extended Parameters.

3.5.1 Module Configuration Parameters

The Module Configuration Parameters display general module information.



Module Name shows the individual module part number and name. It is a read only parameter.

Alias is a name given by user to uniquely identify a module. This parameter is settable and optional. The length of the string is limited to 80 characters.

Description is a user short description of the module. This parameter is settable and optional. The length of the string is limited to 80 characters.

Module ID is a unique identifier of the module. It is a read only parameter.

Config Data is a configuration data of the module. It is a read only parameter.

Slot Number is the position of the module in reference to adapter slot. It is a read only parameter.

Input Size is the byte length of the Input data. It is a read only parameter.

Output Size is the byte length of the Output data. It is a read only parameter.



Note

In AutoConfig mode, editing parameters is disabled.

3.5.2 Extended Parameters Group

Parameter Group displays hexadecimal representation of the parameters and where available, a text representation of modifiable module parameters. Text and Hex parameters are specific to the expansion module being configured. The parameters specify data to be written to the expansion module to configure its behavior.

You can change the values of entries in the text parameters by double-clicking the desired field or selecting the dropdown field or clicking a spin control up or down arrow depending on parameter predefined range of values or manually enter the values within the range.

Any changes to the parameters are reflected in its hexadecimal format.

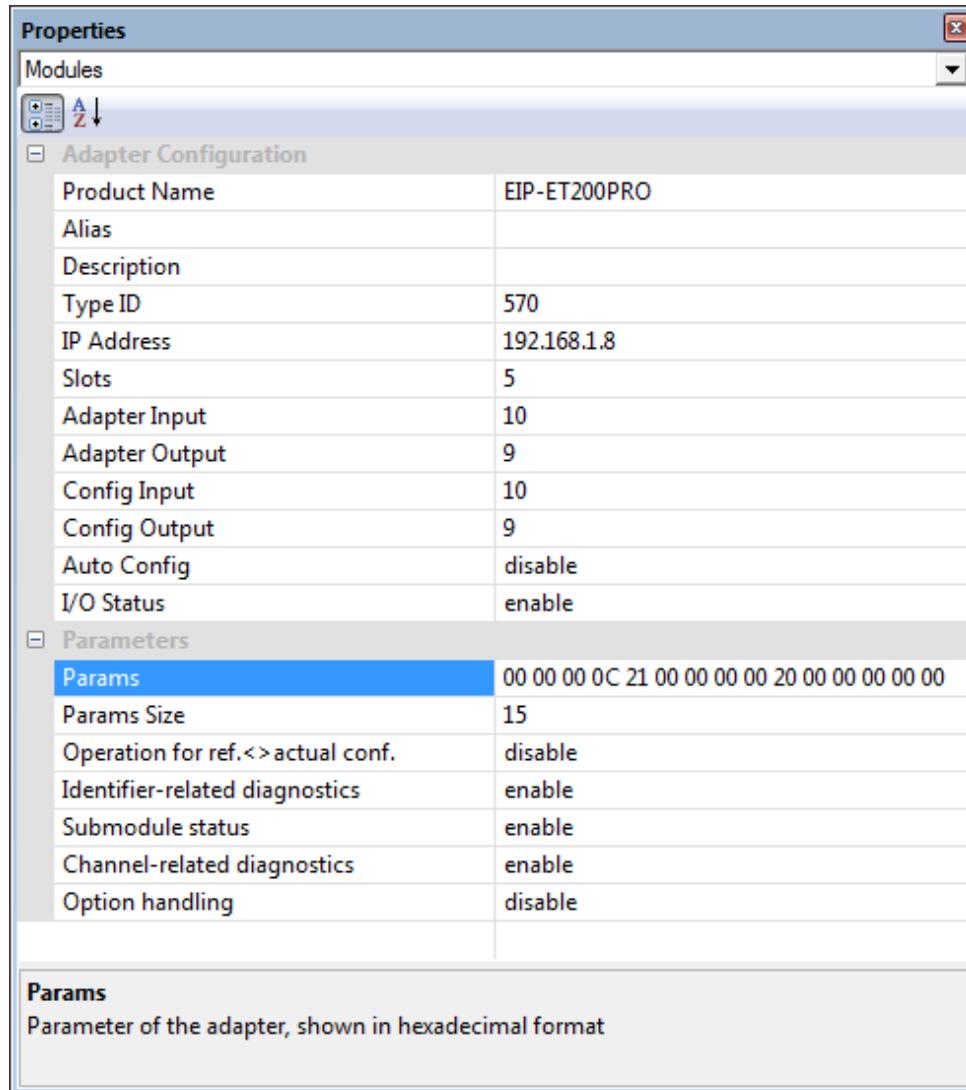
3.6 Viewing and Changing Adapter Properties

The Adapter Properties contains configuration options that affect the Adapter's global behavior.

To view an adapter's properties, select the adapter EIP200S device in the Network View. The Adapter Parameters are shown in the Properties Window. The Property Window consists of 2 groups of parameters, Adapter Configuration parameters and Extended Parameters.

3.6.1 Adapter Configuration Parameters

The Adapter Configuration Parameters display general adapter information.



Product Name is the name of the adapter device. It is a read only parameter.

Alias is a name given by user to uniquely identify an adapter. This parameter is settable and optional. The length of the string is limited to 80 characters.

Description is a user short description of the adapter. This parameter is settable and optional. The length of the string is limited to 80 characters.

Type ID is a unique identifier of the adapter. It is a read only parameter.

IP Address is a unique IP address on the network. It is a read only parameter but it can be changed through the connection setup.

Slots is the number of currently configured modules. It is a read only parameter.

Adapter Input is the byte length of the Input data for all configured modules read from the adapter. It is a read only parameter

Adapter Output is the byte length of the Output data for all configured modules read from the adapter. It is a read only parameter

Input is the byte length of the Input data for all configured modules. It also includes I/O Status byte if it is enabled. It is a read only parameter.

Output is the byte length of the Output data for all configured modules. It is a read only parameter.

Auto Config refers to Section 3.2, [Automatic Configuration vs. User Configuration Mode](#), for more information.

I/O Status refers to Section 3.3, [Enabling I/O Status](#), for more information.

3.6.2 Extended Parameters Group

Parameter Group displays hexadecimal representation of the parameters and where are available, a text representation of modifiable module parameters. Text and hex parameters are specific to the adapter device being configured. The parameters specify data to be written to the adapter to configure its behavior.

You can only change the values of entries in the text parameters by double-clicking the desired field or selecting the dropdown field or clicking a spin control up or down arrow depending on parameter predefined range of values.

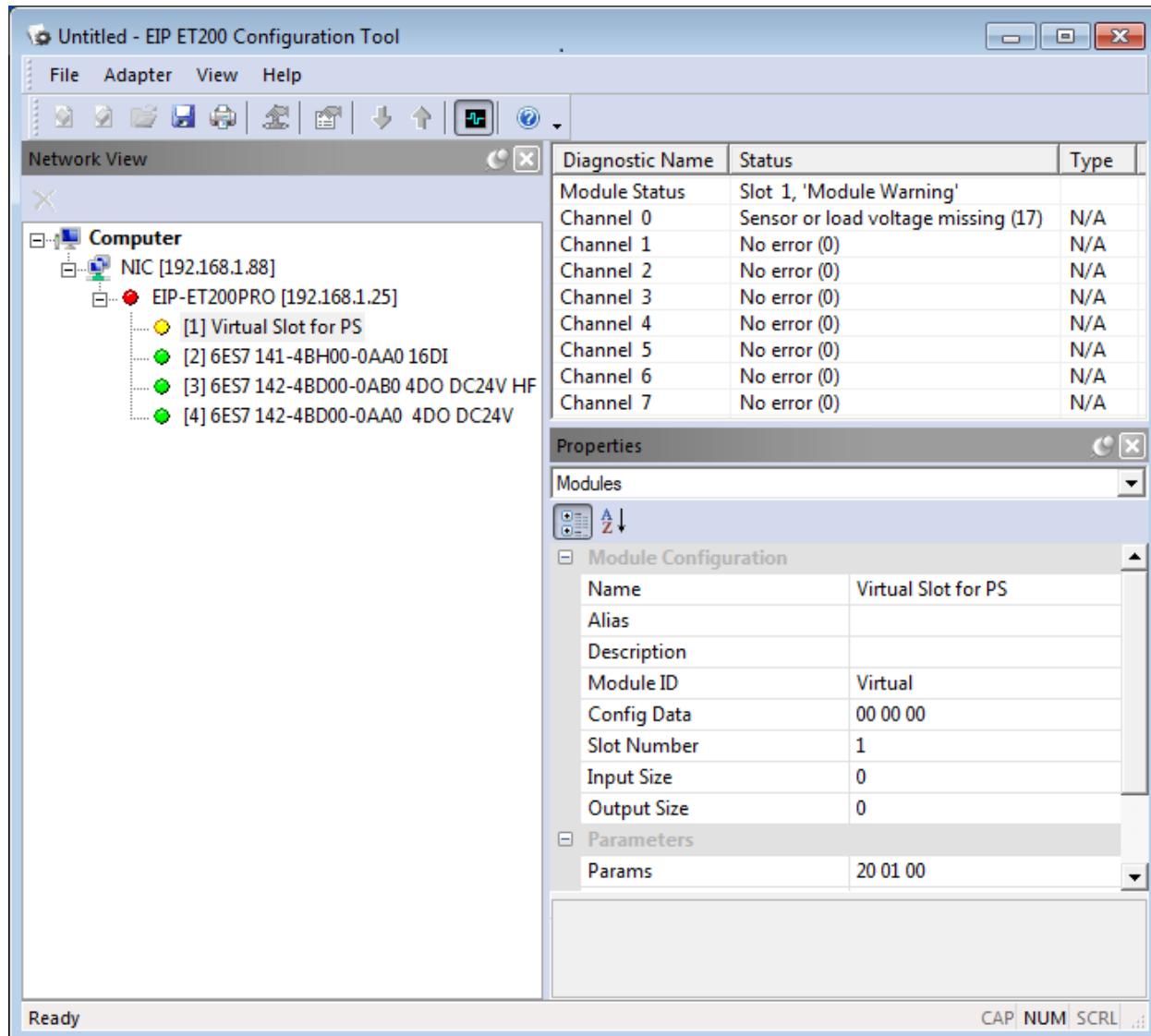
Any changes to the parameters are reflected in its hexadecimal format.

3.7 Using Online Diagnostics

The EIP ET200 configuration tool can be used online to monitor the state of the adapter module and provide diagnostic information on configured slots. You can make sure all slots are functioning normally, or, if there are errors, monitor each slot's error state.

To use online diagnostics:

1. Click the **Monitor** button .
2. Select the adapter or a slot in Network View to display respective diagnostic information.



3. To turn the diagnostic function off, click the **Monitor** button again.



Note

When going into diagnostic mode, the current configuration is compared with the configuration stored in the adapter, in case a mismatch is found, there is an option to overwrite current configuration or not to go into diagnostic mode.



Note

Online diagnostics are not available in Auto Configuration mode.

For more information on the diagnostics of ET200 modules, refer to the appropriate Siemens™ SIMATIC EIP-200S EtherNet/IP Adapter Distributed I/O System Manual (A5E03822408) and Siemens™ SIMATIC ET 200pro distributed I/O system Operating Instructions (A5E00335544-08)

4

Configuring ET200 in RSLogix5000™ and RSLinx™

Chapter Sections:

- Introduction
- Setting up ControlLogix™
- Configuring ET200 adapter in RSLogix5000™
- Setting up RSLinx™
- Setting up ET200 module's IP address

4.1 Introduction

This chapter describes the steps for configuring ET200 adapter using RSLogix5000™ version 20.0 or higher with 1756-ENBT EtherNet/IP scanner.

The following sections describe how to set up the system with a ControlLogix™ system using ET200 EDS file.



Note

Detailed instructions on setting up a ControlLogix™ Rack and using the RSLogix5000™ tool are not within the scope of this document. This document assumes you have a working knowledge of RSLogix5000™, the ControlLogix™ system and the 1756-ENBT (EtherNet/IP module for the ControlLogix™ system).

4.2 Setting up ControlLogix™

Equipment:

- Allen-Bradley ControlLogix™ PLC, configured with a ControlLogix™ CPU module
- Allen-Bradley EtherNet Bridge Module (ENBT)

Setup:

1. Connect the 1756-ENBT module to an available computer Ethernet port via an Ethernet cable.
2. Connect the ET200 adapter to EtherNet/IP network.
3. Power up the PLC (if necessary, configure the PLC using the appropriate software applications as documented in the user's manual provided with the PLC).

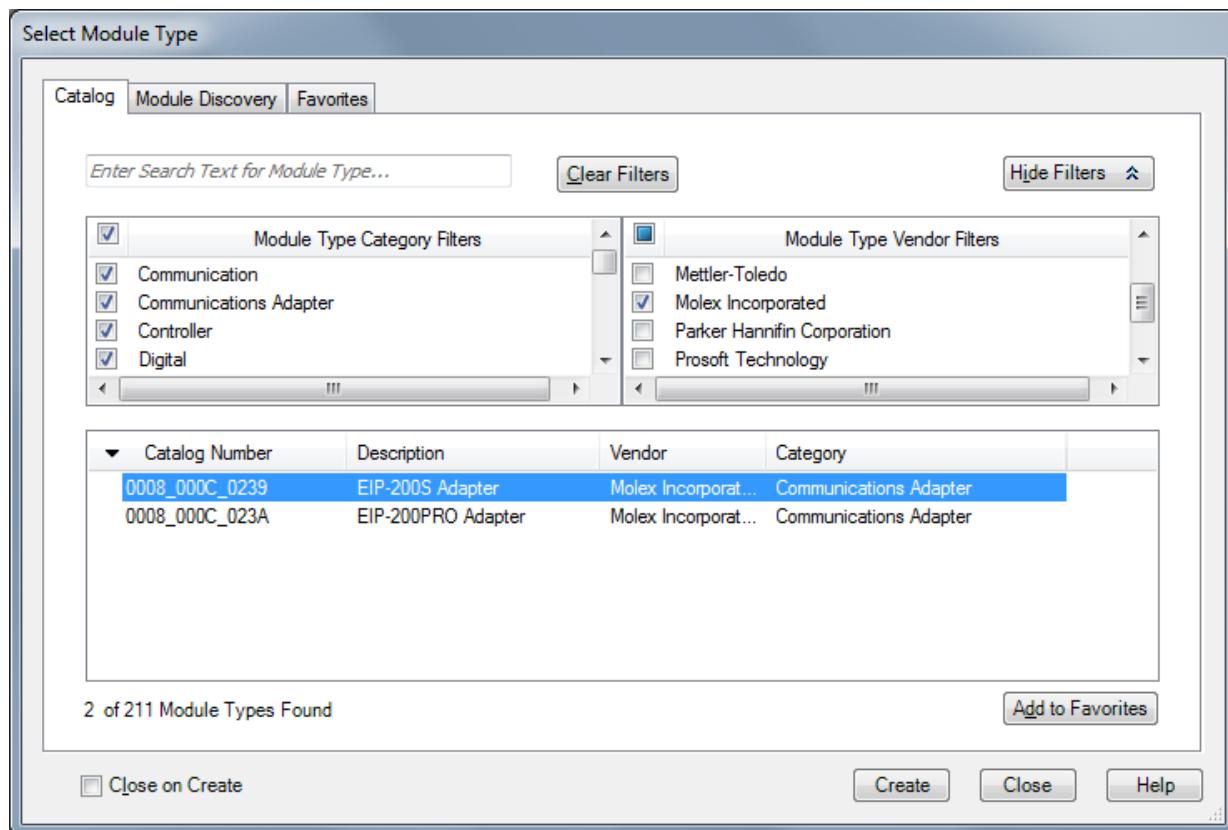
4.3 Configuring ET200 adapter in RSLogix5000™

Before connecting with the ET200 adapter, The EIP200S.eds or EIP200Pro.eds file needs to be registered using Allen-Bradley **EDS Hardware Installation Tool**.

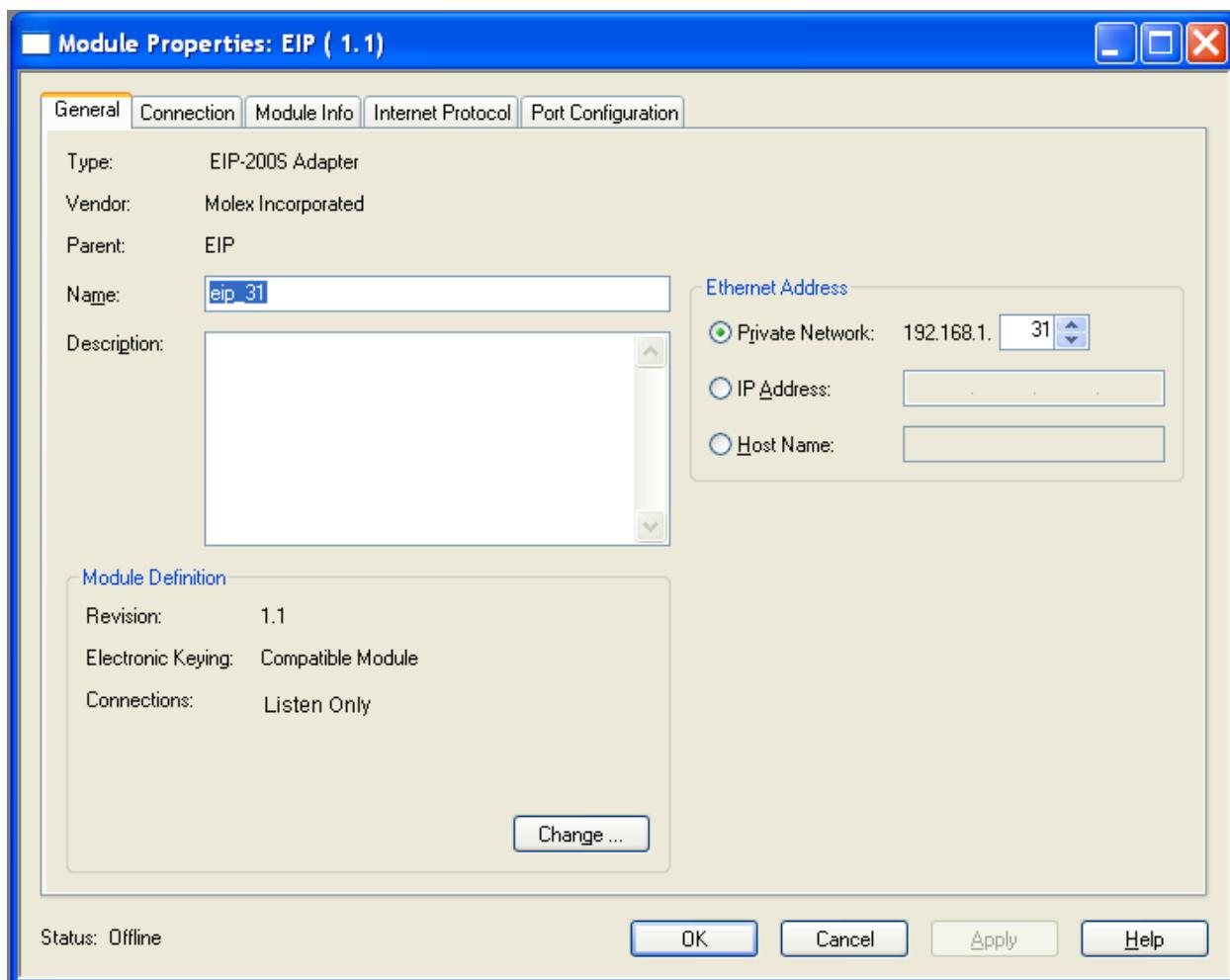
The EIP200S.eds and EIP200Pro.eds files are part of the EIP ET200 Configuration Tool installation. They can be found in where the EIP Configuration Tool is installed.

To use registered ET200 adapter in RSLogix5000™:

1. Right click the **1756-ENBT** module and select the **New Module** command.
2. To easily locate ET200 Adapter, select only the Molex Incorporated check box.
3. Select the EIP200S or EIP200Pro Adapter and click the **Create** button.



4. Specify the **Name** and **IP Address** in Module Properties.
5. Click on the **Change** button to setup connection type and I/O sizes.

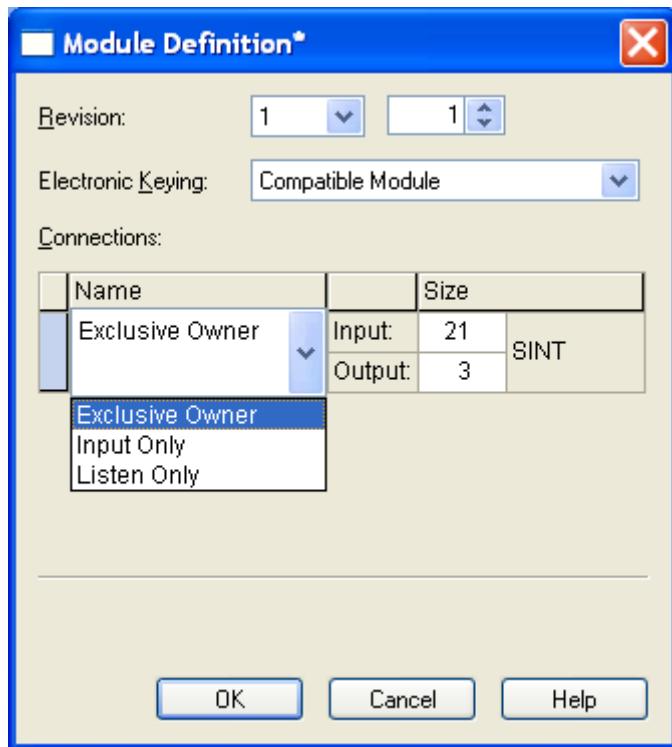


6. Select desired connection type between Exclusive Owner, Input Only and Listen Only connection.
7. Configure I/O sizes according to the downloaded ET200 configuration.



Note

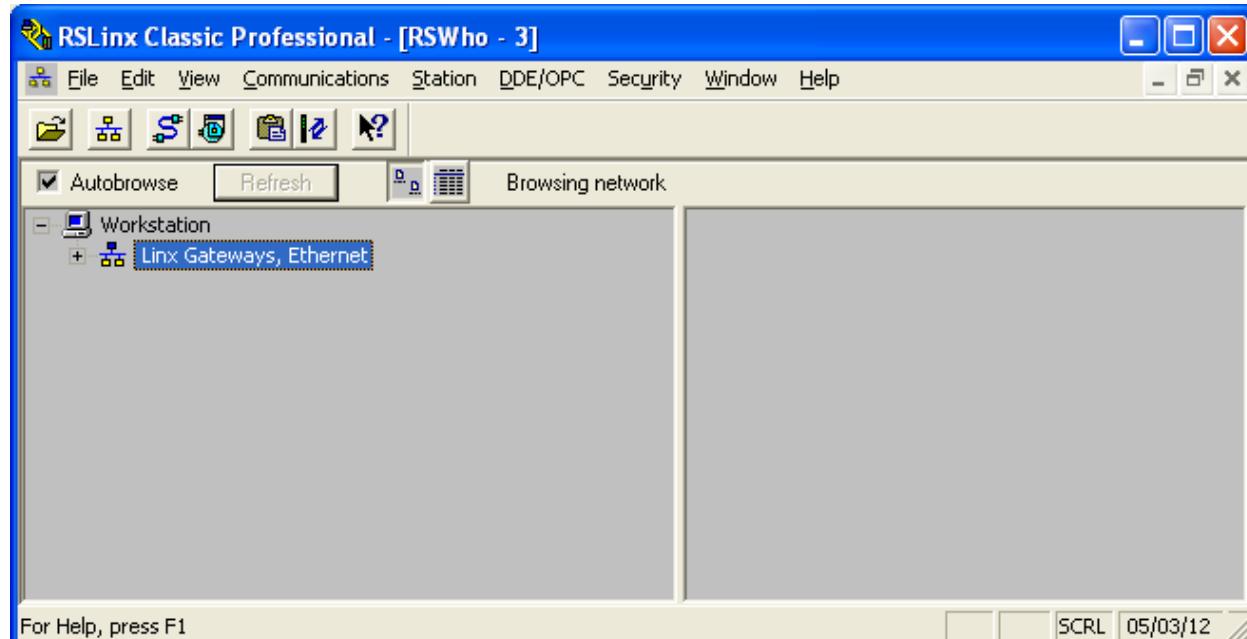
The “Input Size” and “Output Size” are displayed in the Module Configuration Parameters in the EIP ET200 Configuration Tool.



8. Click **OK** button to confirm your settings.
9. Download the configuration to the PLC and place it online.

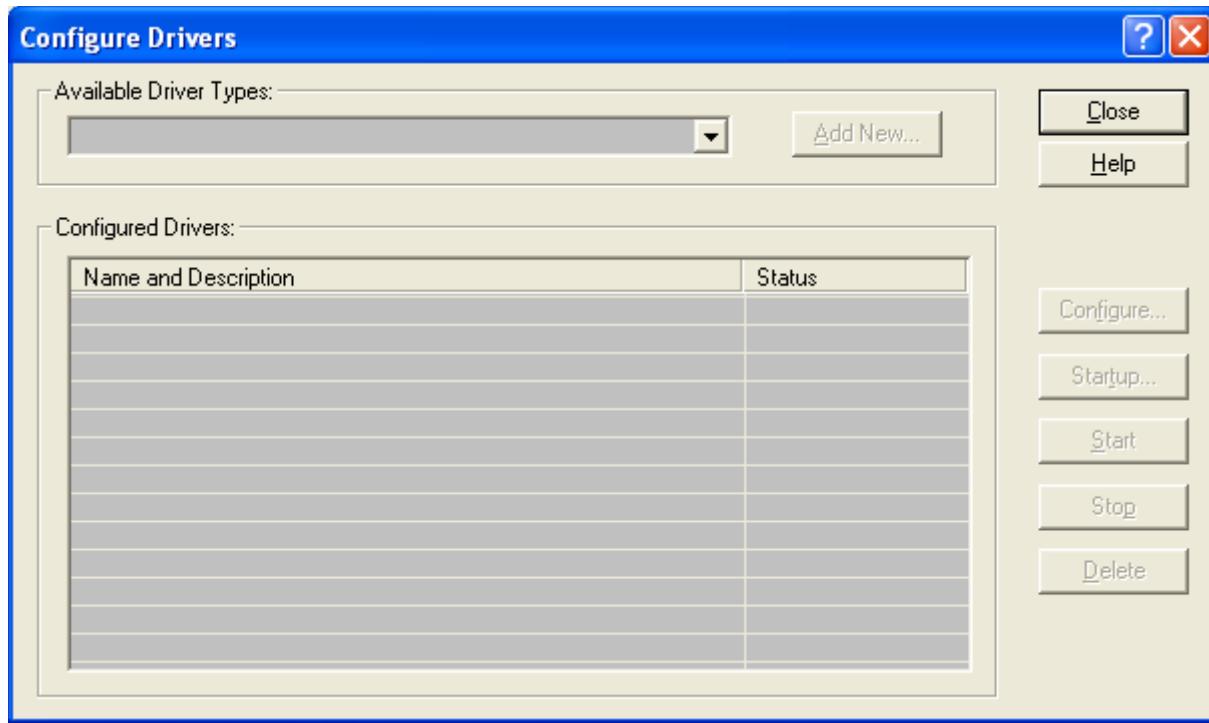
4.4 Setting up RSLinx™

1. Install Rockwell Automation RSLinx™ software on the system, according to the instructions provided.
2. Open RSLinx™ via the **RSLinx™** menu shortcut. The main screen is displayed.



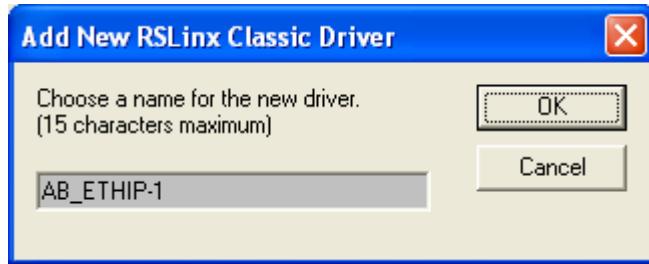
3. To browse the network, click on the **RSWho** button or menu item from the Communications menu.

4. To configure RSLinx™, select the **Configure Drivers** option from the Communications menu. The Configure Drivers dialog box appears.

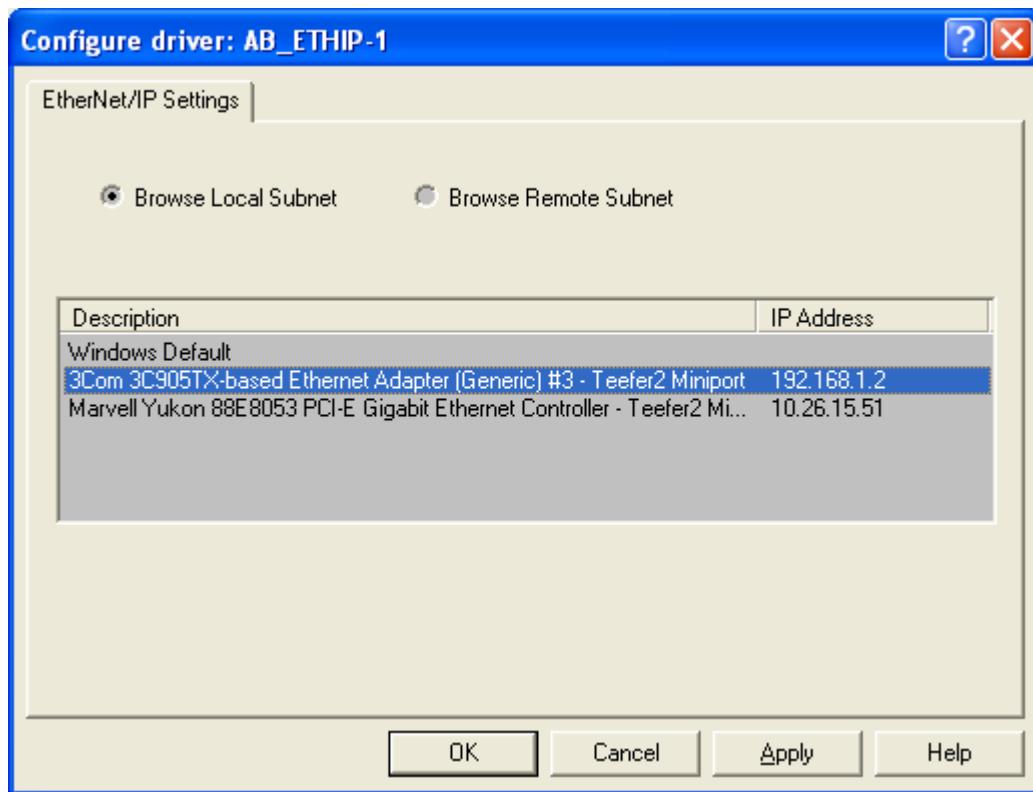


4.4.1 Configuring an EtherNet/IP Driver in RSLinx™

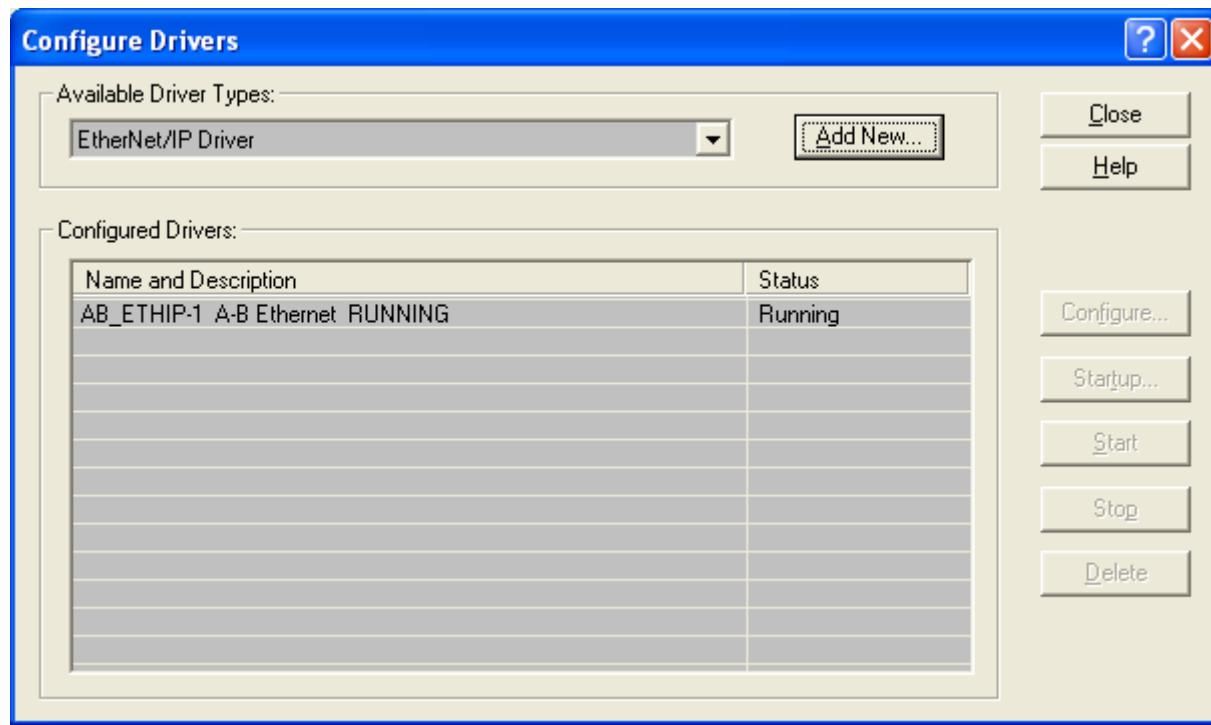
1. From the Available Driver Types dropdown box, choose **EtherNet/IP Driver**.
2. Click the **Add New...** button and specify the name of the new driver (for example: AB_ETHIP-1).



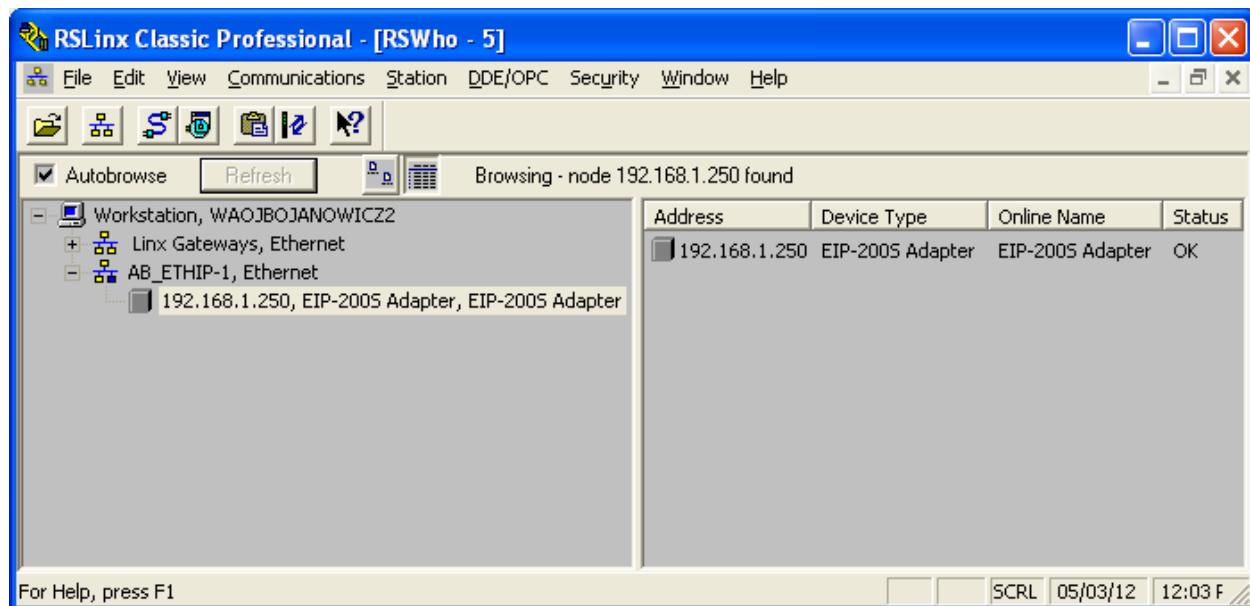
3. Click **OK**. The Configure driver: AB_ETHIP-1 dialog box appears.
4. Select the NIC card you want to communicate through.



5. Click **OK**. The new entry appears in the Configured Drivers list.



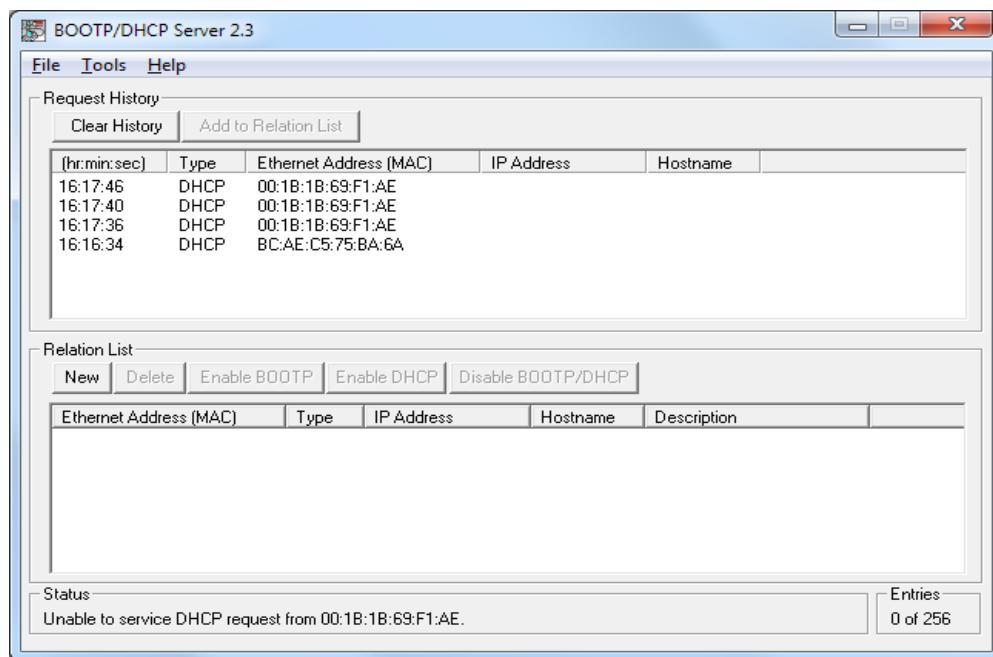
6. Close the Configure Drivers window. The ET200 adapter is detected and displayed in the device list.



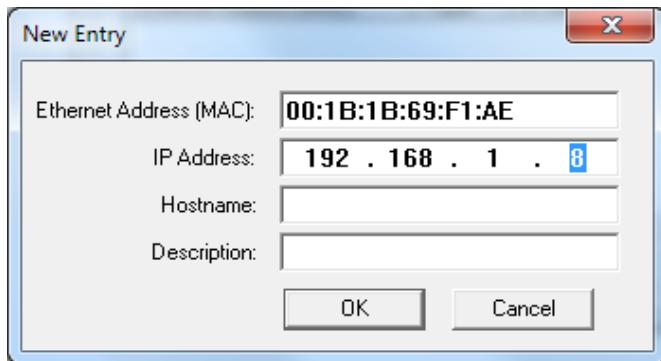
4.5 Setting up the ET200 Module's IP Address

The ET200 adapter comes from the factory without an IP address assigned, and it must be set with a DHCP server. This procedure describes how to set the IP address with the Allen Bradley BOOTP/DHCP Server and how to make the IP address static (permanent). The module would then keep the IP address through a power cycle, and a DCHP server would no longer be needed. The AB BOOTP/DHCP Server can be downloaded free from the Internet.

1. Open the BOOTP-DHCP Server , the BOOTP/DHCP Server dialog box appears



2. When the MAC address for the EIP200 module shows up in the AB BOOTP/DHCP Server “Request History” window, double-click the entry or select the entry and then select the “Add to Relation List” button.
3. In the pop-up dialog, enter the IP address and select OK. When the IP address is assigned, a new entry will appear with an address in the “IP Address” column. The Net Status LED on the module should change to blinking green, which indicates an IP address is assigned.



4. To make the IP address permanent, select the entry in the “Relation List” window and select the “Disable BOOTP/DHCP” button. If successful the Status window at the bottom will display “[Disable DHCP] Command successful”.

A

Technical Support

Appendix Sections:

- USA Technical Support

A.1 USA Technical Support

Please ensure that you have the following information readily available before calling for technical support:

Card type and serial number

- Computer's make, model and hardware configuration (cards installed)
- Operating system type and version
- Details of the problem you are experiencing: application module type and version, target network, and circumstances that may have caused the problem

A.1.1 Getting Help

Support issues for Siemens ET200 Expansion / Electronic Modules should be directed to the appropriate Siemens Technical Support facility in your area.

Or visit <http://support.automation.siemens.com/>

Also available as an app for both Android and Apple IOS platforms. See here for further information <http://support.automation.siemens.com/WW/view/en/56295795>

Please also utilize the following during normal business hour for obtaining Siemens technical support:

For "pre-sales" support, please contact
amps.automation@siemens.com

For "post-sales" technical support, please contact tech support at:

SIEMENS Industry, Inc.

1 Internet Plaza
Johnson City, TN. 37604
423-262-5710 Phone
423-262-2289 Fax
800-333-7421 Hotline
E-mail: support.automation@siemens.com