TECHNICAL BULLETIN – Basic Troubleshooting: Accumove Not Connecting

<u>Summary:</u> This guide contains basic steps to troubleshoot why the Accumove is not connecting and to understand the Accumove connection. The Accumove is connected by an Ethernet cable to the computer. This connection uses a static IP of 192.168.1.6.

Step 1:

Turn off the Accumove and shut down the computer.

If using a 4400 or 4800 table, this will be located on the back of the computer monitor.

Step 2:

Verify that the Ethernet cable is connected to the outer most port on the Accumove (red arrow).



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Step 3:	Wait at least one minute before turning the Accumove back on and verify that the red light is solid on the Accumove on-off switch.
	If there is <u>no red light</u> on the Accumove on-off switch, turn off the Accumove and check the power connection.
	Please make sure that the E-stop is pulled out.
Step 4:	If the red light on the Accumove on-off switch is <u>blinking</u> , turn off the Accumove and contact tech support:
	Phone: (866) 571-1066
	Email: Support@Torchmate.com
	Turn the computer on
Step 5:	If the message Please Switch Drives On or Please Datum Machine annears, the Accumove is connected
	Henry if after a minute of the VMD software being open the Assumed Net Connected screen is still
	present, proceed to the next step.
	LINCOLN Cutting Systems
	Accumove Controller
	Not Connected!
	Torchmate VMD has failed to initialize communication with the Accumove controller.
	If a connection hasn't been made after 30 seconds, close the software and reboot the controller. If a connection still isn't established, use the troubleshooting guide below.
	Network Setup Network Troubleshooting Use this tool to set the IP Address of this PC to 192.168.1.6 Use these tools to test the network configuration.
	This is the default address that the Accumove controller is configured to connect with. WARNING: This may impact your Local Area Connection. Read the users manual for more information for more information. If all tests pass and there is still no connection, call Technical Support.
	Set IP Address Ping Controller Check IP Address Check Port
	Generate Cut PLAN (Cut) & One of Frances -

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Step 6:

Press continue, then press log on.

Choose Admin (password = 1234).

This will allow the software to close by pressing the X in the top right corner of the screen. This will bring you to the Desktop screen.



Log On	×
User Name	
Admin	OK
de_Operator fr_Operator Operator pl_Operator Tech Support	Cancel
Password	Keypad

Step 7:

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Press the <u>Windows symbol</u> located in the bottom left of your screen.

Press the gear above the power symbol. The Windows Setting Page will open.

Click Network & Internet. Press the change adapter option to open the Network Connections panel.



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Step 8:

In the network connections panel, if there is <u>no Ethernet connection</u>, restart the computer and repeat the previous steps.



Step 9:

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If the Ethernet reads <u>unidentified network</u>, proceed to the next step.

If the Ethernet reads <u>network cable unplugged</u>, shut the Accumove and Computer down. Unplug the power cable from the back of the Accumove, leave the system for 24 hours, then repeat the process.

If <u>no change</u>, please contact tech support.



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Step 10:	Double click on the Ethernet connection to open the Ethernet status.	
	Click on <u>Properties</u> .	
	Vetwork Connections	
	↑ 😰 → Control Panel → Network and Internet → Network Connections	
	Organize - Disable this network device Diagnose this connection Rename this conn	nection »
	Ethernet Wi-Fi 2 Unidentified network Not connected	
	Disable Disable	
	Status	
	Bridge Connections	
	Create Shortcut	
	V Delete	
	V Properties	
	7 items 1 items related	
	2 Refris i Refriscielleu	
Step 11:	Click on Internet Protocol Version 4, then click properties.	
	Ethernet Properties	
	Networking Sharing	
	Connect using:	
	Intel(R) [211 Gigabit Network Connection	
	Configure This connection uses the following items:	
	Client for Microsoft Networks File and Printer Sharing for Microsoft Networks	
	OnS Packet Scheduler Internet Protocol Version 4 (TCP/IPv4)	
	Imcrosoft Network Adapter Multiplexor Protocol Microsoft LLDP Protocol Driver	
	Internet Protocol Version 6 (TCP/IPv6)	
	Install Uninstall Properties	
	Description	
	wide area network protocol that provides communicati across diverse interconnected networks.	
	OK Cancel	
Cton 12:	The IP needs to be 192 168 1.6 with a Subnet mask of 255 255 255 0	Internet Protocol Version 4 (TCP/IPv4) Properties X
Step 12:		General
	Press <u>OK</u> and go back to the windows desktop screen.	You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator
		for the appropriate IP settings.
		Obtain an IP address automatically
		IP address: 192 . 168 . 1 . 6
		Subnet mask: 255 . 255 . 255 . 0
		Default gateway:
		Obtain DNS server address automatically
		Preferred DNS server:
		Alternate DNS server:
		Validate settings upon exit Advanced
		OK Cancel



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Step 13:

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Press the Windows Symbol located in the bottom left of your screen.

Press the gear above the power symbol. The Windows Setting Page will open.



Step 14:

In the Search Bar, type Windows Defender Firewall.

Select the first option.

If the Windows Firewall states it is being controlled by a Server based or third party Security Software, contact the manufacturer of the software on how to create rules or disable the firewall.



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Step 15:

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Click on Advanced Settings.

	A Control D	unal & Sustam and Consulty & Windows Firewall	. 8	Carachi Carataral Danad	
$\leftarrow \rightarrow \cdot \cdot 1$	· · · · · · · · · · · · · · · · · · ·	mer > system and security > windows rirewait	~ 0	Search Control Panel	
Control Pane	l Home	Help protect your PC with Windows	Firewall		
Allow an app through Win	or feature dows Firewall	Windows Firewall can help prevent hackers or Internet or a network.	nalicious software from gaining access	to your PC through the	
😜 Change noti	ication settings	Private networks	1	Not connected 📀	
Turn Windov off	vs Firewall on or	Guest or public networks		Connected 🔗	
💡 Restore defa	ults	Neworks in public places such as airports or	offee chonc		
🌍 Advanced se	ttings	works in public places such as anports of	onee shops		
Troubleshoo	t my network	Windows Firewall state:	On		
		Incoming connections:	Block all connections to apps th of allowed apps	at are not on the list	
		Active public networks:	None		
		Notification state:	Notify me when Windows Firew	all blocks a new app	
See also					
Security and	Maintenance				

Step 16:

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Click on Inbound Rules.

Then, select <u>New Rule</u> on the right-hand side of the screen.

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Windows Firewall with Advance	Inbound Rules			i.		Intione	
🗮 Inbound Rules		- ^			Ľ.	L ID I	
Cutbound Rules	Name	Group	Profile			nbound Rules	
🚡 Connection Security Rules	🥨 Sentinel License Manager		All		8	New Rule	
> 🌉 Monitoring	🔮 vmd		All		5	Filter by Profile	
	🔮 vmd		All		Ι,	Eilter hu State	
	Ø AllJoyn Router (TCP-In)	AllJoyn Router	Domai			Pricer by state	
	🧭 AllJoyn Router (UDP-In)	AllJoyn Router	Domai			Filter by Group	
	🧭 AllJoyn Router (UDP-In)	AllJoyn Router	Domai			View	
	Cast to Device functionality (qWave-TCP	Cast to Device functionality	Private			Refresh	
	Section 2010 Cast to Device functionality (qWave-UDP	Cast to Device functionality	Private		l å		
	Cast to Device SSDP Discovery (UDP-In)	Cast to Device functionality	Public			Export List	
	🔇 Cast to Device streaming server (HTTP-St	Cast to Device functionality	Public			7 Help	
	🔇 Cast to Device streaming server (HTTP-St	Cast to Device functionality	Domain				
	🔇 Cast to Device streaming server (HTTP-St	Cast to Device functionality	Private				
	🔇 Cast to Device streaming server (RTCP-St	Cast to Device functionality	Public				
	Cast to Device streaming server (RTCP-St	Cast to Device functionality	Domain				
	🔮 Cast to Device streaming server (RTCP-St	Cast to Device functionality	Private				
	🔇 Cast to Device streaming server (RTSP-Str	Cast to Device functionality	Public				
	🔮 Cast to Device streaming server (RTSP-Str	Cast to Device functionality	Domain				
	Cast to Device streaming server (RTSP-Str	Cast to Device functionality	Private				
	Cast to Device UPnP Events (TCP-In)	Cast to Device functionality	Public				
	🔮 Connect	Connect	All				
	S Connect	Connect	All				
	Ocnnect	Connect	Public				
	Connect	Connect	Public				
	Contact Support	Contact Support	All				
	Contact Support	Contact Support	All				
	🔮 Core Networking - Destination Unreacha	Core Networking	All				
	Ocore Networking - Destination Unreacha	Core Networking	All				
	🔮 Core Networking - Dynamic Host Config	Core Networking	All				
	🔮 Core Networking - Dynamic Host Config	Core Networking	All				
	Core Networking - Internet Group Mana	Core Networking	All				
	Core Networking - IPHTTPS (TCP-In)	Core Networking	All				
	🔮 Core Networking - IPv6 (IPv6-In)	Core Networking	All	~			
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Step 17:

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The New Inbound Rule Wizard will come up.

Select Program and then click Next.

Rule Type		
Select the type of firewall ru	le to create.	
Steps:		
a Rule Type	What type of rule would you like to create?	
 Program Action Profile Name 	Program Rule that controls connections for a program. Port Rule that controls connections for a TCP or UDP port. Predefined: Alloyn Router Rule that controls connections for a Windows experience. Custom Custom rule.	ч
	< Back Next >	Cancel

Step 18:

On the program window, select the option <u>This program path</u>.

Then click the <u>Browse</u> button.

Specify the full program path	n and executable name of the program that this rule matches.
Stens:	
 Rule Type 	Does this rule apply to all programs or a specific program?
 Program 	
Action	○ All programs
Profile	Rule applies to all connections on the computer that match other rule properties.
Name	This program path:
	Browse
	Example: c:\path\program.exe %ProgramFiles%\browser\browser.exe

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TORCHMATE TECHNICAL SUPPORT: 866-571-1066 www.torchmate.com Step 19:

Browse to C:\Program Files (x86)\Lincoln Electric\VMD.

Select VMD, and press Open.

This will bring you back to the previous screen.

Press Next.



Step 20:

On the Action Window, make sure the <u>Allow the connection</u> option has been selected.

Press Next.

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On the profile window, make sure that <u>Domain</u>, <u>Private</u>, and <u>Public</u> have all been checked.

Then click <u>Next</u>.

Specify the profiles for which	h this rule applies	
Specify the promeator which		
Steps:		
Rule Type	When does this rule apply?	
Program		
Action	✓ Domain	
Profile	Applies when a computer is connected to its corporate domain.	
Name	✓ Private	
	Applies when a computer is connected to a private network location, such as a home	
	or work place.	
	Applies when a computer is connected to a public network location	

Step 22:

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Step 21:

Name the Rule "VMD".

In the Description box, type "Allow the Connection."

Click <u>Finish</u>.

Specify the name and descrip	ation of this rule	
Steps:		
Rule Type		
Program		
Action		
Profile	Name:	
Name	VMD	
	Description (optional):	
	Allow the connection	

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Step 23:

This will bring you back to the Windows Defender Firewall with Advanced Security.

Click Outbound Rules, then click New Rule.

Repeat Steps 17-22 to create a new Outbound Rule.



Step 24:

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After creating a new Outbound Rule, close the Windows Defender Firewall window.

Re-open the VMD software and check to see if the Accumove is connected.

If the message <u>Plese Switch Drives On</u> or <u>Please Datum the Machine</u> appears, the Accumove is connected.

If the Accumove Not Connected screen still appears, please contact tech support:

- Phone: (866) 571-1066
- Email: Support@Torchmate.com

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