TECHNICAL BULLETIN — Basic Troubleshooting: Accumove 3 Not Connecting

<u>Summary</u>: This guide contains basic steps to troubleshoot why the Accumove 3 is not connecting and to understand the Accumove connection. The Accumove is connected by a Cross-Over 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.

Step 2:

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.

Step 3:

Turn the computer on.

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

However, if after a minute of the VMD software being open, the Accumove Not Connected screen is stillpresent, proceed to the next step.

Cutting Systems Accumove Not Cor	Controller nected!
Torchmate VMD has failed to initialize cor If a connection hasn't been made after 30 secon If a connection still isn't established, Network Setup Use this tool to set the IP Address of this PC to 192.188.1.6 This is the default address that the Accumove controller is configured to connect with. WARNING: This may impact your Local Area Connection. Read the user manual for more information. Set IP Address	Inmunication with the Accumove controller. Inds, close the software and reboot the controller. Use the troubleshooting guide below. Network Troubleshooting Use these tools to test the network configuration. Perform these tests and follow the onscreen instructions to resolve any issues. If all tests pass and there is still no connection, call Technical Support. Ping Controller Check IP Address Check Port
	Operator CAP NUM SCRI. A Gnime 🔷 Prevail

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Step 4:

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 de Operator	OK
fr_Operator Operator pl_Operator	Cancel
Tech Support	
Password	
	Keypad

Step 5:

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 <u>Network & Internet</u>. Press the <u>change adapter option</u> to open the Network Connections panel.



← Settings		- 0
ப் Home	Status	
Find a setting	P Network status	Have a question?
Network & Internet		out hop
🗇 Status		Make Windows better
😨 Ethernet	corple	Give us feedback
🕾 Dial-up	If you have a limited data plan, you can make this network a metered connection or change other properties.	
* VPN	Change connection properties	
🕑 Data usage	Show available networks	
Proxy	Change your network settings	
	Change adapter options View network adapters and change connection settings.	-
	Sharing options For the networks you connect to, decide what you want to share.	
	Network troubleshooter	
	View your network properties	
	Windows Firewall	
	Network and Sharing Center	
	Network reset	

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Step 6:

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



Step 7:

If the Ethernet reads unidentified network, 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 8:

Double click on the Ethernet connection to open the Ethernet status.

Click on Properties.

	Organize 💌	Disable this network device	Diagnose this connection	Rename this connection	»
	Ethe Unid Intel	rnet lentified network (R) 1211 Gigabit Network Con	Wi-Fi 2 Not connected Realtek RTL8188EE V	Vireless LAN 8	
Disable Status Diagno	se				
👂 Bridge	Connections				
Create Delete Renam	Shortcut				
Droper	ties				

Step 9:

Click on Internet Protocol Version 4, then click properties.



Step 10:

The IP needs to be 192.168.1.6 with a Subnet mask of 255.255.255.0.

Press OK and go back to the windows desktop screen.

ternet Protocol Version 4 (TCP/IP	v4) Properties ×
General	
You can get IP settings assigned au this capability. Otherwise, you need for the appropriate IP settings.	itomatically if your network supports d to ask your network administrator
○ Obtain an IP address automat	ically
Use the following IP address:	
IP address:	192.168.1.6
Subnet mask:	255.255.255.0
Default gateway:	
Obtain DNS server address au	tomatically
Use the following DNS server a	addresses:
Preferred DNS server:	
Alternate DNS server:	
Validate settings upon exit	Advanced

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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 12:

.

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 13:

→ × 个 💣 > Control Pa	nel > System and Security > Windows Firewall	ٽ ~	Search Control Panel	۶
Control Panel Home	Help protect your PC with Windows	Firewall		
Allow an app or feature through Windows Firewall	Windows Firewall can help prevent hackers or m Internet or a network.	alicious software from gaining access	to your PC through the	
Change notification settings	Private networks	Ν	Not connected 📀	
Turn Windows Firewall on or off	Guest or public networks		Connected 🔿	
Restore defaults	Newsty in public placer such as aimorts or so	ffee chops		
Advanced settings	Nones in public places such as anyons of co	inee shops		
Troubleshoot 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 14:

Click on Inbound Rules.

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

PWindows Firewall with Advance	ed Security				-	×
File Action View Help						
♦ ≥						
Windows Firewall with Advance	Inbound Rules			Actions		
Windows Firstall with Advence Windows Firstall with Advence Monton Rules Monton Scutty Rules Montoring	Inbound Rüles Name Sentinel License Manager Virnd Virnd Alluoyn Router (ICP-In) Alluoyn Router (IDP-In) Alluoyn Router (IDP-In) Cast to Device functionality (qWave-UDP) Cast to Device functionality (qWave-UDP) Cast to Device streaming server (HTTP-St) Cast to Device streaming server (HTTP-St) Cast to Device streaming server (HTTP-St) Cast to Device streaming server (RTCP-St) Cast to Device streaming server (RTSP-Str) Cast to Device UPNE pents (TCP-In) Cannet Cannet Connet Connet Connet Connet Connet Connet Confust Outpents Connet Confust Confine - Destination Unreacha} Cone Networking - Destination Unreacha} Cone Networking - Destination Confust Confi	Group Alloyn Router Alloyn Router Alloyn Router Cast to Device functionality Cast to Device functionality Cannect Connect Connect Connect Contact Support Contact Support Contact Support	Profile A All All Domai Domai Private Public Domain Private Public Domain Private Public Domain Private Public Domain Private All All All All All All All All All Al	Actions Inbound Rules Prover Rule Filter by Profile Filter by State Filter by State		
	Core Networking - Dynamic Host Config	Core Networking Core Networking	All			
	Core Networking - IPHTTPS (TCP-In)	Core Networking	All			
	🔮 Core Networking - IPv6 (IPv6-In)	Core Networking	All 🗸			
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Step 15:

Select Program and then click Next.

 Wew Inbound Rule Wizard Rule Type Select the type of firewall rule to creat 	te.	×
Steps: Program Action Profile Name	What type of rule would you like to create? Program Rule that controls connections for a program. Predefined: Mule that controls connections for a TCP or UDP port. Predefined: Auloyn Router Custom Custom rule. 	

Step 16: On the program window, select the option <u>This program path</u>.

Then click the **Browse** button.

💣 New Inbound Rule V	Vizard
Program	
Specify the full program pati	n and executable name of the program that this rule matches.
Steps:	
Rule Type	Does this rule apply to all programs or a specific program?
Program	
Action	All programs Rule applies to all connections on the computer that match other rule properties
Profile	nue applies to al connections on the computer that match other fulle properties.
Name	This program path:
	Browse
	Example: c:\path\program.exe
	%Program Hiles % \browser\browser.exe
	< Back Next > Cancel

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Step 17:

Step 18:

Browse to <u>C:\Program Files (x86)\Lincoln Electric\VMD</u>.

Select VMD, and press Open.

This will bring you back to the previous screen.

Press Next.

🔗 Open								Х
	nis PC → Local Disk (C:) → Program Files (x86) →	Lincoln Electric > VN	1D	~ Ō	Search VMD			P
Organize 🔻 New fold	er							?
Admin ^	Name	Date modified	Туре	Size				
en 🔤	VMD	10/18/2017 2:40 PM	Application	7,678	KB			
Jobs	🍓 VMDHostGlue	8/14/2017 1:00 PM	Application	95	KB			
a OneDrive								
💻 This PC								
Desktop								
Documents								
🕂 Downloads								
👌 Music								
Pictures								
📑 Videos								
🏪 Local Disk (C:)								
🕳 TM TRAINING (E								
🕳 TM TRAINING (D: 🗸								
File n	ame: VMD			~	Programs (*.	exe)		\sim
					Open		Cancel	

On the Action Window, make sure the Allow the connection option has been selected.

Press <u>Next</u>.

🔗 New Inbound Rule W	zərd	>
Action Specify the action to be take	n when a connection matches the conditions specified in the rule.	
Specify the action to be take Steps: Program Action Profile Name	 when a connection matches the conditions specified in the rule. What action should be taken when a connection matches the specified conditions? Image: Allow the connection This includes connections that are protected with IPsec as well as those are not. Allow the connection if it is secure This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node. Dustomize. Block the connection 	
	< Back Next > Cancel	

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Then click <u>Next</u>.

Profile Specify the profiles for which this rule ap Steps:	pplies.	
Specify the profiles for which this rule ap Steps:	pplies.	
Steps:		
 Data Tara 		
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. Public Applies when a computer is connected to a public network location. 	

Step 20:

Name the Rule "VMD".

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

Click	<u>Finish</u> .
	🔗 New Inbound Rule Wizard
	Name Specify the name and description of this rule.
	Steps:
	Rule Type
	Program
	Action

Rule Type		
Program		
Action		_
Profile	Name:	_
Name	VMD	
	Description (optional):	
	Allow the connection	
		I
	< Back Finish	ancel

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

Click Outbound Rules, then click New Rule.

Repeat Steps <u>17-22</u> to create a new Outbound Rule.



Step 22:

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, proceed to Step 23.

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It's possible a fuse within the Accumove 3 was blown. Please ground yourself to prevent further damage to the components inside the accumove. Open up the Accumove 3 box by unscrewing/removing the shroud. You will find a little green board located inside with 2 glass fuses. <u>WARNING</u>: <u>Always be careful when using</u> tools around Capacitors, they can still hold a charge even when powered off.

Carefully pop the fuses out and check them. F1 is for the Drive cards (if the drive cards do not power on check this fuse). F2 is for the MVC (If you can't connect, check this fuse). You can test the fuses by checking Continuity or Ohms with a Multi-Meter.

Replacing Fuses:

Step 23:

F1: Time Delay 6.3A 250V IEC 5x20MM

F2: Time Delay 3.15A 250V 5x20MM

Note: Slow Blow, and Time Lag fuses are the same as Time Delay.

Replace the damaged fuse, then test to see if the accumove is connecting. If the

<u>Accumove Not Connected</u> screen still appears, please contact tech support:

Phone: (866) 571-1066



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