

SERVICE BULLETIN

Original Issue Date: 2/15

Model: **Generators Equipped with the RDC, DC, RDC2, or DC2 Controller**

Market: **Residential/Light Commercial**

Subject: **OnCue® Plus Connection Troubleshooting**

Introduction

Kohler Co. has been made aware of issues related to connection of the generator to the homeowner's network. Many of these issues and connection problems are caused by incorrect controller or router setup. This bulletin provides instructions to troubleshoot problems with the generator connection to the OnCue® Plus server.

Because of the large variety of routers that are available in the field, this bulletin cannot address router setup issues. Please refer to the documentation provided for the router and contact the customer's Internet Service Provider (ISP), if necessary.

If you are using the OnCue® Plus Wireless kit, please also refer to TT-1618 (provided with the wireless kit) for setup, test, and troubleshooting instructions.

Troubleshooting Flowchart

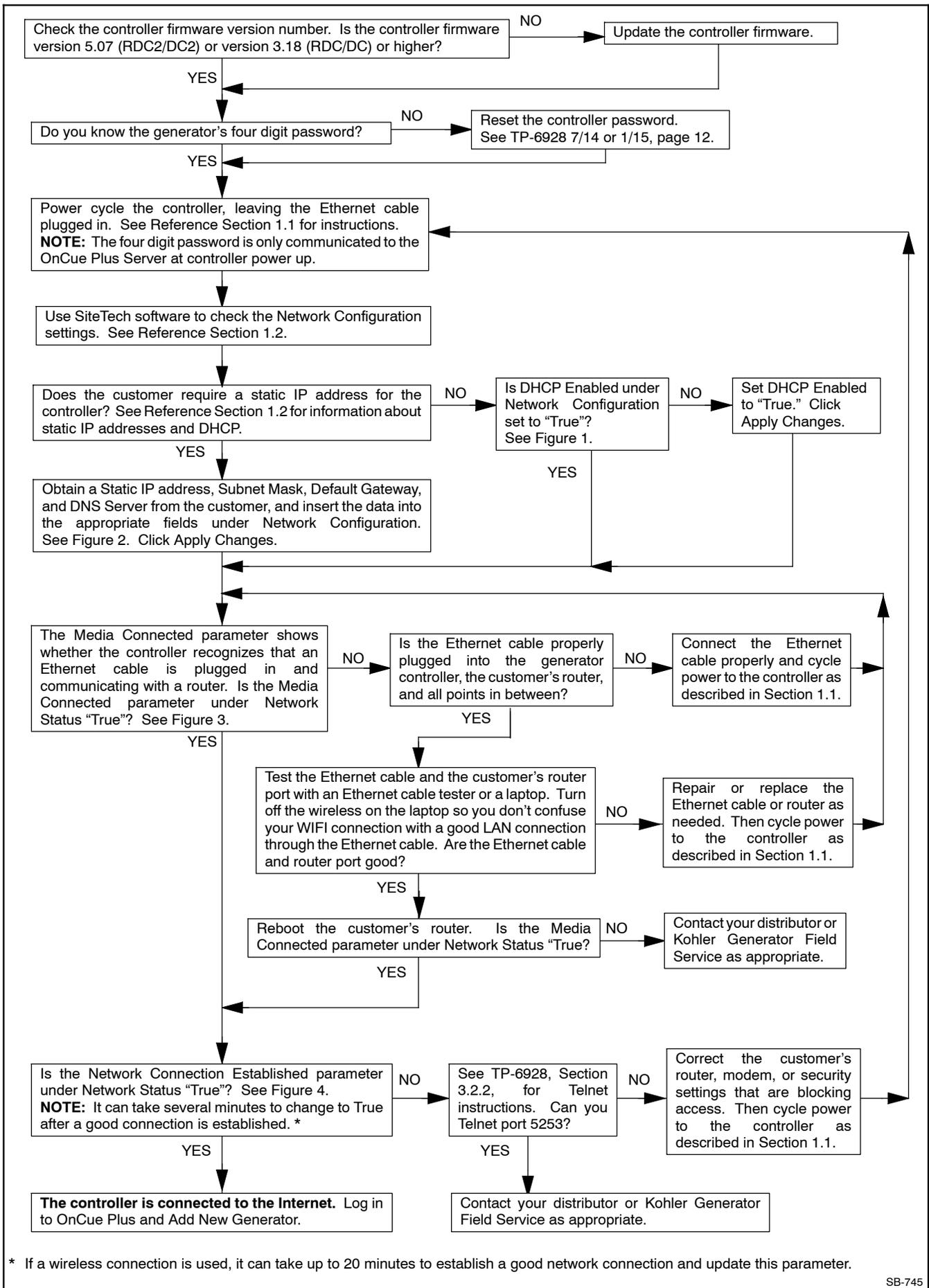
Follow the steps in the troubleshooting procedure on the next page. Refer to the sections after the procedure for more details about some steps in the procedure.

Equipment Required

The following items are necessary:

- Service laptop computer with Kohler® SiteTech™ software installed.
- USB cable, male USB A to male mini-B.
- Current (or appropriate) version of controller firmware.
- OnCue® Plus Operation Manual, TP-6928.

Routing	Service Manager	Sales Manager	Parts Manager	Technician No. 1	Technician No. 2	Technician No. 3	Return This to
Initial Here							



* If a wireless connection is used, it can take up to 20 minutes to establish a good network connection and update this parameter.

Reference Sections

1.1 Power Cycling the Controller

The four digit password is only communicated to the OnCue® Plus Server when the controller powers up. Power cycle the controller, leaving the Ethernet cable plugged in. Power cycling can be done in one of two ways:

1. Disconnect *all* input power for two minutes (to allow capacitors to discharge):
 - a. Battery power: remove the battery negative (-) cable or disconnect P1 from the back of the controller.
 - b. Battery charger input power: disconnect the 120 VAC input power supply or disconnect P5 from the back of the controller.
 - c. Unplug the USB mini-B connector from the front of the controller (if plugged in).
 - d. Wait two minutes, then reconnect power, hooking up battery power (P1) first.

OR:

2. Re-install the controller firmware. This will force a controller reboot.

1.2 Network Configuration and Status

When instructed in the procedure, use your laptop and Kohler® SiteTech™ software to check the Network Configuration and Network Status settings shown in Figure 1 through Figure 4.

Dynamic Host Connection Protocol (DHCP): Most network setups use DHCP, which allows the server to assign an IP address automatically. Some sites require a static IP address that must be requested from the Internet Service Provider (ISP). The customer will know if the controller requires a static IP address. (If the customer doesn't know, he most likely does not require a static IP address.)

If a static IP address is used, obtain the IP address, subnet mask, default gateway, and DNS server from the customer and enter the data into the appropriate fields under Network Configuration. Click Apply Changes after entering the data.

ATS Delays	
Modbus	
Network Configuration	
DHCP Enabled	True
Static IP Address	0.0.0.0
Static Subnet Mask	0.0.0.0
Static Default Gateway	0.0.0.0
Static DNS Server 1	0.0.0.0
Static DNS Server 2	0.0.0.0
Server Host Name	devices.kohler.com
Network Status	

Figure 1 DHCP Enabled Setting

Modbus	
Network Configuration	
DHCP Enabled	False
Static IP Address	0.0.0.0
Static Subnet Mask	0.0.0.0
Static Default Gateway	0.0.0.0
Static DNS Server 1	0.0.0.0
Static DNS Server 2	0.0.0.0
Server Host Name	devices.kohler.com
Network Status	

Figure 2 Static Settings (enter only if customer has a static IP address)

Network Status	
IP Address	0.0.0.0
Subnet Mask	0.0.0.0
Default Gateway	0.0.0.0
DNS Server 1	0.0.0.0
DNS Server 2	0.0.0.0
MAC Address	00-14-6F-07-00-35
Connected Server IP Address	0.0.0.0
Network Connection Established	False
Media Connected	True
Rbus Network	

Figure 3 Media Connected Status = True if Controller is Connected

Network Connection Established	True
Media Connected	True
Rbus Network	

Figure 4 Network Connection Established (may take several minutes)

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