# WF-2000 series FAQ

## TOUBLESHOOTING

ICP DAS Co., Ltd.

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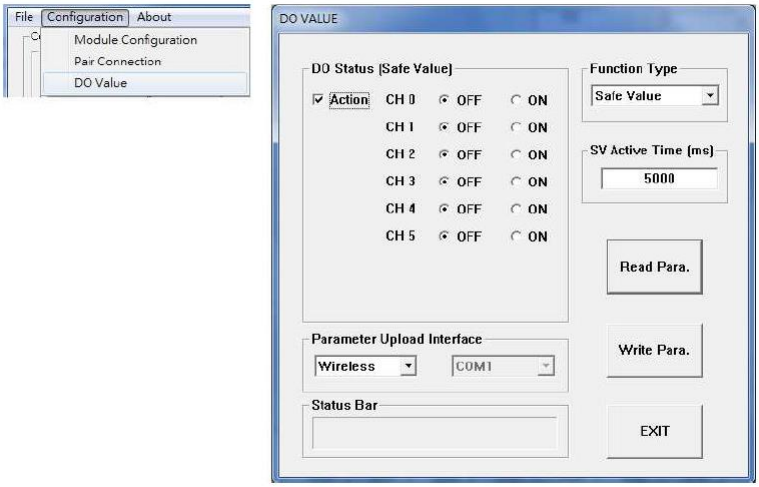
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**Q1: How to avoid the WF-2000 DO output memory effect is the connection between the modules is lost?**

A1: Users can enable the WF-2000 Utility "Safe Value" function to achieve this requirement.




**Q2: Why WF-2000 Utility(v2.0 or later) can't execute on Windows OS?**

A2: ICP DAS WF-2000 Utility(v2.0 or later) requires .NET Framework v4.0,this program will automatically detect the .NET Framework v4.0 installed as well or not. Users can install .NET Framework v4.0 in the following website.

Microsoft .NET Framework 4 (Web Installer)

https://www.microsoft.com/en-us/download/details.aspx?id=17851

Microsoft .NET Framework 4 (Standalone Installer)

https://www.microsoft.com/en-us/download/details.aspx?id=17718

**Q3: Why WF-2000 series could not establish a connection with the wireless AP in an encrypted mode setting?**

A3: Please check the WF-2000 series encryption configuration, WF-2000 Series supports the following encryption mode only.

1. WEP-64
2. WEP-128
3. WPA-TKIP
4. WPA2-AES

Not support the WPA2-TKIP.

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**Q4. My system is Win7/Win8/Win10, and I cannot connect WF-2000 via Ad-Hoc network, what should I do?**

A4. Operating systems Win7/Win8/Win10 do not support Ad-Hoc connection. Users can enable this function by third-party tool “Wi-Fi Scanner” of Lizard System.

Link: https://lizardsystems.com/wi-fi-scanner/index.php

(1) Open the Software.

(2) Find the SSID of WF-2000 module (Ad-Hoc Mode).

(3) Right click the SSID and click the ”Connect” selection.

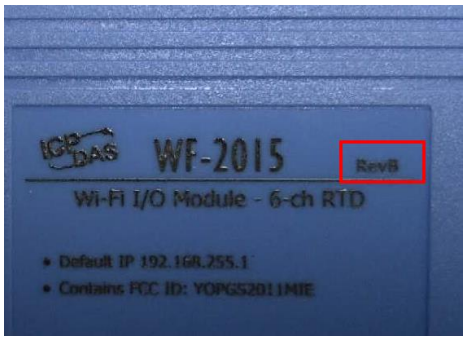
(4) If the connection is successful, please close the Wi-Fi Scanner tool. It will run in the background and do not make your connection busy.

**Q5. The WF-2000 can't establish the Wi-Fi connection after setting with Utility. How can I fix it?**

A5. Please refer these tips to solve this problem,

(1) Please check the module version

(a) To find the “RevB” mark on the mechanism.




(b) Read the module settings via RS-232 and Utility. If the firmware version is B.x (x is the version number) If Users find the “RevB” mark and read the FW information B.x from the Utility. The module must be configure with the Utility of the RevB version. If not, please download the correct Utility version for the configurations.

(2) Please check the LED indicator. If the PWR LED is solid red, the Wi-Fi works fine. Users can check the Modbus TCP connection when the Modbus transmission does not work. If the PWR LED is flashing quickly, there is an associate error about this Wi-Fi connection.

(3) The WF-2000 module supports IEEE 802.11 b/g and the RevB WF-2000 module supports IEEE 802.11 b/g/n. Users must check the Wi-Fi standard of the Wi-Fi AP.

(4) The WF-2000 supports WPA/WPA2/WEP. Please select the one of the encryptions. Do not set the AP in the “WPA/WPA2 Mixed”. Users can just disable the encryption for the test.

(5) Return to the factory default and configure again.

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