

## Equipment / Software:

GME-700; cone and junction box setup using GME-Connect.

## Problem:

Some or all GSN sensors are not found and the S86-203 - GSN - Quick start guide and S86-200 - GSN - Ethernet + virtual COM configuration - rev1.0 guides have been used to verify that the system is setup correctly.

## Possible solution:

Please try the following troubleshooting test before contacting Geomil. If issues are still present, please contact Geomil with this form filled in so Geomil can help you as fast as possible.

1. Disconnect all GSN-cable from the GME-700.
2. Only connect the GME-700 to the PC, see Figure 2 - Troubleshooting step 2
  - a. If the GME-700 is found, please proceed to 3.
  - b. If the GME-700 is not found, please ensure that you have followed the S86-203 - GSN - Quick start guide and S86-200 - GSN - Ethernet + virtual COM configuration - rev1.0 guides.
  - c. If the GME-700 is still not found restart the PC. When the PC is logged in restart the GME-700.
3. Only connect the junction box to GME-700 with GSN-cable. The GSN-cable goes into the junction box GeoBUS connection with the yellow ring surrounding the connector, see Figure 3 - Troubleshooting step 3
  - a. If this works proceeds to 4
  - b. If this does not work, try a different GSN-cable between the GME-700 and junction box.
4. Only connect a cone to the GME-700 with a cable. See Figure 4 - Troubleshooting step 4.
  - a. If this works proceeds to 5
  - b. If this does not work, try a different GSN-cable between the GME-700 and cone.
  - c. If this still does not work connect a different cone.
5. Connect the Junction box to the GME-700 with a GSN-cable, the GSN-cable goes into the junction box GeoBUS connection with the yellow ring surrounding the connector. And the connect the cone to the junction box with a GSN-cable, GSN-cable goes into the junction box GeoBUS connection without the yellow ring surrounding the connector. See Figure 6- Troubleshooting step 5.
  - a. If this works everything works, so there are no issues with the connections to the GME-700.

- b. If this step does not work, but step 3 and 4 worked then proceed to step 6
- 6. Connect the Junction box to the GME-700 with a GSN-cable, the GSN-cable goes into the junction box GeoBUS connection with the yellow ring surrounding the connector. And then connect the cone to the GME-700 with a GSN-cable. See Figure 5- Troubleshooting step 6.
  - a. If this works, but step 5 did not work there is an issue with the Junction box GeoBUS out port, You can still work with the cables like this, but please contact Geomil and fill in Table 1 - Setup information and Table 2 - Test results.

If there are still issues after these steps, please fill in Table 1 - Setup information and Table 2 - Test results

**Fill in before contacting Geomil if issues persist:**

*Table 1 - Setup information*

Cone serial <sup>1</sup>	GME-700 serial number <sup>2</sup>	Junction box serial number <sup>3</sup>	GME-Connect version <sup>2</sup>	GME-700 ID (From GME-Connect) <sup>2</sup>

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<sup>1</sup> Serial number can be found on the box where cone has been delivered in or on the connector housing of the cone or can be seen in GME-Connect when found.

<sup>2</sup> The information can be found in GME-Connect, see Figure 1 - GME-Connect information

<sup>3</sup> Junction box can be found on the sticker on the Junction box or can be seen in GME-Connect when found.

Table 2 - Test results

Step	GME-Connect result					Remark
	No issues	timeout	0 devices found	not all devices	Other result	
2a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2c						
3a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
5b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

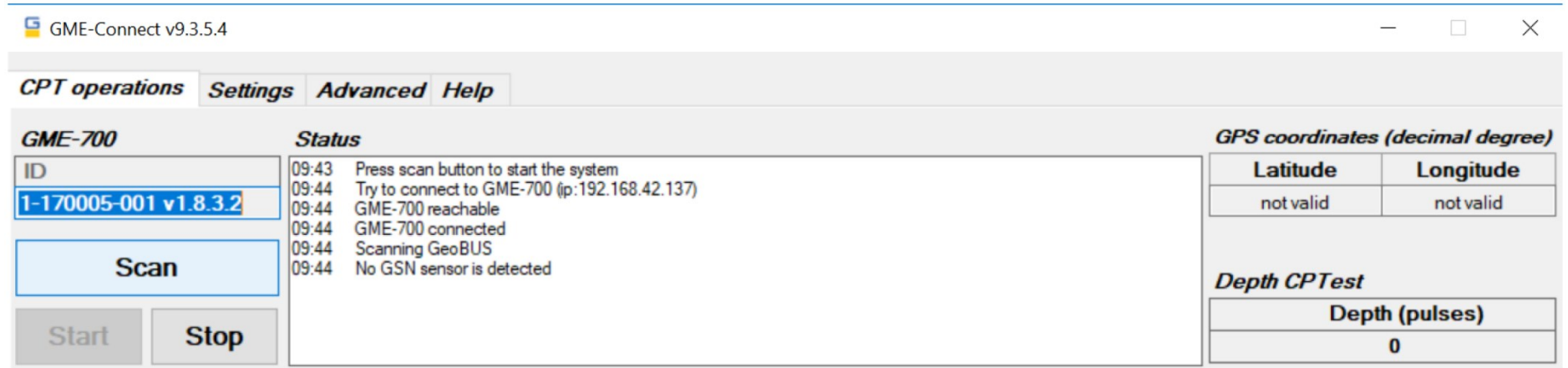


Figure 1 - GME-Connect information



Figure 2 - Troubleshooting step 2



Figure 3 - Troubleshooting step 3



Figure 4 - Troubleshooting step 4

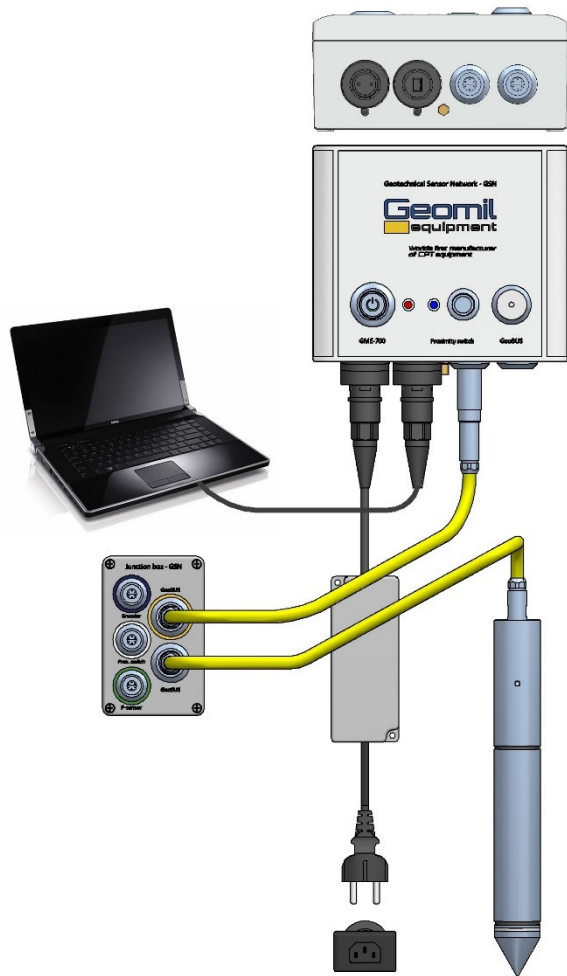


Figure 6- Troubleshooting step 5

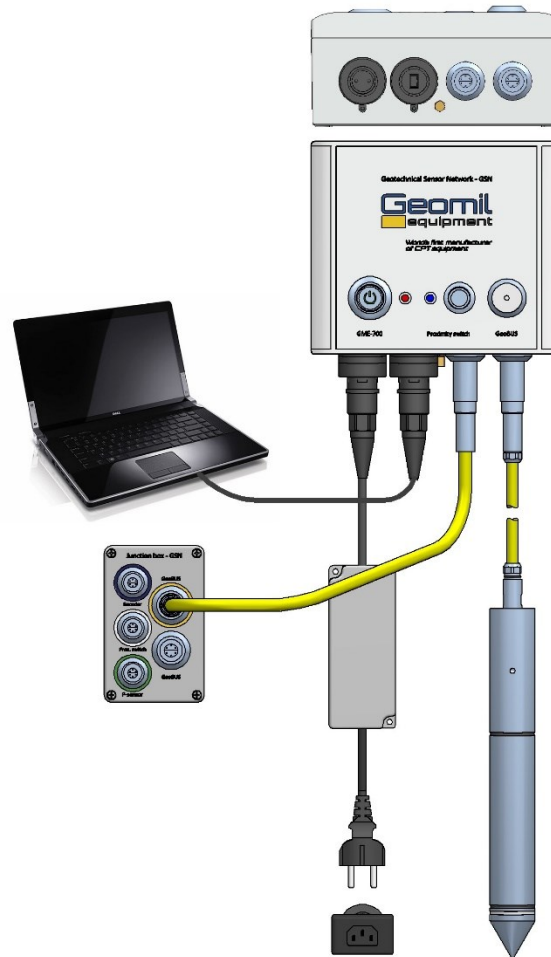


Figure 5- Troubleshooting step 6