

### Gateway Interface

If there is a problem accessing the Gateway interface, verify the following:

1. Power LED is solid green.
2. If the Power LED is not solid green, verify that DC voltage into the Cloud Link on TB1-1 and TB1-2 is between 9-32 VDC.
3. Check that the Status LED is blinking.
4. If the Status LED is off or on solid, press the Reset button and/or cycle power to the device.
5. Connect to the Cloud Link Gateway using the included USB-OTG cable.
6. Verify "Windows Mobile Device Center" is installed on your computer. It should be installed automatically when connecting via the USB-OTG cable.
7. Verify you have unchecked the box to Use a Proxy server for your LAN in your internet explorer LAN settings.
8. When using the USB-OTG cable, enter the following IP address:  
<https://169.254.0.1>.
9. Because SSL is always enabled, <https://> must be used. Your browser may flag a security certificate problem, this is normal, and you must select to continue.
10. The default username and password are both admin.

### Internet Connection

If the Gateway is not displaying an active Internet connection, verify the following:

1. For connections via LAN, you must ensure that ports 8883 and 443 are open on your network, and communications to 168.61.54.255 and 40.114.00.153 are allowed.
2. For connections using 3G Cellular, you must have an active SIM card installed, setup with a 3G data plan.
3. You cannot connect using 3G Cellular if a LAN cable is plugged into your unit.
4. Wireless Data must be set to Enable in the Gateway setup - Cellular Preferences.
5. Check that your Cellular providers APN is correct and valid.
6. Ensure your cellular provider has valid 3G coverage in your area.
7. The included antenna must be installed for Cellular. A 12 foot antenna extension is available for installations where the Cloud Link is mounted in an enclosure.
8. Check your signal strength in the Gateway Diagnostics, Internet page by clicking Get Wireless Data. Test multiple times to ensure a consistent signal.

### Cloud Connection

If the Gateway is not displaying an active Cloud connection, verify the following:

1. You must have a valid internet connection in order to connect to the Cloud.
2. The Cloud Link device must be tied to a site on the PowerCommand Cloud with a valid Gateway Access Key. Refer to section 7.4 in the Owner's manual for more information.
3. After clicking Save on the Cloud Connectivity window, a popup box should appear. All 6 steps in the popup box must be successful.
4. If you are connected via LAN and you are unable to establish a Cloud connection, contact the sites IT support to ensure a firewall isn't blocking communication.

### Email Notification

Email Notifications are carried out by the PowerCommand Cloud.

1. Setup your Event Notification settings by clicking on My Profile in the top-right of the PowerCommand Cloud home page.
2. Email Notifications must be enabled, and you must select the account(s) for which you want to receive notifications.

### Monitored Devices Communication

If the Gateway Home screen is not displaying the configured devices, verify the following:

1. RS485 LEDs are blinking, indicating Modbus communication.
2. If RS485 LEDs are solid, verify polarity of Modbus cables on TB2, making sure that RS485+ and RS485- are connected properly to the correct Modbus channel.
3. If communication problems persist, verify that the Modbus configuration on the Cloud Link Gateway Setup - Modbus Settings matches the Modbus configuration of the connected devices.
4. Verify the connected devices Modbus device configuration (Modbus address and channel) in the Gateway Setup - Device Configuration menu.

### Additional Information

If you have any questions regarding troubleshooting of your Cloud Link Gateway or the PowerCommand Cloud, contact Cummins support at 1-800-CUMMINS (1-800-286-6467).

For additional information, refer to the Cloud Based Remote Monitoring System Owner's Manual available on the Service Information CD, or the online help at <https://portal.powercommandcloud.com>.

For more information on Cummins products and services, go to [www.power.cummins.com](http://www.power.cummins.com).

