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# Lite Panel Pro - Troubleshooting & FAQ

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# 1. Troubleshooting

Issue	Possible solutions
<b>Modbus TCP device cannot be scanned by Lite Panel Pro</b>	Check that Lite Panel Pro's IP address has been set. Please refer to chapter 3.4 Lite Panel Pro settings about IP setting.
	Check that Modbus TCP devices' IP address is in the same LAN with Lite panel's IP
	Check that the Modbus TCP device's IP range is inputted correct in device management page.
<b>Modbus RTU device cannot be scanned by Lite Panel Pro</b>	Check that the parameters are inputted correct in device management page.
	Check the Lite Panel Pro wiring integrity, the RTX+/RTX- are wired to correct pin. Check that the wiring of the missing devices is correct.
	Check that two devices do not have the same slave address in each COM port
	Check that the missing device's communication setting (Baudrate, parity).
<b>Lite panel cannot start</b>	Check that the power is wired correctly.
<b>User login fail</b>	Check the selected user and password consistency.

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## 2. FAQ

- **How can I add devices from different subnets with a subnet mask of 255.255.255.0?**

If you need to add devices from different subnets, such as 192.168.2.2 and 192.168.3.2 with a subnet mask of 255.255.255.0, the current range scan feature is limited to devices within the same subnet with the same subnet mask. To include devices from different subnets, you need to perform multiple scans, one for each subnet.

- **I have RTU devices with different parameters, for example baud rate. How can I add them all?**

Lite Panel Pro has 2 COM ports each of which can be configured independently by navigating to "Settings > Connectivity > COM". Ensure to configure these ports appropriately to facilitate scanning all your devices.

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### 3. Revisions

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A		First version of the document	04/09/2023

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