Advantech AE Technical Share Document

Date	2018/2/8	SR#	1-3357827844
Category	■FAQ □ SOP	Related OS	N/A
Abstract	IAG_FAQ_Unable to find ADAM-6000 in Utility on win 10 OS		
Keyword	ADAM-6000, windows 10, windows 7		
Related Product	ADAM-6000		

■ **Problem Description:**

Customer cannot find his ADAM-6060 module when using Adam/Apax.NET Utility installed on win 10 system. An error message "***No module was found! Please check your personal firewall setting!!***" is shown on Adam/Apax.NET Utility.
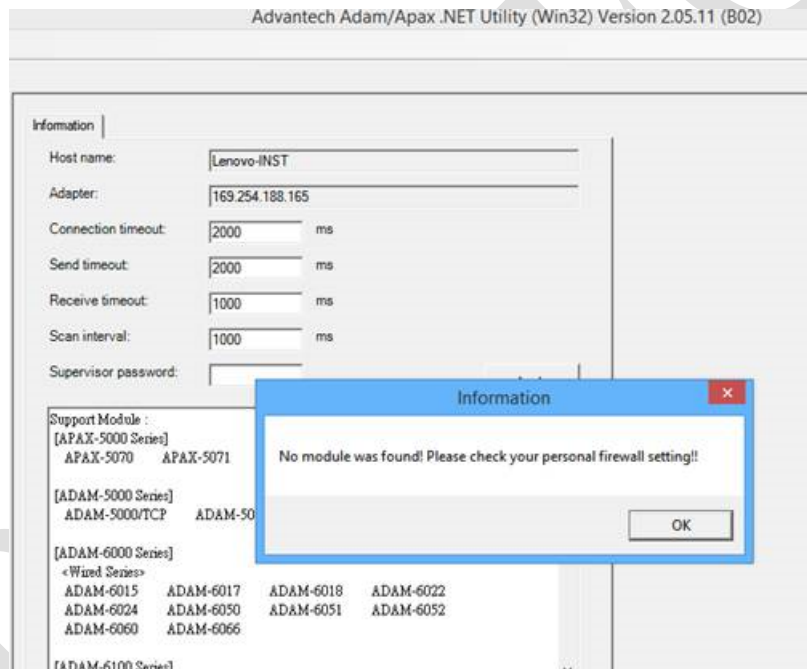

Figure 1. Error message on Utility

However, if customer is using win7 system, there is no problem on finding the module when Using Adam/Apax.NET Utility.

■ **Brief Solution - Step by Step**

Step 1: Check the firewall setting on your PC.
In this case, customer had turn on the windows firewall, which blocks certain packet sending from Adam/Apax.NET Utility.
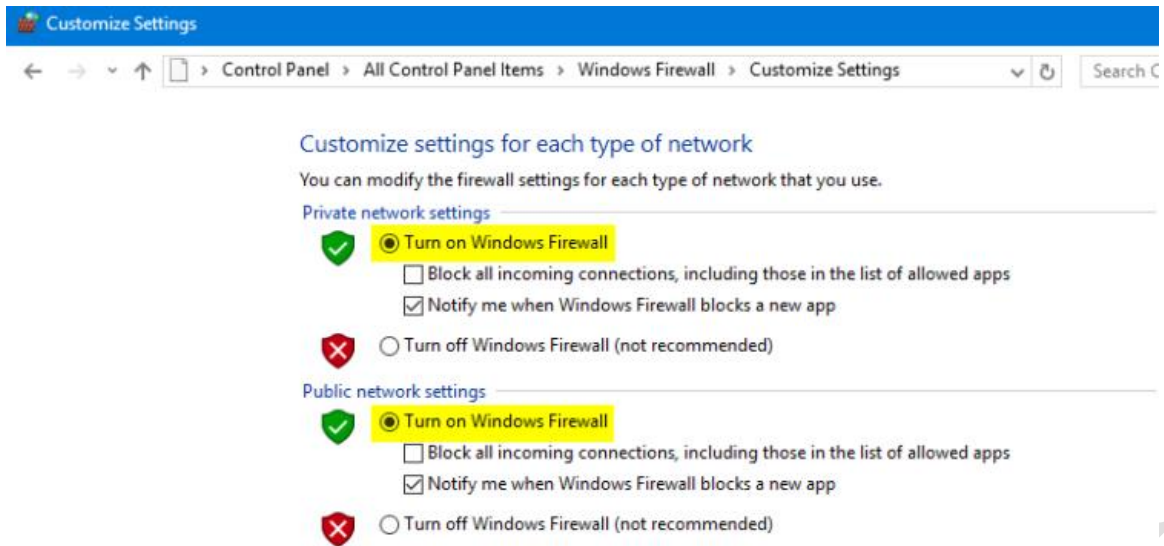
Figure 2. Firewall setting on win 10 system

Step 2: Set a firewall rule for Adam/Apax.NET Utility.

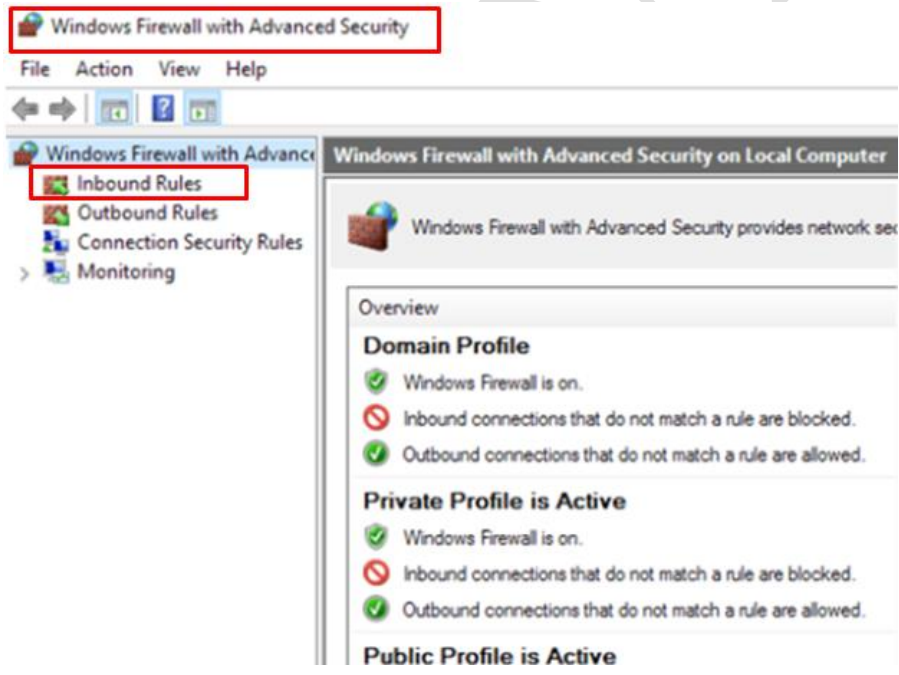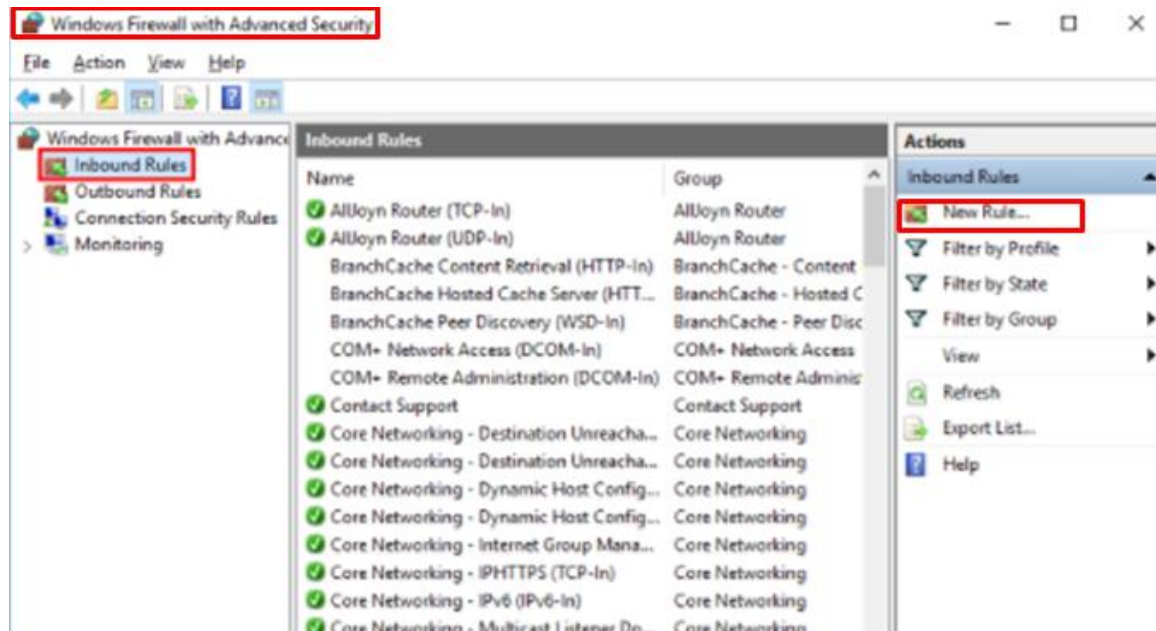Go to "***Windows Firewall with Advanced Security***" and click "***Inbound Rules***"

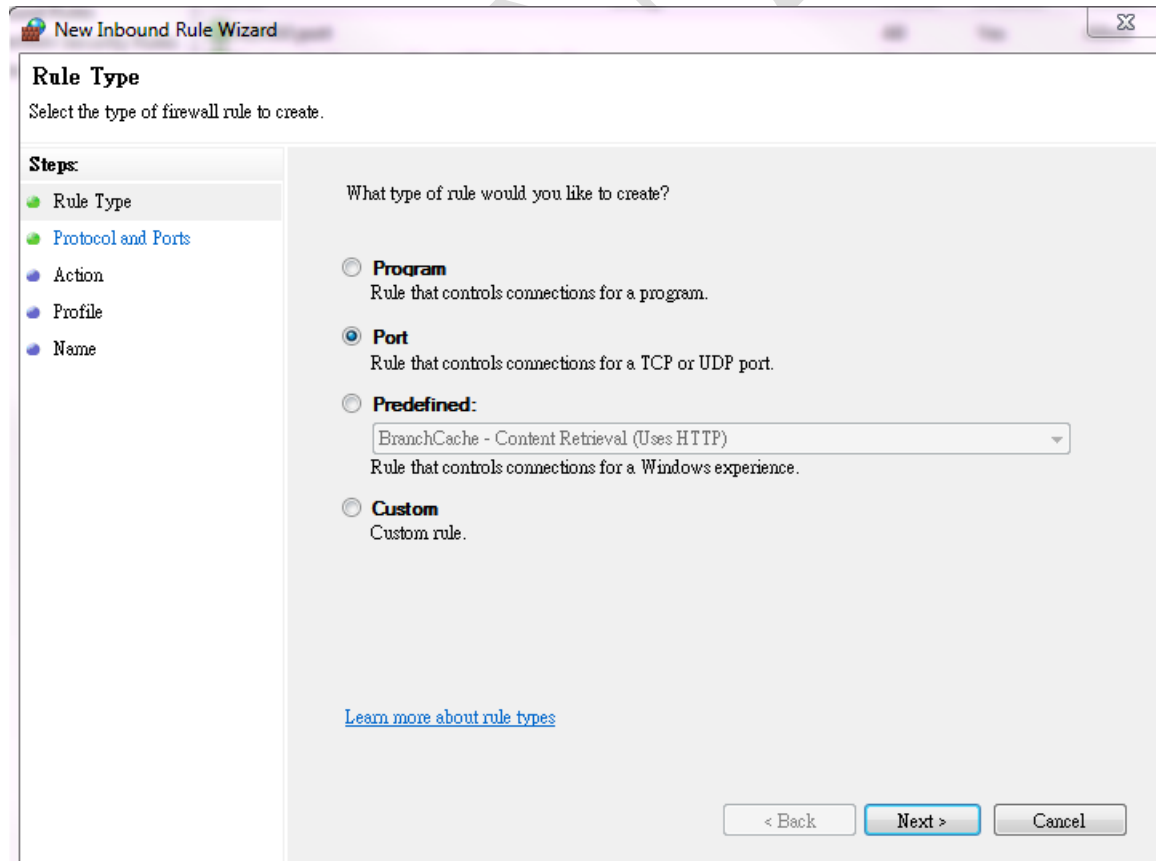*Figure 3.* Windows Firewall with Advanced Security

Step3: Set the Inbound rules for Adam/Apax.NET Utility.

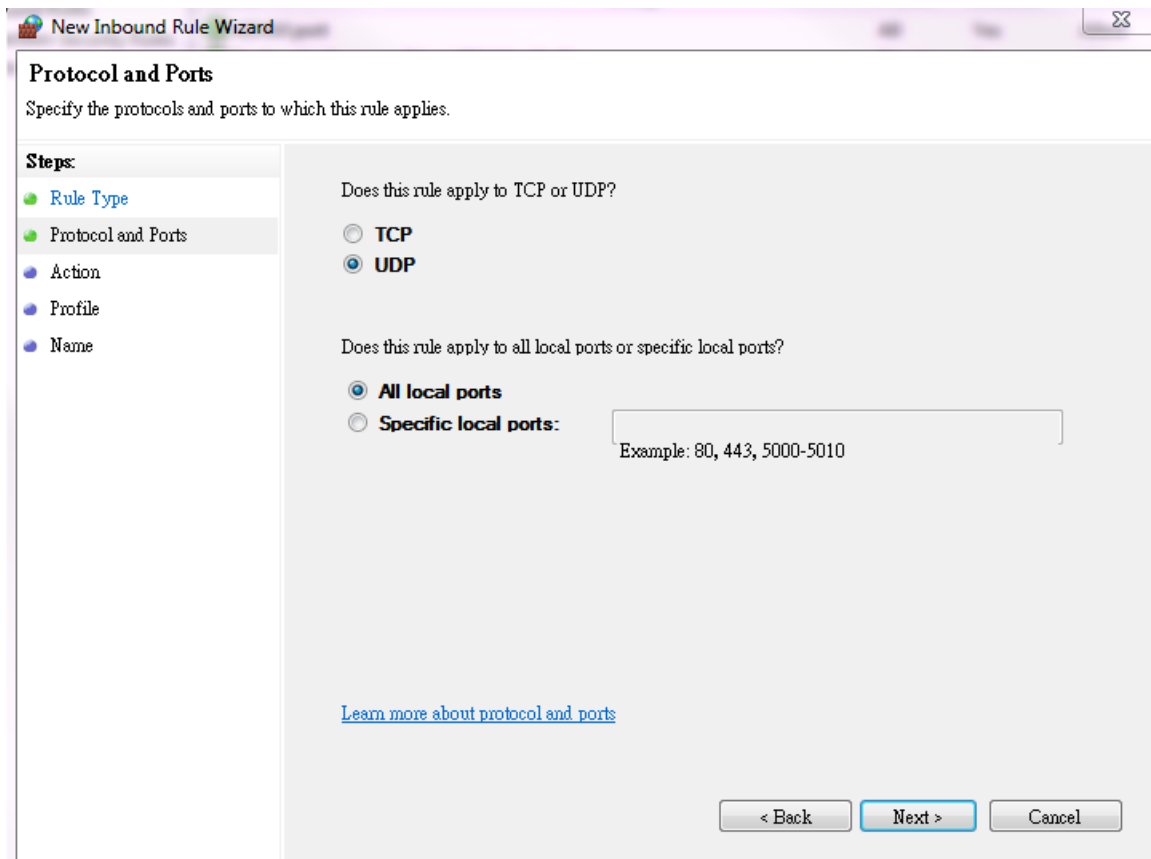Click "**New Rule**" on the right column of the window

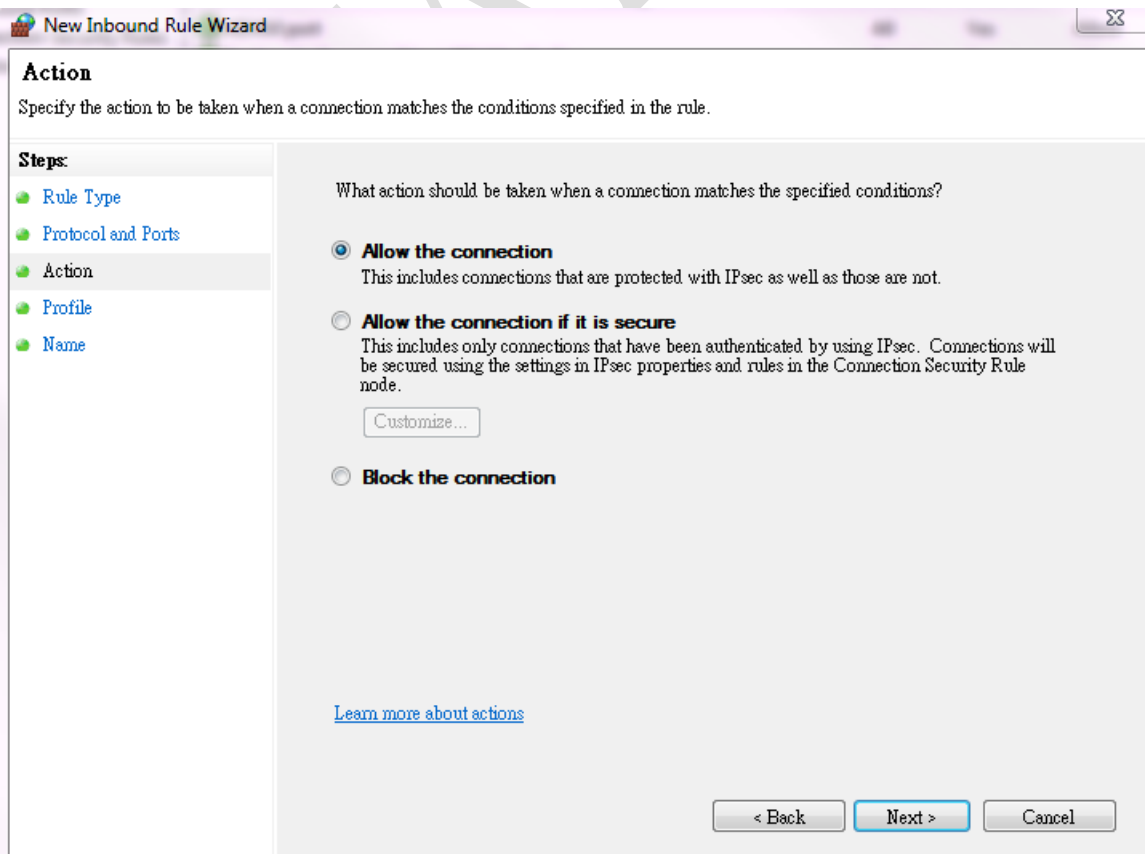Since Adam/Apax.NET Utility use UDP to search the module on Adam/Apax.NET Utility.

Choose "*Port*" to allow UDP search packet sending from Adam/Apax.NET Utility.

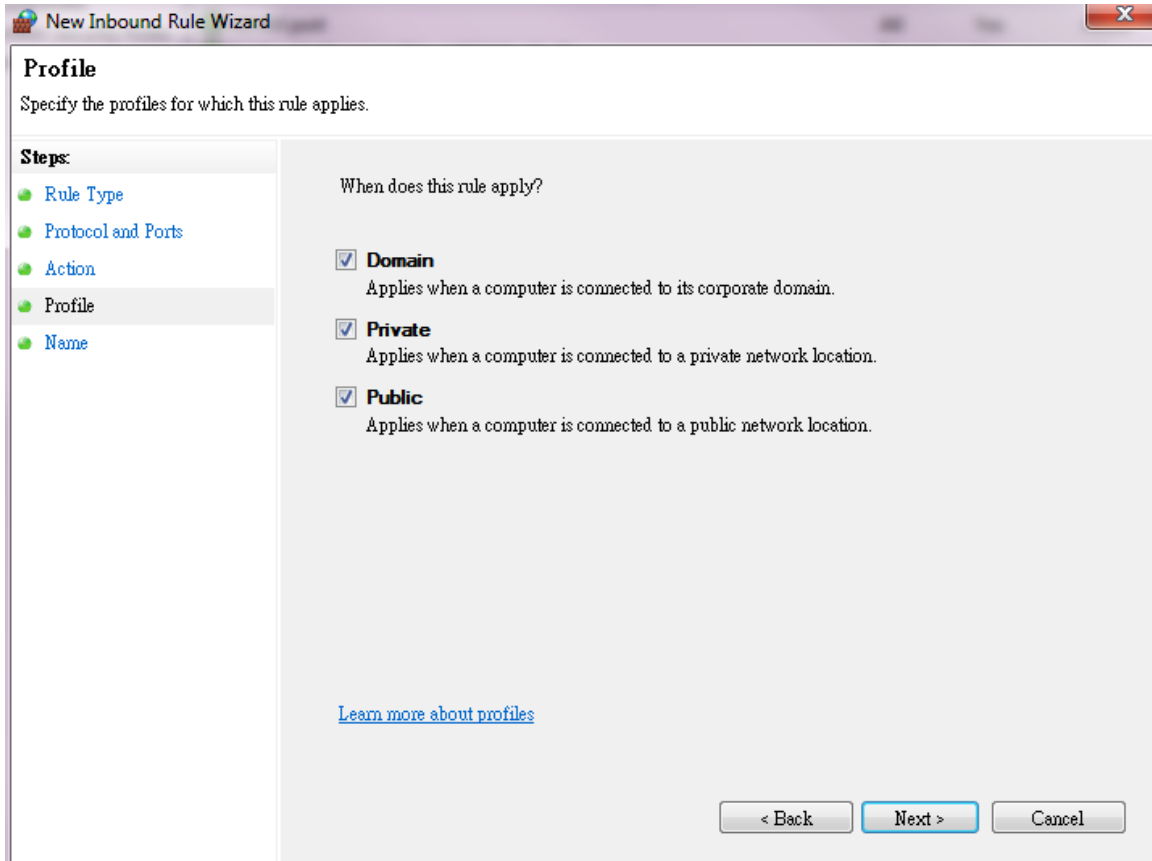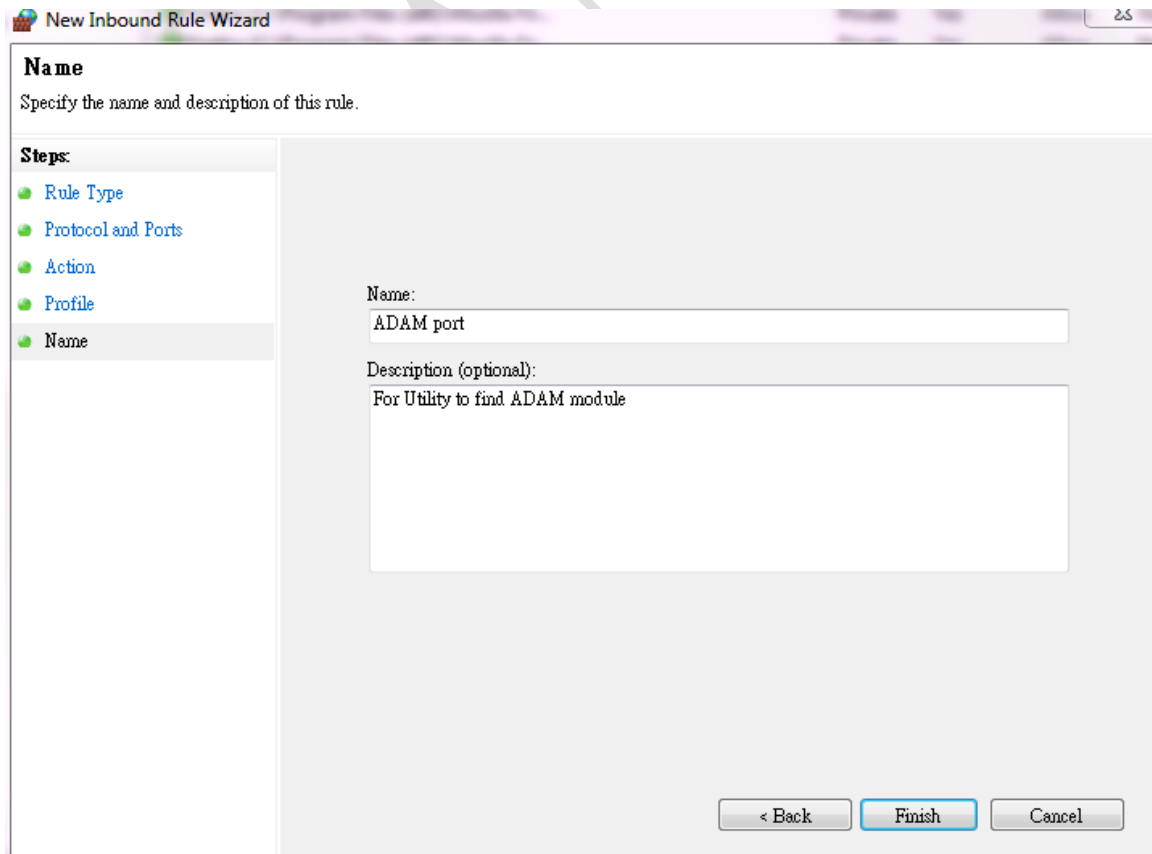In this case, we allow "**All local ports**" to pass the firewall.

Choose "**Allow the connection**" and click next

Remain the default setting and click "*Next*"

Set the Name for this inbound rule, here we use "**ADAM port**" as an example.

You will see the new rule you just created and its status like below.

Inbound Rules							
Name	Group	Profile	Enabled	Action	Override		
✅ ADAM port		All	Yes	Allow	No		
✅ Firefox (C:\Program Files (x86)\Mozilla Fir…		Private	Yes	Allow	No		
✅ Firefox (C:\Program Files (x86)\Mozilla Fir…		Private	Yes	Allow	No		
✅ Microsoft Lync		Public	Yes	Allow	No		
✅ Microsoft Lync		Public	Yes	Allow	No		
✅ Microsoft Lync		Private	Yes	Allow	No		

After set the rules in windows firewall, customer was able to find the module on Adam/Apax.NET Utility.

Below are the different protocol used with ADAM module.

Application layer/ Function	Transport layer/ Protocol	Port
Modbus/TCP	TCP	502
Download	TCP	5450
Configuration upload	TCP	5452
Web server	TCP	80
Search the module in the utility	UDP	5048
ASCII command	UDP	1025
P2P/GCL	UDP	1025
Data stream	UDP	5168
GCL remote message	UDP	5168