

# PC Network Settings in Total Control (Network Troubleshooting, Can't Discover Devices, Failed to Download)

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## PC Network Settings in Total Control (Network Troubleshooting, Can't Discover Devices, Failed to Download)

Total Control is reliant on the network and requires a reliable, stable and properly configured network. Programming a Total Control system also has some PC network requirements to properly discover, communicate and assign devices.

Use this article to setup up the network properly on the programming PC or if you are having trouble discovering, communicating or assigning devices in the Total Control system.

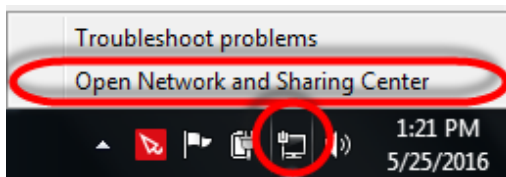
### Troubleshooting Symptoms:

- **Cannot discover** a device in **Step 6: Network Setup > URC Devices**
- **Failed to download** when downloading program to devices in **Download**
- **Cannot discover a TRF-ZW** while trying to **bridge(slave)** z-wave gateways

1. **Assure** that the **network devices** are **properly plugged** into the router/switch and/or the back of the device.
2. **Assure** the device is **plugged into a power supply** and the **device is turned ON**
3. **Confirm terminations** are correct using a network continuity tester or a network cable certifier.
4. If the device uses WiFi, assure that the network settings are correct and that the device is on the network. Use tools such as [Fing](#) or [Angry IP](#) to scan local networks to identify devices.
5. **Plug** the **PC** directly into the **router** or **switch** with a **CAT5/6** cable. **Do Not plug the PC into an MFS switch. Do not use WiFi.** WiFi is very convenient but not always reliable, especially when discovering and/or downloading to a TC system.

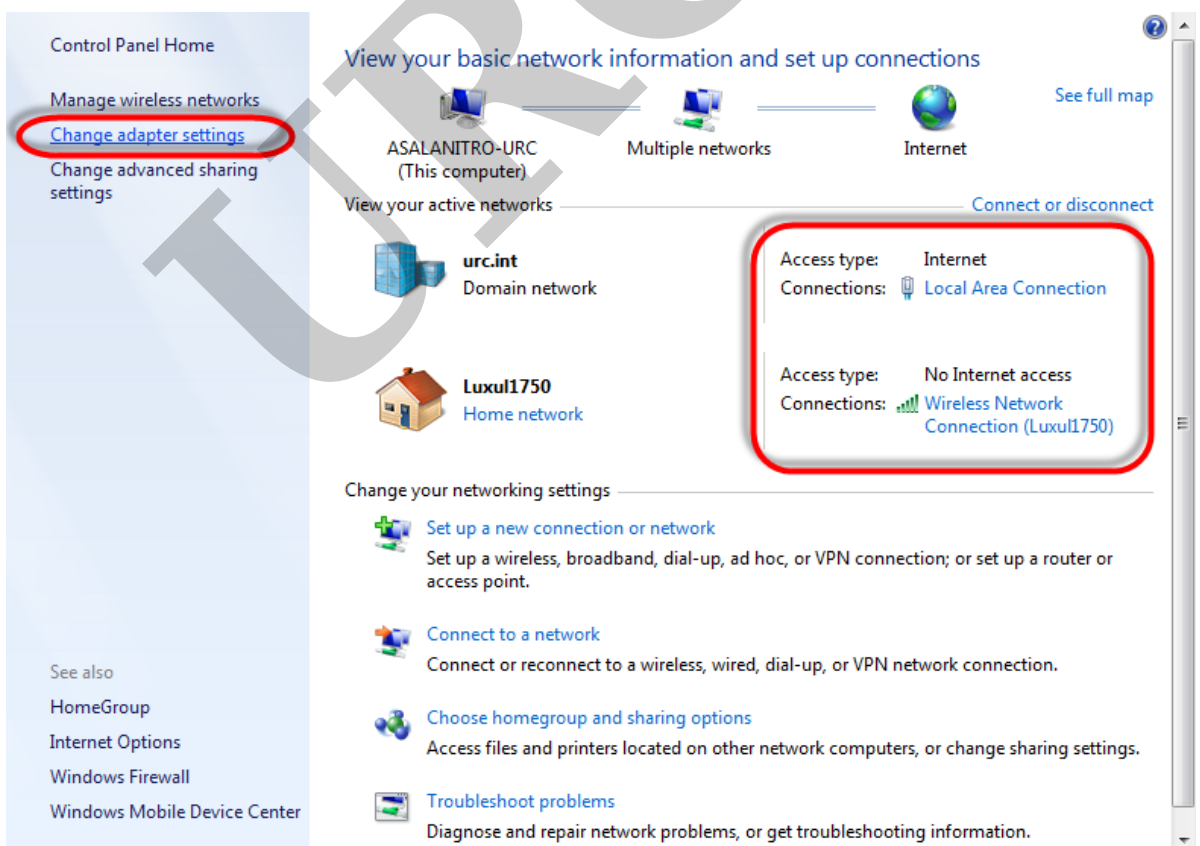
6. **Disable the WiFi adapter.** On occasion, windows WiFi adapters and Ethernet cards can both hold an IP address at the same time. This means the computer can literally have two (2) IP address at the same time. When this happens, Accelerator does not know which to use, resulting in no discovery or a failed download. **Assure** there is only **one (1) IP address** and/or **disable the WiFi adapter**. To disable the WiFi adapter, follow these steps (Win Vista, 7, 8/8.1, 10):

- i. **Right-Click** on the **network** symbol in the task bar and **select Open Network and Sharing Center**

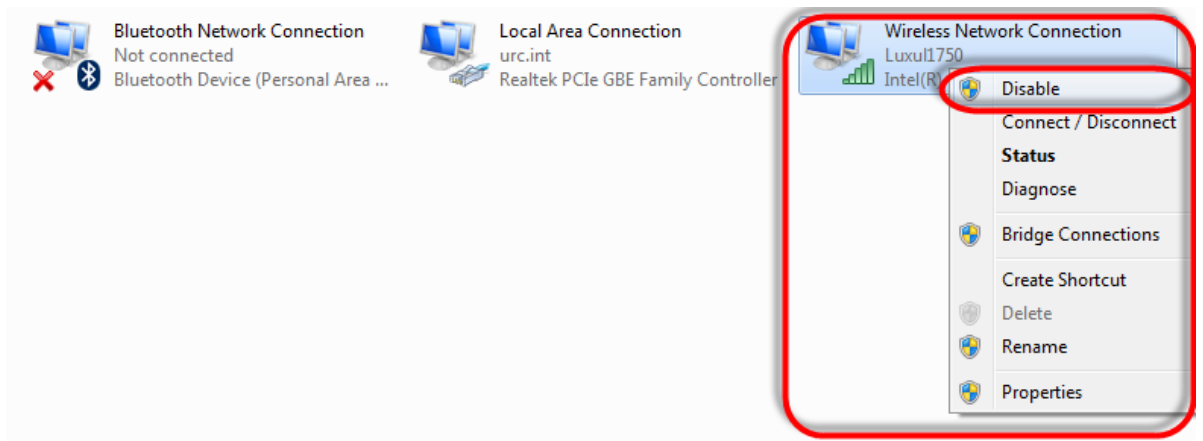


- ii. Note the two connections shown in the network settings display window.

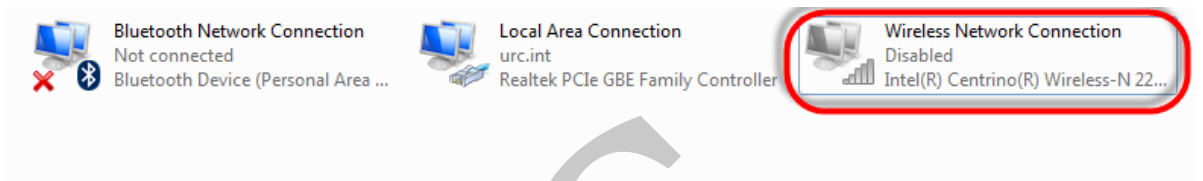
Select **Change adapter settings** from the left-side window



- iii. **Right-click** on the **wifi adapter** and **select Disable**.



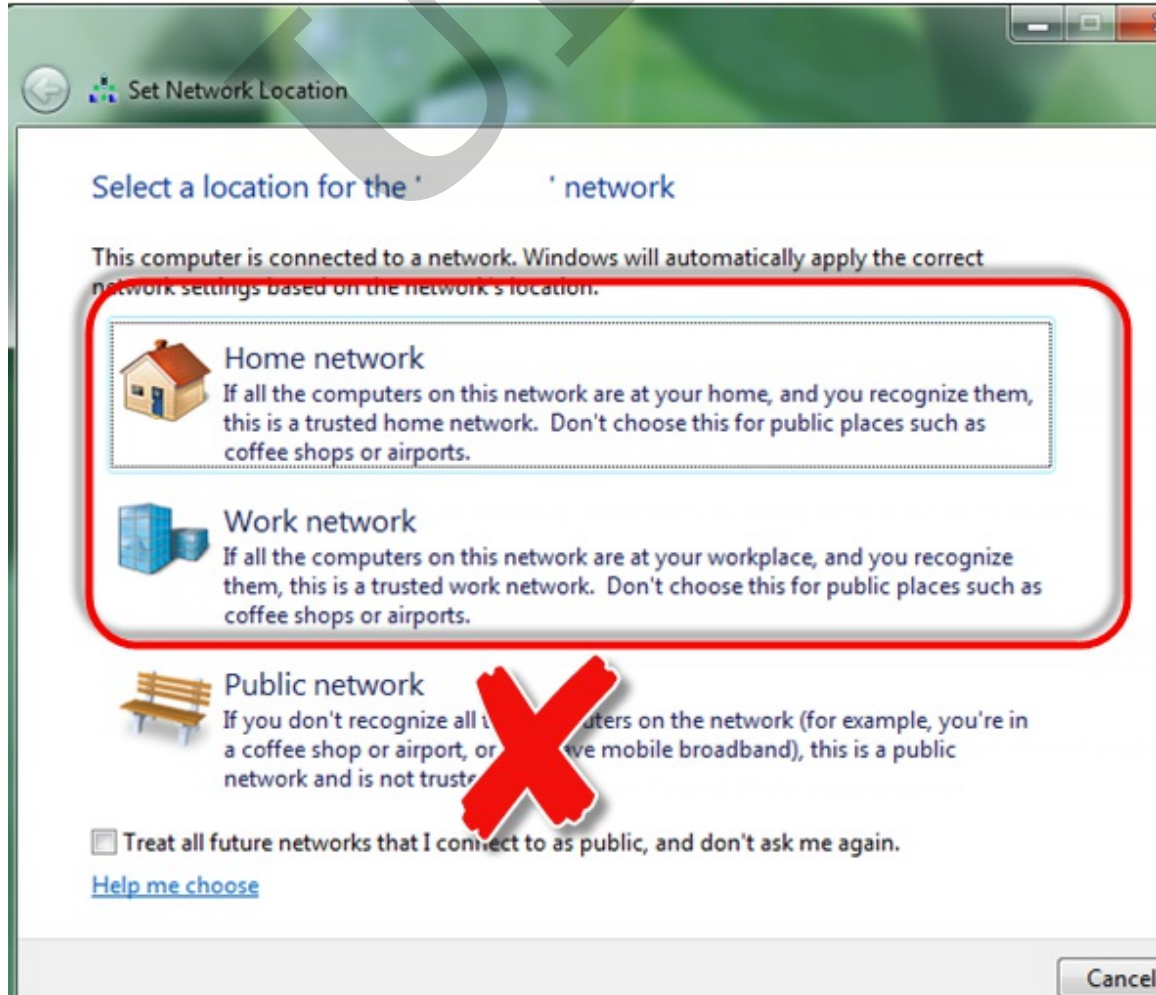
iv. Wifi adapter displays as shown:



7. Connect to the network using HOME or WORK or Private. Do NOT use Public!

Win Vista/7

Customize settings for each type of network



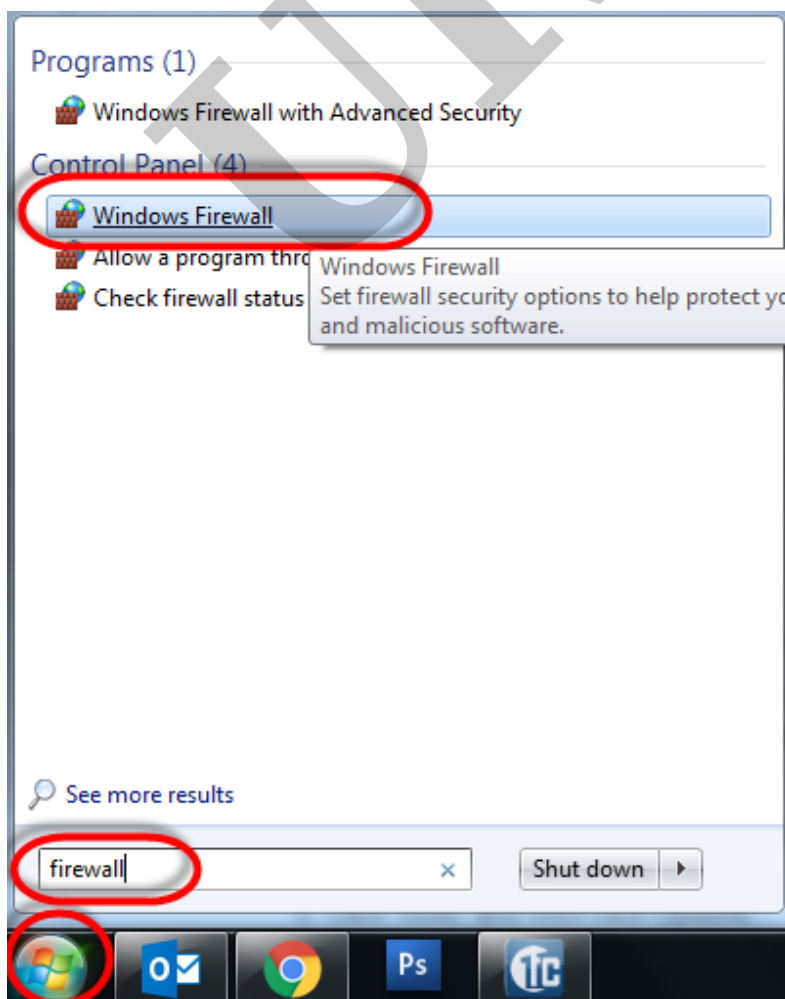
**Win 8/10** The network Must be set to Private. This is accomplished by saying YES to share



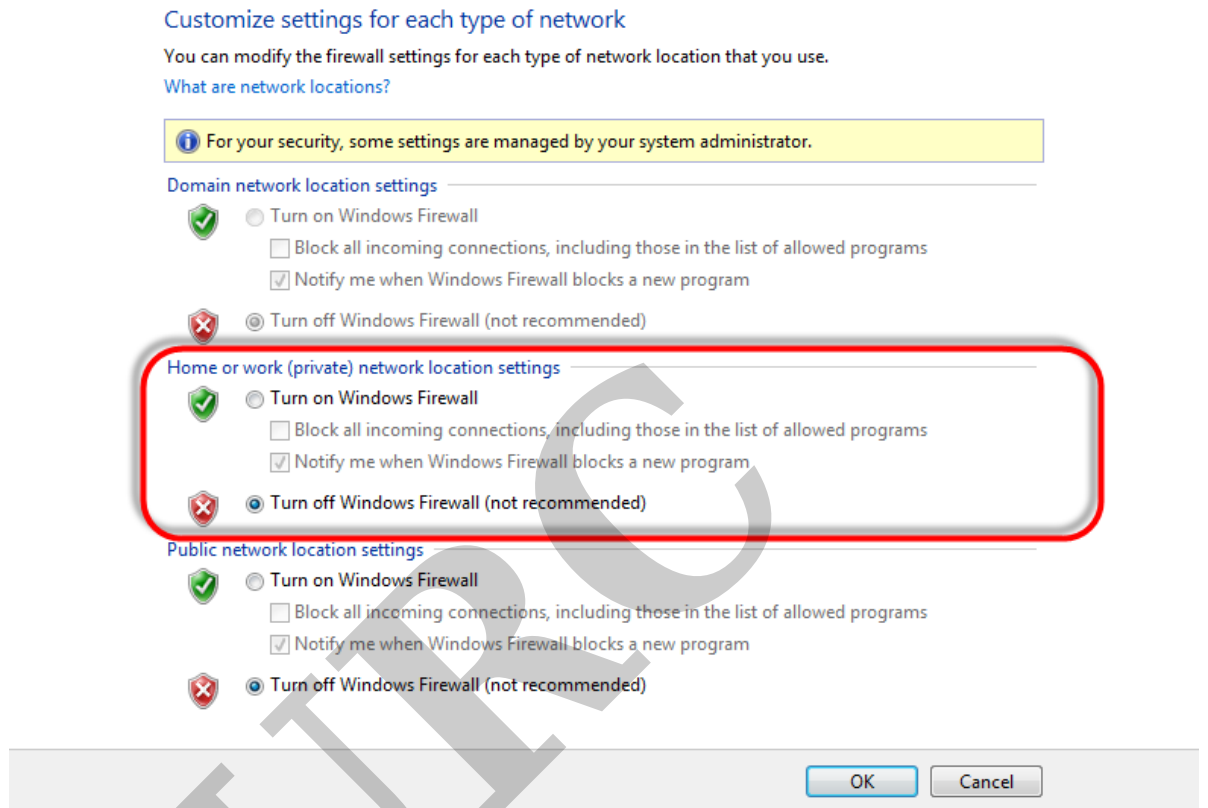
8. **Disable** any and **all firewalls**. This includes Windows Firewall, AVG, Nortons, McAfee, etc. To disable a 3rd party firewall, please refer to the software users manual.

To disable **Windows firewall** follow these steps:

- i. Click the **Start Button**
- ii. In the **search** field type "**firewall**"
- iii. **Select "Windows Firewall"**



- iv. Select **"Turn Windows Firewall On or Off"**
  
- v. **Turn OFF** the firewall for **Home and Work Network Settings** (do not touch the **public network settings** as the PC shall never be set to public when programming a TC system)



9. Assure that there are **NO 3rd party programs** that can block communication with devices in Total Control. **Internet monitoring programs** are very common and **block communications**. Examples listed below:

- NetNanny
  
- Covenant Eyes
  
- X3watch
  
- etc

Consult the software users guide to disable restrictions

10. **Turn off Windows Defender and/or Microsoft Security Essentials.**

**To Disable Windows Defender**

- i. Open Windows Defender by clicking the Start button. In the search box, type Defender, and then, in the list of results click Windows Defender.
- ii. Click Tools, and then click Options.
- iii. Click Administrator, select or clear the Use this program check box, and then click save.

## 11. Disable Microsoft Security Essentials.

- i. **Open Microsoft Security Essentials** by clicking the **Start button**.
- ii. In the **search box**, type **Essentials**, then select Microsoft Security Essentials from the list
- iii. Click **Settings**, then **Real Time Protection**.
- iv. **Remove the check-box for Real Time Protection**

## For Discovering the TRF-ZW Z-Wave Gateways on the network:

1. Perform all the above steps.
2. Ensure that uPnP is enabled on the router.

**LUXUL**  
Simply Connected

Model: XWR-1750v1  
Firmware Version: 5.0.2

**UPnP Configuration**

UPnP

**Available Networks**

Local Network/LAN

Guest Network

**Current UPnP Leases**

WAN Port	LAN IP	LAN Port	Protocol
60461	192.168.24.155	60461	UDP
50257	192.168.24.155	50257	UDP
58668	192.168.24.143	58668	TCP
58668	192.168.24.143	58668	UDP
49780	192.168.24.108	49780	UDP

**Help**

**UPnP Configuration**

Universal Plug and Play (UPnP) is a set of networking protocols that enables networked devices such as personal computers, printers, Internet gateways, Wi-Fi access points and mobile devices to seamlessly discover each other's presence on the network and establish functional network services for data sharing, communications, and entertainment.

If UPnP is enabled, port forwarding information is supplied at the request of any compatible application or device.

Save Cancel

If using a different manufacturers router, please consult the user manual to enable uPnP

on the device.

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.

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