

Visualization not working after IP router changed

Problem

The address of an IP gateway was changed. Although the BMS configuration was changed accordingly, visualization projects are unable to connect to the devices.

Solution

The visualization links to items in the OPC server via the item ID which includes the IP address of the respective router. Now that the router's IP has changed, the item ID is also changed. Visualization objects need to refer to the new item ID.

To avoid adapting the item ID of each visualization element manually, there are 2 possibilities:

1. In Voyager, use the „Replace“ function in the „Edit“ menu (Ctrl+H) and replace the old address with the new one.
2. Alternatively, you can export all items to CSV (menu „Workspace“ / „Export items to CSV“). The output contains 2 columns per item: set the new IP address in the second column and re-import the file via „Workspace“ / „Import items from CSV“.

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