# FAQs

### PLX51-DLplus-232

#### Can customers who have the PLX51-DL-232 upgrade to PLX51-DLplus-232 by downloading firmware?

No, they cannot upgrade by downloading new firmware.

#### Can ProSoft provide a JSON data format example?

An example has been included in the manual.

#### Do I need ProSoft Connect to use the DLplus?

No, you do not need PSC to use the PLX51-DLplus-232 module.

#### How do I connect remotely to the DLplus module?

The DLplus has an Ethernet port. If the port is connected to the internet, then it can be accessed directly. If the DLplus is connected to a PLX35 or ICX35, then you can access via ProSoft Connect.

#### Will the DLplus work with existing remote access?

Yes, the DLplus will work with any remote access solution.

### Can the module be configured using the webserver?

No, it cannot. The user must use the PLX50 configuration utility to configure the module. The free software can be downloaded from the ProSoft website.

#### Can I select which variables to display on the trend?

Yes – up to 5 variables.

# Can I configure the scale (y-axis) for each of the 5 variables?

Yes.

**Can I select the time period for data to be trended?** Yes.

# Once a trend display has been configured, can it be saved?

No, trend displays are not saved. If you close the browser, then you will have to reconfigure the display by selecting the variables and scaling.

#### Is the trend display real-time?

No, it is not. The trend display will take available data from the module (up to a maximum of 10,000 records) and create the graph.

# Can the trend display be printed or saved as a PDF?

Yes.

# How much memory is in the module to store time-stamped events?

Each time-stamped event takes 16 bytes. 256MB memory is available to store the events.

#### What does Direct-to-Tag to Logix mean?

The PLX51-DLplus-232 can be added to a Logix tree as a standard EtherNet/IP<sup>™</sup> device. The PLC will then use a Class 1 connection to obtain diagnostic information from the module.

When configuring the PLX51-DLplus-232, a user can connect to a PLC and then browse the tags in the PLC and add to the IT/OT Connector for time-stamped logging.

### **Worldwide Offices**

### **Asia Pacific**

#### **Regional Office**

Phone: +60.3.2247.1898 asiapc@prosoft-technology.com Languages spoken: Bahasa, Chinese, English, Japanese, Korean

REGIONAL TECH SUPPORT support.ap@prosoft-technology.com

#### North Asia (China, Hong Kong) Phone: +86.21.5187.7337 china@prosoft-technology.com Languages spoken: Chinese, English

REGIONAL TECH SUPPORT support.ap@prosoft-technology.com

#### Southwest Asia (India, Pakistan)

Phone: +91.98.1063.7873 india@prosoft-technology.com Languages spoken: English, Hindi, Urdu

#### Australasia (Australia, New Zealand)

Phone: +60.3.2247.1898 pacific@prosoft-technology.com Language spoken: English

#### Southeast Asia

(Singapore, Indonesia, Philippines) Phone: +60.3.2247.1898 seasia@prosoft-technology.com Languages spoken: English, Bahasa, Tamil

#### **Northeast & Southeast Asia** (Japan, Taiwan, Thailand, Vietnam, Malaysia)

Phone: +60.3.2247.1898 neasia@prosoft-technology.com Languages spoken: English, Chinese, Japanese

#### Korea

Phone: +60.3.2247.1898 korea@prosoft-technology.com Languages spoken: English, Korean

### Europe/Middle East/Africa

#### **Regional Office**

Phone: +33.(0)5.34.36.87.20 europe@prosoft-technology.com Languages spoken: French, English

REGIONAL TECH SUPPORT support.emea@prosoft-technology.com

#### Middle East & Africa

Phone: +971.4.214.6911 mea@prosoft-technology.com Languages spoken: Hindi, English

REGIONAL TECH SUPPORT support.emea@prosoft-technology.com

#### North Western Europe

(UK, IE, IS, DK, NO, SE) Phone: +44.(0)7415.864.902 nweurope@prosoft-technology.com Language spoken: English

#### **Central & Eastern Europe, Finland**

Phone: +48.22.250.2546 centraleurope@prosoft-technology.com Languages spoken: Polish, English

#### **Russia & CIS**

Phone: +7.499.704.53.46 russia@prosoft-technology.com Languages spoken: Russian, English

#### Austria, Germany, Switzerland

Phone: +49.(0)1511.465.4200 germany@prosoft-technology.com Languages spoken: German, English

#### **BeNeLux, France, North Africa**

Phone: +33.(0)5.34.36.87.20 france@prosoft-technology.com Languages spoken: French, English

#### **Mediterranean Countries**

Phone: +39.342.8651.595 italy@prosoft-technology.com Languages spoken: Italian, English, Spanish

### Latin America

#### **Regional Office**

Phone: +52.222.264.1814 latinam@prosoft-technology.com Languages spoken: Spanish, English

REGIONAL TECH SUPPORT support.la@prosoft-technology.com

#### Brazil

Phone: +55.11.5084.5178 brasil@prosoft-technology.com Languages spoken: Portuguese, English

REGIONAL TECH SUPPORT support.la@prosoft-technology.com

#### Mexico

Phone: +52.222.264.1814 mexico@prosoft-technology.com Languages spoken: Spanish, English

REGIONAL TECH SUPPORT support.la@prosoft-technology.com

#### Andean Countries, Central America & Caribbean

Phone: +507.6427.48.38 andean@prosoft-technology.com Languages spoken: Spanish, English

#### Southern Cone

(Argentina, Bolivia, Chile, Paraguay & Uruguay) Phone: +52.222.264.1814

scone@prosoft-technology.com Languages spoken: Spanish, English

### North America

#### **Regional Office**

Phone: +1.661.716.5100 info@prosoft-technology.com Languages spoken: English, Spanish

REGIONAL TECH SUPPORT support@prosoft-technology.com

# Tech Support

ProSoft Technology's technical support is unparalleled in the industrial automation industry. To continue our world-class technical support, we have opened offices in most time zones in an effort to support our customers at a local level. See Regional Tech Support contact information above.



