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DIRECT LINK CONNECTIVITY

Directlink is the Champion remote access solution to monitor and support warewashing machine performance via the internet. Directlink employs the StrideLinx Cloud Application for secure communication and data logging.

- **Directlink Basic Maintenance Support** monitors dishwasher operation. Champion service technicians can troubleshoot machine problems and implement solutions.
Access is restricted to Champion service.
- **Directlink Plus Maintenance Support with Cloud Data Recording** monitors operation in real time delivering live data, historical temperature data and machine status indicators.
Access is granted to the end-user and Champion service.

Components

1. Champion supplies a Stridelinx router, internal RJ45 ethernet cables and a RJ45 ethernet port. Components are located in the top-mounted main control cabinet (Figs. 1, 2, 3, and 4).
2. The end-user supplies an RJ45 ethernet cable, network server and laptop or PC.

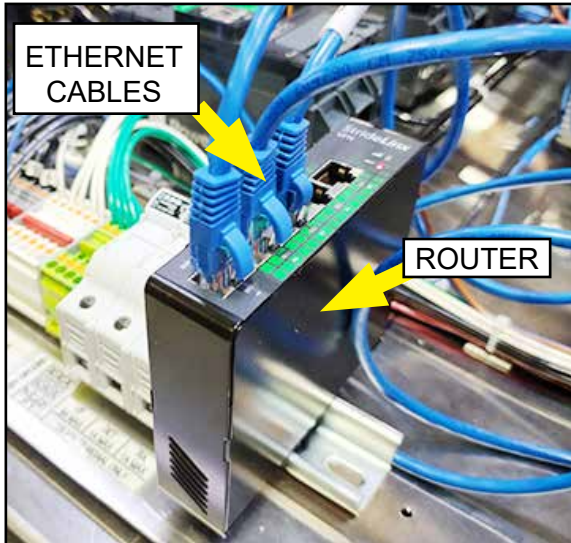


Fig. 1 - Router with ethernet cables

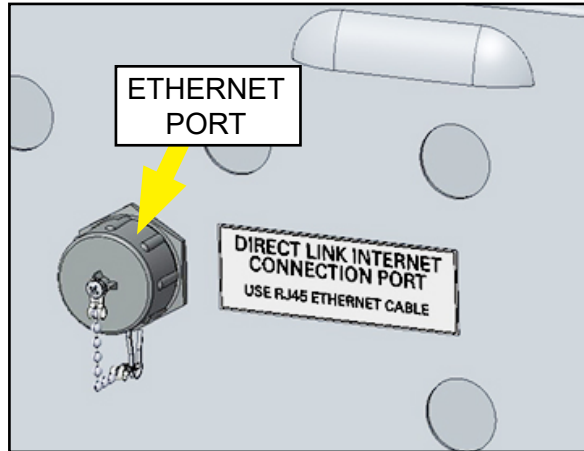


Fig. 2 - Ethernet port (viewed from rear of control cabinet)



Fig. 4 - Ethernet port - Champion RJ45 from router (viewed from inside rear of control cabinet)



Fig. 3 - Ethernet port (cap off)

DIRECTLINK OPERATION



NOTE:

THE END-USER MUST SUPPLY ACTIVE CAT5 or CAT6 DATA CABLE WITH ACCESS TO THE INTERNET. The Champion router communicates through the internet via Network Address Translation, (NAT). Champion does not support connectivity via WiFi or Cellular networks at this time.



WARNING:

The router is configured at the factory for communication back to Champion Industries. DO NOT attempt to reconfigure the router via the USB port as this may prevent the router from communicating with the machine or factory.



WARNING:

NEVER RESET THE ROUTER USING THE ON-BOARD RESET BUTTON! This will remove the router from the network; reset to factory default settings; and require router replacement.

Directlink Basic and Directlink Plus Set-up

STEP 1:

Connect the end-user Ethernet Cable to the Champion Ethernet Port. The port is located on the back of the top-mounted main control cabinet. DO NOT CONNECT THE END-USER ETHERNET CABLE DIRECTLY INTO THE ROUTER. A CABLE FROM THE ROUTER TO THE PORT WAS INSTALLED AT THE FACTORY.

STEP 2:

Once the end-user ethernet cable connection is established, contact the Champion Service Department to ensure the router is active on the Stridelinx Network.



NOTE:

Refer to the Stridelinx Troubleshooting Guide on page 29 if a network connection cannot be established.

Directlink Basic set-up is complete. The end-user is online and Champion has access to the warewasher for technical support and software updates

Directlink Plus set-up continues with Step 3 on next page.

DIRECTLINK OPERATION (continued)

Directlink Plus Set-up (continued)

STEP 3:

Gather the names and email addresses of all end-users needing access to the Cloud Dashboard containing live and historical temperature data and machine status indicators.

- Email the user list to directconnect@championindustries.com
- Upon receipt, Champion will send an invitation asking users to create their unique logins and passwords to access the Cloud Dashboard for their machine, (Fig. 5 and Fig. 6).
- Ensure the organization's spam filter allows emails from stridelinx@automationdirect.com.



NOTE:

If a user does not receive an invitation after the user list is submitted, check user SPAM, TRASH, and JUNK email folders before contacting Champion.

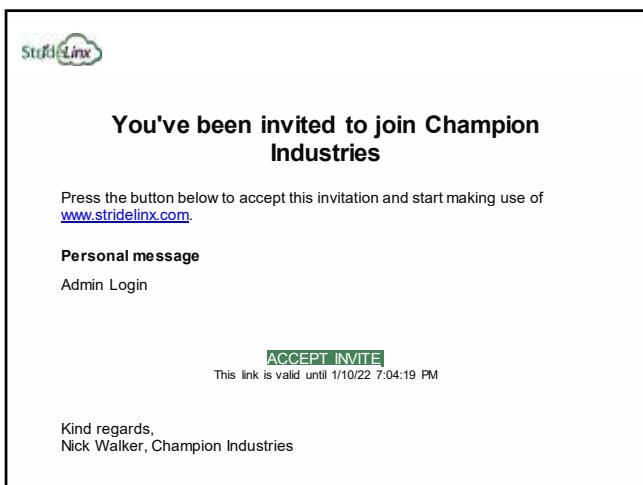


Fig. 5 - Dashboard invite

Fig. 6 - Account set-up

(Continued on next page.)

DIRECTLINK OPERATION (continued)

Directlink Plus Set-up (continued)

STEP 4:

To access your machine's dashboard, navigate to <https://www.stridelinx.com>.

- Enter your login credentials and click on the machine's icon, (Fig. 7).
- If your facility has multiple machines registered on Directlink then those machines will be visible as well.
- You should have access to the Directlink Dashboard now.



NOTE:

Machines can be viewed either as an Icon View or as a List View.

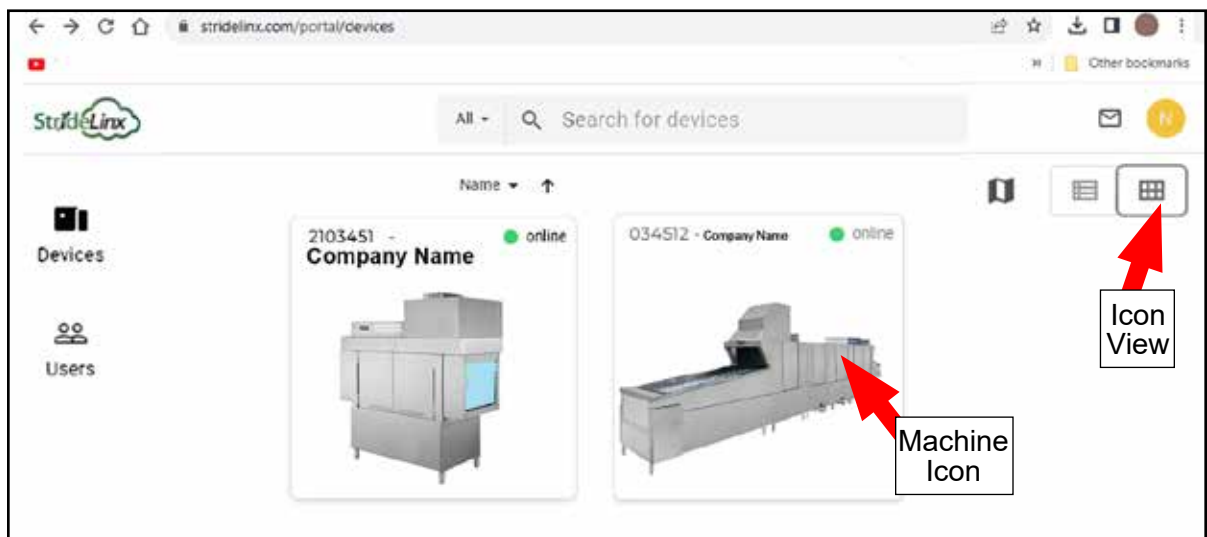


Fig. 7 - Click the machine icon to access your Directlink Dashboard.

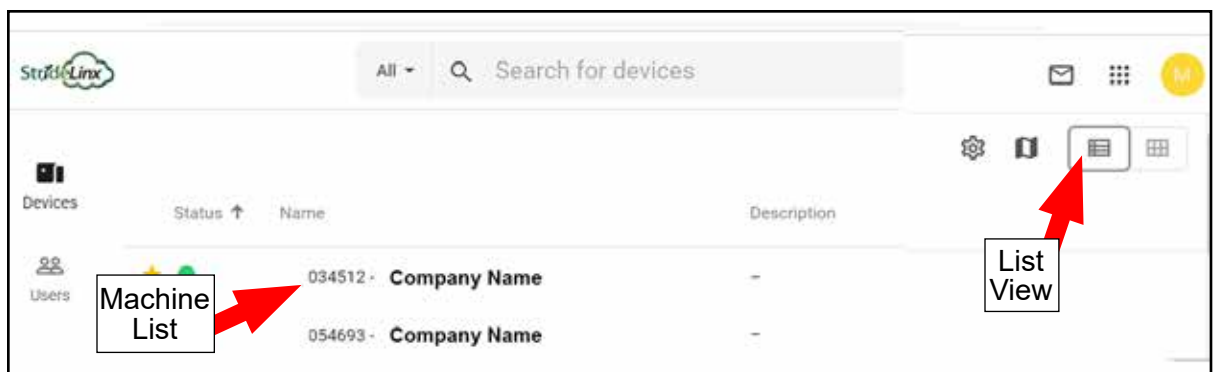


Fig. 8 - List View

(Continued on next page.)

Directlink Plus Machine Dashboard Operation

Figure 9 below is an example of a typical Directlink machine dashboard. From this panel, you can see: Real time machine status, real time temperatures, active machine faults and historical temperature data



Fig. 9 - Typical Directlink Machine Dashboard.

STEP 1:

To view historical data you first need to select the desired date range.

- Click the TODAY button in the upper right corner of the dashboard as shown in Fig. 9 above.
- The Time Range Selection Calendar will appear, Fig. 10.

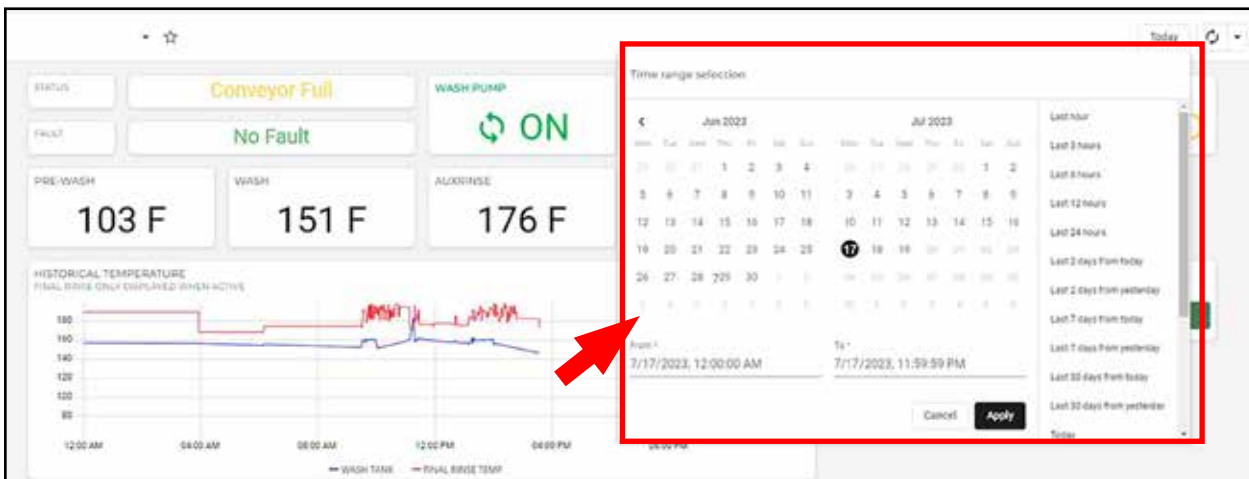


Fig. 10 - Time Range Selection Calendar

(Continued on next page.)

Directlink Plus Machine Dashboard Operation (continued)

STEP 1:

There are two methods to select a Time Range for historical data:

- Select the preset times on the right side of the screen or
- Manually select a custom date range. 7/17/23 was selected in the Fig. 11 example below.

STEP 2:

Once the time range is selected, click Apply, (Fig. 11).

- The historical temperature graph will display the temperatures during the selected time period, (Fig. 9, page 25).
- Click the Download button in the Temperature Data Box, (Fig. 9 on page 25).
- The temperature data downloads from the cloud to a .CSV log file On your computer that can then be opened via Microsoft Excel or similar database software applications.

The screenshot displays a 'Time range selection' interface. On the left, a calendar view shows June and July 2023. The date 7/17/2023 is selected and circled. Below the calendar, the 'From' field is set to '7/17/2023, 12:00:00 AM' and the 'To' field is set to '7/17/2023, 11:59:59 PM'. At the bottom, there are 'Cancel' and 'Apply' buttons. On the right side, a 'Presets' list includes options like 'Last hour', 'Last 3 hours', 'Last 6 hours', 'Last 12 hours', 'Last 24 hours', 'Last 2 days from today', 'Last 2 days from yesterday', 'Last 7 days from today', 'Last 7 days from yesterday', 'Last 30 days from today', 'Last 30 days from yesterday', and 'Today'. Red arrows point to the 'Presets' header, the selected date '17', the 'From' and 'To' fields, and the 'Apply' button.

Fig.11 - Time Range Selection Calendar

(Continued on next page.)

When opening .CSV files in MS Excel, the Date/Time Stamp format may need modification to view the data correctly, (Fig.12).

	A	B	C	D
1	time	Final Rinse During Wash (F)	Wash Temperature (F)	
2	26:56.2		159	
3	26:46.5	179		
4	26:43.9	178		
5	26:42.3	177		
6	26:41.4	176		
7	26:40.6	175		
8	26:39.8	173		
9	26:39.5	172		
10	26:26.2		158	
11	25:56.2		160	

Fig. 12 - .CSV file download

STEP 3:

To reformat the Date/Time Stamp format

- Right click on Cell A to select the time column.
- Select Format Cells then Date and then select the Type form shown in Fig.13.
- Click OK to reformat the Time Column. It will look as shown in Fig.14 below.
- The time data is easier to read and analyze now.

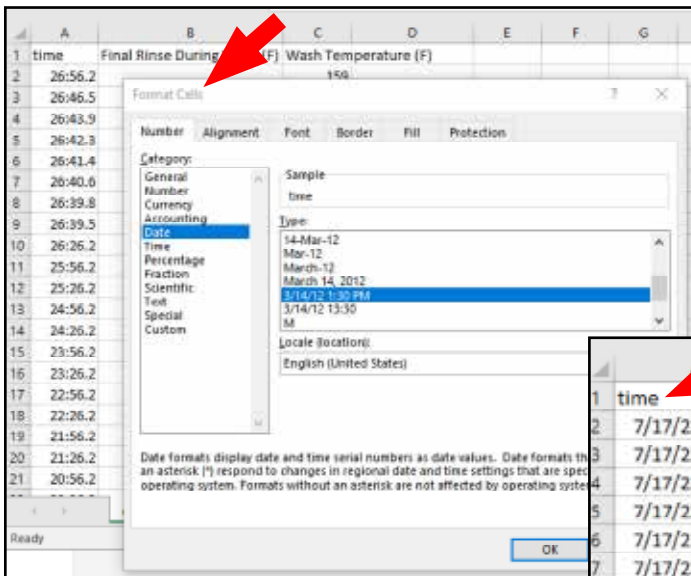


Fig. 13 - .Modify time column

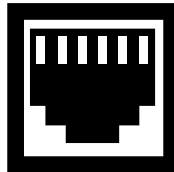
	A	B	C	D
1	time	Final Rinse During Wash (F)	Wash Temperature (F)	
2	7/17/23 1:26 PM		159	
3	7/17/23 1:26 PM	179		
4	7/17/23 1:26 PM	178		
5	7/17/23 1:26 PM	177		
6	7/17/23 1:26 PM	176		
7	7/17/23 1:26 PM	175		
8	7/17/23 1:26 PM	173		
9	7/17/23 1:26 PM	172		
10	7/17/23 1:26 PM		158	
11	7/17/23 1:25 PM		160	
12	7/17/23 1:25 PM		160	

Fig. 14 - Reformatted time column.

STEP 4:

Close your browser to exit Directlink Plus.









Stridelinx Troubleshooting Guide



STRIDELINX TROUBLESHOOTING GUIDE

The Stridelinx router is located in the main control panel on top of the machine. Follow proper safety measures accessing the unit. Wait at least 2 minutes after applying power to the Stridelinx router to allow for the unit to finish booting and attempting to connect to the StrideLinx Cloud. After the unit finishes booting, determine the status of the **Activity (ACT) LED** and follow the troubleshooting guide below:



- (ACT)  Constant red
- (ACT)  Blinking red 1 pulse
- (ACT)  Blinking red 3 pulses
- (ACT)  Blinking red 4 pulses
- (ACT)  Blinking red 5 pulses
- (ACT)  Blinking blue 1 pulse
- (ACT)  Blinking blue 2 pulses
- (ACT)  Constant blue

(ACT) Constant red

Description

The StrideLinx router is **booting**, which usually takes ~2 minutes, or is **not registered**.

Solution

If the ACT LED remains constant red for longer than 2 minutes after power is applied to the machine, contact Champion for assistance.

(ACT) Blinking red 1 pulse

Description

The StrideLinx router is **unable to access the StrideLinx server**.

Solution

Make sure that the StrideLinx router has **internet access**:

- Check the connection by unplugging the Ethernet cable from the StrideLinx router's WAN (internet) port and plugging it into your computer. Turn off any other connections on your computer, like Wi-Fi.

If your computer had internet access in the test above, then the StrideLinx router may not be configured correctly for the internal network.

- the **WAN (internet) settings** are correct for internet access in the local network. Letting the StrideLinx router obtain an IP address automatically (DHCP) will be suitable for most situations. If you require the unit to be configured with a static IP address instead, be sure to always consult the local IT administrator for the correct network settings (IP address, network mask, default gateway, and DNS server).

Note: If a static IP address is required, it will need to be provided to Champion for the Stridelinx router to be configured properly. The unit is default configured as DHCP.

- **proxy server** settings are correctly configured, if applicable.

Make sure that the StrideLinx router is allowed to reach the **StrideLinx Cloud**:

- Check with the local IT administrator that the company firewall is not blocking the StrideLinx router's attempts to reach the StrideLinx Cloud.

(ACT) Blinking red 3 pulses

Description

There is a **LAN/WAN conflict** in the StrideLinx router settings. In other words, the LAN (machine network) IP range and WAN (corporate network) IP range are the same or IP-technically considered to be a part of one another. This means the StrideLinx router cannot differentiate between the two and cannot reliably determine which way is "the internet".

Solution

Contact Champion for assistance.

(ACT) Blinking red 4 pulses

Description

The StrideLinx router **was removed** from the StrideLinx Cloud.

Solution

Contact Champion service for assistance.

(ACT) Blinking red 5 pulses

Description

The StrideLinx router is trying to register itself in a StrideLinx Cloud company, but there is still an **old registration** from the router listed in that StrideLinx Cloud company. This situation usually happens when someone has [factory reset](#) the StrideLinx router and immediately tries to register it again.

Solution

Contact Champion for assistance.

(ACT) **Blinking blue 1 pulse**

Description

The StrideLinx router is **connecting** to the StrideLinx Cloud.

Solution

If you keep seeing this LED status it means that the StrideLinx router is unable to reach the StrideLinx Cloud.

- Check with the local IT administrator that their company firewall is not blocking the StrideLinx router's attempt to connect to the StrideLinx Cloud.

(ACT) **Blinking blue 2 pulses**

Description

The StrideLinx router is **initiating a VPN connection** to the closest StrideLinx VPN server.

Solution

If you keep seeing this LED status it means that the StrideLinx router is unable to establish the VPN connection. Make sure that you:

- turn on [stealth mode](#), if applicable.
- check with the local IT administrator that their company firewall is not blocking the StrideLinx router's attempt to set up a VPN connection.

(ACT) ██████████ Constant blue

Description

The StrideLinx router has an **active VPN connection** to the StrideLinx Cloud.

Solution

If you see the StrideLinx router listed in your StrideLinx Cloud company, but it doesn't have an active VPN connection:

- **Hard refresh** the webpage (CTRL+F5 for Windows users).

If you do not see the StrideLinx router listed in your StrideLinx Cloud company:

- Check if you are currently looking in the **right company**. You can switch company by opening the account menu in the top right corner and selecting [Switch company].
- Check with the person who invited you to see if you have **access** to this StrideLinx router.

This concludes Appendix B.

