

Advantech AE Technical Share Document

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Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	N/A
Abstract	The reason of seeing GetSntp Time() failed message of ADAM on Utility		
Keyword	SNTP, GetSntp fail, SetSntp fail, RTC battery		
Related Product	ADAM-6000-D, ADAM-6200-B		

■ **Problem Description:**

The new version of ADAM-6000/6200 module support RTC in UTC format. The RTC can be calibrated via SNTP. This document explains why user will see **“GetSntp Time() failed”** message of ADAM on Utility.

■ **Answer:**

Since ADAM-6000/6200 share the same FW file after version 6.02 B05 for better product function maintenance, user might encounter the problem of seeing **“GetSntp Time() failed”** on Utility in the **“SNTP”** menu under **“Cloud”** page. (Figure 1)

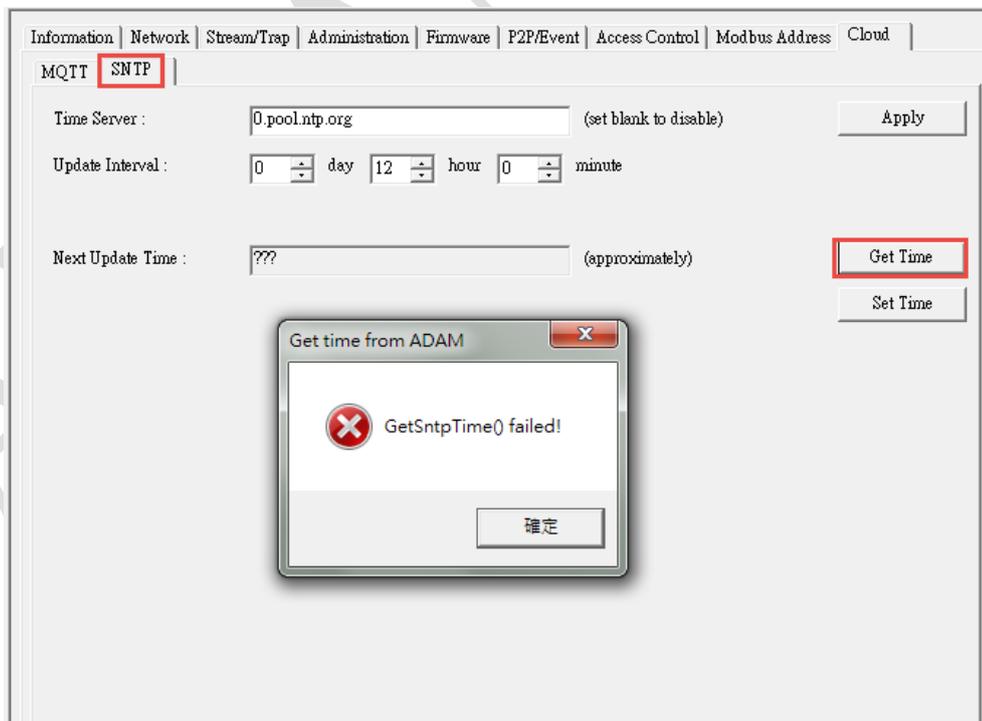


Figure 1 The **“GetSntp Time() failed”** message on Utility

Even customer have entered the location of the time server, and click “Set time” button, he will also see the error message in SNTP setting page like Figure 2.

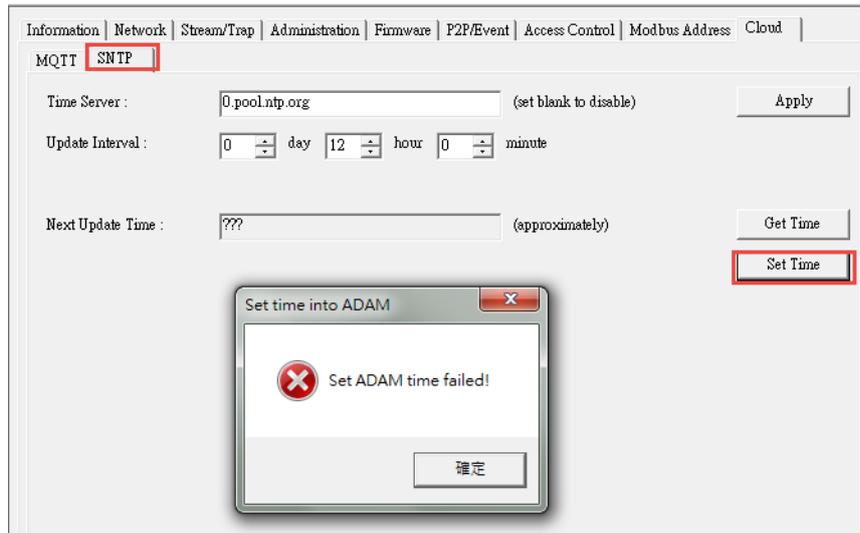


Figure 2 The “Set ADAM Time failed” message on Utility

The reason is because Utility use FW version to determine whether to display the SNTP setting page, and cannot detect whether the module have the built-in RTC battery inside for displaying the SNTP setting page. After user upgrades module’s FW to 6.02 B05 or newer, and if Utility version is also newer than v2.05.11 B16, customer will see the “SNTP” menu under “Cloud” page for configuring the SNTP setting for ADAM module **even the module don’t have the built-in RTC battery for the SNTP function.**(Figure 3)

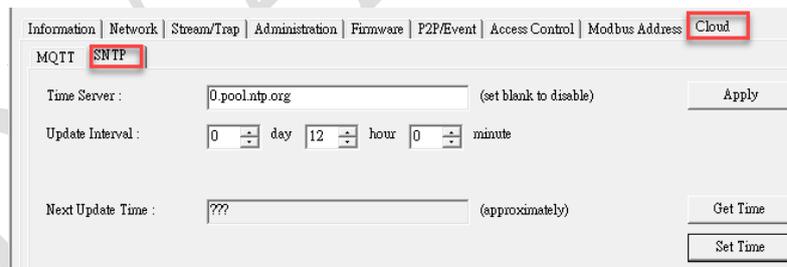


Figure 3 The SNTP setting configuration page in Utility

Below table is the SNTP function support table for the new version of ADAM-6000/6200 module. User need to make sure the module does support SNTP function for seeing the timestamp information stored in ADAM module (Figure 4)

Model Name	SNTP function	FW version
ADAM-6017-D	Support	After 6.01 B12
ADAM-6050/51/52/60/66-D	Not supported (No built-in RTC battery)	N/A
ADAM-6217-B	Support	After 6.02 B05
ADAM-6250/51/52/60/62-B	Support	After 6.02 B05

Information | Network | Stream/Trip | Administration | Firmware | P2P/Event | Access Control | Modbus Address | **Cloud**

MQTT | **SNTP**

Time Server : (set blank to disable)

Update Interval : day hour minute

Next Update Time : (approximately)

Figure 4 The timestamp information stored in ADAM module