**Gateway Support Form for CDN066, CDN466, & CDN466-5**

**NOTE:** Please download, print, and fill out the below information (your contact information, the problem statement & unit ID info, and the tables). Please submit this completed form via the following website: www.mksinst.com/contact/CITService.aspx

MKS will contact you directly once the completed form is received. If this is an urgent issue please note that by writing “URGENT” at the top of the form.

The tables below should be completed using the class instance editor in RSNetworx (ie: must be configured for explicit messaging). This will help MKS understand the settings & condition of the Gateway and help in troubleshooting.

**Name:**

**Phone Number:**

**Email:**

**MKS Part Number:**

**Serial Number:**

**Firmware Revision:**

**Problem Statement:**

**Produced (Input) Size Bytes:**

**Consumed (Output) Size Bytes:**

**SERIAL STREAM OBJECT:**

**Class Code: 100 (0x64)**

**Instance: 1**

| **Attribute** | **Access** | **Name** | **Type** | **Description** | **Value** |
| --- | --- | --- | --- | --- | --- |
| 3 | Get | Receive Data | Short\_String | Received Massage Data |  |
| 4 | Get | Transmit Data | Short\_String | Message data to transmit(4) |  |
| 5 | Get | Status | USINT | State of the serial buffers |  |
| 6 | Get | Baud Rate | USINT | Value Baud Rate  0 19200  1 600  2 1200  3 2400  4 4800  5 9600  6 19200 |  |
| 7 | Get | Parity | USINT | Value Parity  0 None  1 Odd  2 Even |  |
| 8 | Get | Flow Control | USINT | Value Mode  0 None (default)  1 CTS/RTS (Hardware) |  |
| 9 | Get | Receive Mode | USINT | Value Mode  0 Time-Out (default)  1 Length  2 Start/Stop Delimiter |  |
| 11 | Get | Start Delimiter String | Array[5] |  |  |
| 12 | Get | Stop Delimiter String | Array[5] |  |  |
| 13 | Get | RX Handshake Enable | USINT | 1 = Yes, 0 = No |  |
| 14 | Get | Receive Counter | USINT | RXC Receive Message Counter (0-255) |  |
| 15 | Get | Receive Acknowledge | USINT |  |  |
| 16 | Get | TX Handshake Enable | USINT | 1 = Yes, 0 = No |  |
| 17 | Get | Transmit Counter | USINT | RXC Receive Message Counter (0-255) |  |
| 18 | Get | Transmit Acknowledge | USINT |  |  |
| 19 | Get | Max Receive Size | USINT | Input Message Size (0-64) Default 12 bytes |  |
| 20 | Get | Max Transmit Size | USINT | Output Message Size (0-64) Default 12 bytes |  |
| 21 | Get | Byte Swap | USINT | 1 = Yes, 0 = No |  |