I created a Transmitter but my MQTT Transmission module does not show connections to my MQTT Server

The 'Connected' status shown on the Server tab under MQTT Transmission Settings shows the connected status of each MQTT Client created in the format *quantity MQTT Clients connected* of *quantity MQTT Clients created*.

In the example below, the Connected value 3 of 3 indicates 3 MQTT Clients are connected to the MQTT Server and 3 MQTT Clients are created.

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A	SYSTEM	🌣 Con	nfig > Mqtttransmis	sion > MQTT1	ransmissio	n Settings						
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հո	Backup/Restore											
atus	Ignition Exchange											
\$	Licensing		General	Servers	Sets	Transmitters	Records	Files				
onfig	Modules			_								
	Redundancy		Settings	Certifica	tes							
	Gateway Settings											
			Name		URL		Server Set	User	name Conne	cted		
	NETWORKING		Distribut	or	tcp://localho	st:1883	Default	admi	n 3 of 3		delete	edit
	web server											
	Q Search		→ Create	new MQTT Se	rver							

Let's look at the scenarios when not all your MQTT Clients show as being connected.

- MQTT Clients are created but none are connecting to the specified MQTT Server
- MQTT Clients are created but not all are connecting to the specified MQTT Server
- MQTT Clients are created but some show as connecting/disconnecting from the specified MQTT Server
- No MQTT Clients are created

MQTT Clients are created but none are connecting to the specified MQTT Server

Remember that remote MQTT Clients will need to be able to establish a TCP/IP socket connection to TCP/IP ports #1883 and port #8883. On the machine hosting your MQTT Server, you must either turn off firewalls or at a minimum allow inbound connections to these ports.

Review the Microsoft Create an Inbound Rule doc for assistance on a Windows platform

Single MQTT Server configured

If you have a single MQTT Server configured, the clients are not able to connect because either the Server is unavailable, the network connection to the Server is unavailable or the connection to the Server is being refused.

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	o c	🗘 🗅 localho	st :8088/web	/config/mqtt	transmissior	n.settings?13				☆		1 📫
≌⁄ Edgel											≛admin L	Log Out →
lgnit	ion									Help	3 Get Desi	gner
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			Name		URL		Server Set	Username	Connected			
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	Gateway Network											
	O Search		→ Create ne	ew MQTT Se	rver							
	u search											

You can confirm this from the Ignition UI connected to your instance of MQTT Transmission by navigating to Status > Diagnostic > Logs.

Read the user manual Diagnostics - Logs explaining how to use the Logs console in Ignition

If the Server or connection to the Server is unavailable, you will see errors logged from the TransmissionClient logger indicating that the clients continually attempting to connect and failing.

	С	O D localhost:8088/web/status,	/diag.logviewer?18	☆	◙ []
	Vision Clients	Ju Status > Diagnostics > Logs			
me		Trial Mode 1:50:01 We're glad y	you're test driving our software. Have fur		Activate Ig
	Function	I TransmissionClient	07Feb2022 15:29:05	Successfully disconnected tcp://localhost:1883 :: MT-fdeeb88b-f71b-4ad5	
us	Execution	I TransmissionClient	07Feb2022 15:29:05	Attempting disconnect tcp://localhost:1883 :: MT-fdeeb88b-f71b-4ad5	
:	Logs Metrics Dashboard	I TransmissionClient	07Feb2022 15:29:05	[MyCompany/Lakeside][MT-fdeeb88b-f71b-4ad5] No longer attempting to connect	
fig	Running Scripts Threads	W CirrusClient	07Feb2022 15:29:04	MQTT Client detalis: MQTT Server Name = Chariot SCADA :: MQTT Server URL = tcp://localhost.1883 ent ID = ME-be8e7776-53cc-42ee :: Using CA File = false :: Using Client Certificate = false :: Using Clie ey = false :: Using JKS = false :: Using Birth = false :: Using LWT = false	:: MQTT Cli nt Private K
		W CirrusClient	07Feb2022 15:29:04	ME-be8e7776-53cc-42ee: connect with retry failed due to Unable to connect to server	+
		W CirrusClient	07Feb2022 15:29:04	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: M D = MT-ceab4eca-d819-450 :: Using CA File = false :: Using Client Certificate = false :: Using Client Pr false :: Using IXF = false :: Using Birth = false :: Using IXT = true	QTT Client ivate Key =
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		W CirrusClient	07Feb2022 15:29:04	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: M D = MT-a966901.4-6015-4623 :: Using CA File = false :: Using Client Certificate = false :: Using Client Pi false :: Using IXFs = false :: Using Birth = false :: Using IUT = true	QTT Client ivate Key =
		W CirrusClient	07Feb2022 15:29:04	MT-a966901d-6015-4e32: connect failed due to Unable to connect to server	+
		I CirrusClient	07Feb2022 15:29:04	MT-ceab4eca-d819-45b3: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-23561	9
		I CirrusClient	07Feb2022 15:29:04	MT-a966901d-6015-4e32: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-23561	в
		I TransmissionClient	07Feb2022 15:29:04	[MyCompany/Location3][MT-ceab4eca-d819-45b3] Attempting to connect	
		I TransmissionClient	07Feb2022 15:29:04	[MyCompany/Location2][MT-a966901d-6015-4e32] Attempting to connect	
		W TransmissionClient	07Feb2022 15:29:04	Not connected - attempting connect	
		W TransmissionClient	07Feb2022 15:29:04	Not connected - attempting connect	
		W CirrusClient	07Feb2022 15:29:04	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: M D = MT-fdeeb88b-f71D-4ad5 :: Using CA File = false :: Using Client Certificate = false :: Using Client Pr alse :: Using IXF = false :: Using Birth = false :: Using IWT = true	QTT Client ivate Key =
		W CirrusClient	07Feb2022 15:29:04	MT-fdeeb88b-f71b-4ad5: connect failed due to Unable to connect to server	+
	County	I CirrusClient	07Feb2022 15:29:04	MT-fdeeb88b-f71b-4ad5: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235616	;
	u Search	1 TransmissionClient	07Eeb2022 15:29:04	[MuCompany/Lakerida][MT fdeeb99b f71b 4adE] Attempting to connect	

If your MQTT Server is available but requires an authenticated connection to be made and the Username/Password configured in your MQTT Transmission server is incorrect, you will also see the error Bad username or password errors logged.

•••	V Edge1 - Ignition G	Sateway × 📈 Edge2 - Ignition Gatew	way × +		
	C	O D localhost:8088/web/status/di	ag.logviewer?18	☆ · · · · · · · · · · · · · · · · · · ·	
≜	Vision Clients	Ju Status > Diagnostics > Logs			
lome		Trial Mode 1:48:14 We're glad you	're test driving our software. Have fun.	Activat	e Igniti
	DIAGNOSTICS Execution	W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Chariot SCADA :: MQTT Server URL = tcp://localhost:1883 :: MQTT ent ID = ME-be8e7176-53cc-42ee :: Using CAFIle = false :: Using Client Certificate = false :: Using Client Privat ey = false :: Using IXF = false :: Using Birt = false :: Using UMT = false	Cli ie K
¢	Logs	W CirrusClient	07Feb2022 15:30:40	ME-be8e7776-53cc-42ee: connect with retry failed due to Bad user name or password	+
onfig	Metrics Dashboard Running Scripts Threads	W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: MQTT Clie D = MT-ceab4eca.det30-45b3 :: Using CA File = false :: Using Client Certificate = false :: Using Client Private Ke false :: Using IXS = false :: Using Birth = false :: Using IXT = true	ent I y =
		W CirrusClient	07Feb2022 15:30:40	MT-ceab4eca-d819-45b3: connect failed due to Bad user name or password	+
		W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: MQTT Clie D = MT-fdeeb88b-f1D-4ad5 :: Using CA File = false :: Using Client Certificate = false :: Using Client Private Ke alse :: Using XIS = false :: Using Birth = false :: Using LVT = true	ent I y = f
		W CirrusClient	07Feb2022 15:30:40	MT-fdeeb88b-f71b-4ad5: connect failed due to Bad user name or password	+
		W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: MQTT Clie D = MT-a9669016-6015-4632 :: Using CA File = false :: Using Client Certificate = false :: Using Client Private Ke false :: Using IXS = false :: Using Birth = false :: Using IXT = true	ent I y =
		W CirrusClient	07Feb2022 15:30:40	MT-a966901d-6015-4e32: connect failed due to Bad user name or password	+
		I CirrusClient	07Feb2022 15:30:39	MT-fdeeb88b-f71b-4ad5: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235992	
		I CirrusClient	07Feb2022 15:30:39	MT-ceab4eca-d819-45b3: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235991	
		I TransmissionClient	07Feb2022 15:30:39	[MyCompany/Lakeside][MT-fdeeb88b-f71b-4ad5] Attempting to connect	
		I CirrusClient	07Feb2022 15:30:39	MT-a966901d-6015-4e32: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235990	
		I TransmissionClient	07Feb2022 15:30:39	[MyCompany/Location3][MT-ceab4eca-d819-45b3] Attempting to connect	
		I TransmissionClient	07Feb2022 15:30:39	[MyCompany/Location2][MT-a966901d-6015-4e32] Attempting to connect	
		W TransmissionClient	07Feb2022 15:30:39	Not connected - attempting connect	
		w TransmissionClient	07Feb2022 15:30:39	Not connected - attempting connect	
		w TransmissionClient	07Feb2022 15:30:39	Not connected - attempting connect	
Ŧ	Q Search	W CirrusClient	07Feb2022 15:30:39	MQTT Client details: MQTT Server Name = Chariot SCADA :: MQTT Server URL = tcp://localhost:1883 :: MQTT ent ID = ME-be8e7776-53cc-42ee :: Using CA file = false :: Using Client Certificate = false :: Using Client Privat ev_s false :: Using LKS = false :: List Bit = f	Cli e K

Multiple MQTT Servers in server set

If you have multiple MQTT Servers configured within the same Server Set, the MQTT Clients will only connect to one server in the set. You would expect that only one server would show MQTT Clients connected as in the example below:

- → c	;	🗘 🗋 loca	alhost:8088/web	/config/mgt	ttransmissio	n.settings?26					☆		⊌	;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;
Edge1		-		3, 1		J.						_	⊥admin	Log Out
gnition	<u>/</u>											Help 🛿	Get De	signer
SYSTE	м	🌣 Config	g > Mqtttransmissio	on > MQTT	Transmissio	n Settings								
ne Ove	erview	Trial M	ode 1:44:48 We	're glad you're	test driving our	software. Have fun.							Activa	te Igniti
I Bad	ckup/Restore													
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E Lico	ensing		General	Servers	Sets	Transmitters	Records	Files						
nfig Mo	dules			-										
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NETWO	ORKING				1/100.100		D ()			2. (2		<u> </u>		
We	b Server		Charlot	t	:cp://192.168.	1.81:1883	Default		admin	3 OT 3		delete	edit	
Gat	teway Network		Distributor	· 1	:cp://localhos	t:1883	Default		admin	0 of 3		delete	edit	
Em	nail Settings													
٩			→ Create ne	w MQTT Se	rver									

If the MQTT Clients lose connection to the connected server, they will attempt to connect to the next server in the set until a connection is established.

\rightarrow G	O D localhost:8088/web/con	fig/mqtttransmission.settings?26				☆	
ge1							≟admin Log
nition						Help 🕑	Get Design
SYSTEM	Config > Mqtttransmission >	MQTT Transmission Settings					
Overview	Trial Mode 1:43:46 We're gl	ad you're test driving our software. Have fun.					Activate Igni
Backup/Restore							
Ignition Exchange	Count of	The second se	Decede 5				
Licensing	General Se	rvers Sets Transmitters	Records FI	les			
g Modules							
Projects Redundancy	Settings	Certificates					
Gateway Settings							
	Name	URL	Server Set	Username	Connected		
NETWORKING		////	D ()		. (2	<u></u>	
Web Server	Charlot	tcp://192.168.1.81:1883	Default	admin	U OT 3	delete	edit
Gateway Network	Distributor	tcp://localhost:1883	Default	admin	3 of 3	delete	edit
Email Settings							
Email Settings							

If none of the servers defined in the server set are available, you will see errors logged from the TransmissionClient logger indicating that the clients continually attempting to connect and failing.

You can confirm this from the Ignition UI connected to your instance of MQTT Transmission and navigating to Status > Diagnostic > Logs.

Read the user manual Diagnostics - Logs explaining how to use the Logs console in Ignition

	C	C localhost	:8088/web/status/diag.logv	viewer?30				☆	⊘ 🗅
	Overview	Ja Status > Dia	agnostics > Logs						
me	Alarm Pipelines	Trial Mode	1:41:36 We're glad you're test d	riving our softv	ware. Have fun.				Activate Igni
	Gateway Scripts						24991 item	is « < 1	of 250 > »
us	Modules								
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ig	Reports								
	SFCs	Logger	f	Т	ime	Message			
	Tags	I Tra	ansmissionClient	0	7Feb2022 15:37:45	[MyCompany/Location3][M	IT-6dbf04e9-6df4-45c5] Attempti	ng to connect	
	Transaction Groups	w Tra	ansmissionClient	0	7Feb2022 15:37:45	Not connected - attempting	g connect		
		1 Tra	ansmissionClient	0	7Feb2022 15:37:45	[MyCompany/Lakeside][M]	[-72940208-c72a-48ad] Attempti	ng to connect	
	ONNECTIONS	1 Tra	ansmissionClient	0	7Feb2022 15:37:45	[MyCompany/Location2][M	IT-7a32c5e1-4670-4fd3] Attempt	ng to connect	
	Databases	W Tra	ansmissionClient	0	7Feb2022 15:37:45	Not connected - attempting	g connect		
	Designers	W Tra	ansmissionClient	0	7Feb2022 15:37:45	Not connected - attempting	g connect		
	Devices	E Tra	ansmissionClient	0	7Feb2022 15:37:44	[MyCompany/Location3][M	IT-6dbf04e9-6df4-45c5] Failed to	achieve connected s	tate
	Store & Forward	I Tra	ansmissionClient	0	7Feb2022 15:37:44	Successfully disconnected	tcp://localhost:1883 :: MT-6dbf04	le9-6df4-45c5	
	OPC Connections	I Tra	ansmissionClient	01	7Feb2022 15:37:44	Attempting disconnect tcp:	://localhost:1883 :: MT-6dbf04e9	6df4-45c5	
	Perspective Sessions	I Tra	ansmissionClient	0	7Feb2022 15:37:44	[MvCompany/Location3][M	IT-6dbf04e9-6df4-45c5] No longe	r attempting to conr	lect
	Vision Clients	E Tra	ansmissionClient	0	7Feb2022 15:37:44	[MvCompany/Lakeside][M]	-72940208-c72a-48ad] Failed to	achieve connected s	tate
		I Tra	ansmissionClient	0	7Feb2022 15:37:44	Successfully disconnected	tcp://localhost:1883 :: MT-72940	208-c72a-48ad	
D	IAGNOSTICS	I Tra	ansmissionClient	0	7Feb2022 15:37:44	Attempting disconnect top	//localhost:1883MT-72940208	-c72a-48ad	
	Execution	I Tra	ansmissionClient	0	7Feb2022 15:37:44	[MyCompany/Lakeside][M]	-72940208-c72a-48ad] No Jonge	r attempting to copp	ect
	Logs	Tra	ansmissionClient	0	7Eeb2022 15:37:44	[MyCompany/Lakeside][M	T 7323cEo1 4670 4fd2] Failed to	achieve connected	tato
	Metrics Dashboard	L Tr	ansmissionClient	0	7Eeb2022 15:27:44	[wycompany/Location2][w	(//	acmeve connected :	state
	Running Scrints	T He	ansmissionClient	0	7Eeb2022 15:37:44	Successfully disconnected	tcp://tocainost:1883 :: M1-7a32c	be1-4670-4fd3	
	Q Search	1 172	anamaalonciient	0	reuz022 15:37:44	Attempting disconnect tcp:	://localhost:1883 :: MT-7a32c5e1	-4670-4fd3	

If your MQTT Server is available but requires an authenticated connection to be made and the Username/Password configured in your MQTT Transmission server is incorrect, you will also see the error Bad username or password errors logged.

••	Edge1 - Ignition G	ateway X 📈 Edge2 - Ignition Gate	way × +						
	\rightarrow G	O D localhost:8088/web/status/d	iag.logviewer?18	☆ · · · · · · · · · · · · · · · · · · ·	01 ≓				
A	Vision Clients	Ja Status > Diagnostics > Logs							
Home		Trial Mode 1:48:14 We're glad you	u're test driving our software. Have fun.	Activat	e Ignitio				
.l.i Status	DIAGNOSTICS Execution	W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Chariot SCADA :: MQTT Server URL = tcp://localhost:1883 :: MQTT C ent ID = ME-be8e7776-53cc-42ee :: Using CA File = false :: Using Client Certificate = false :: Using Client Private ey = false :: Using JKS = false :: Using Birth = false :: Using LWT = false					
\$	Logs	W CirrusClient	07Feb2022 15:30:40	ME-be8e7776-53cc-42ee: connect with retry failed due to Bad user name or password	+				
Config	Running Scripts	W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: MQTT Clie D = MT-ceab4ca-db19-45b3 :: Using CA File = false :: Using Client Certificate = false :: Using Client Private Ke false :: Using IXS = false :: Using Birth = false :: Using IXT = true	ent I y =				
	1	W CirrusClient	07Feb2022 15:30:40	MT-ceab4eca-d819-45b3: connect failed due to Bad user name or password	+				
		W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: MQTT Clie D = MT-fdeeb8b6/f1b-4ad5 :: Using CA File = false :: Using Client Certificate = false :: Using Client Private Ke alse :: Using IXS = false :: Using Birth = false :: Using WT = true	ent I y = f				
		W CirrusClient	07Feb2022 15:30:40	MT-fdeeb88b-f71b-4ad5: connect failed due to Bad user name or password	+				
		W CirrusClient	07Feb2022 15:30:40	MQTT Client details: MQTT Server Name = Distributor :: MQTT Server URL = tcp://localhost:1883 :: MQTT Clie D = MT-a966901d-6015-4632 :: Using CA File = false :: Using Client Certificate = false :: Using Client Private Ke false :: Using IXS = false :: Using Birth = false :: Using IXT = true	ent I y =				
		W CirrusClient	07Feb2022 15:30:40	MT-a966901d-6015-4e32: connect failed due to Bad user name or password	+				
		I CirrusClient	07Feb2022 15:30:39	MT-fdeeb88b-f71b-4ad5: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235992					
		I CirrusClient	07Feb2022 15:30:39	MT-ceab4eca-d819-45b3: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235991					
		I TransmissionClient	07Feb2022 15:30:39	[MyCompany/Lakeside][MT-fdeeb88b-f71b-4ad5] Attempting to connect					
		I CirrusClient	07Feb2022 15:30:39	MT-a966901d-6015-4e32: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-235990					
		I TransmissionClient	07Feb2022 15:30:39	[MyCompany/Location3][MT-ceab4eca-d819-45b3] Attempting to connect					
		I TransmissionClient	07Feb2022 15:30:39	[MyCompany/Location2][MT-a966901d-6015-4e32] Attempting to connect					
		W TransmissionClient	07Feb2022 15:30:39	Not connected - attempting connect					
		W TransmissionClient	07Feb2022 15:30:39	Not connected - attempting connect					
		W TransmissionClient	07Feb2022 15:30:39	Not connected - attempting connect					
Ŧ	Q Search	W CirrusClient	07Feb2022 15:30:39	MQTT Client details: MQTT Server Name = Chariot SCADA :: MQTT Server URL = tcp://localhost:1883 :: MQTT ent ID = ME-be8e7776-53cc-42ee :: Using CA File = false :: Using Client Certificate = false :: Using CLient Privat ev= false :: Using KS = false :: Using CA in the false :: Using Line IWT = false	Cli e K				

Multiple MQTT Servers not in a server set

If you have multiple MQTT Servers configured in different Server Sets and Transmitters configured to use those different sets, the MQTT Client connections are independent for each Server Set.

Follow the trouble shooting steps for a Single MQTT Server configured for a each server showing MQTT Clients that are not connected.

\rightarrow G	O D localhost:8088/web/	config/mqtttransmissio	on.settings?37				☆	⊠ □
ige1								≛admin Log
nition							Help 🛙	Get Design
SYSTEM	🌣 Config 🗲 Mqtttransmissio	> MQTT Transmissio	on Settings					
Overview	Trial Mode 1:38:25 We	re glad you're test driving ou	r software. Have fun.					Activate Ign
Backup/Restore								
Licensing	General	Servers Sets	Transmitters	Records Fi	les			
g Modules								
Projects	Settings	Certificates						
Gateway Settings								
1B-	Name	URL		Server Set	Username	Connected		
NETWORKING	Chariot	tcp://192.168	1.81-1883	Set 2	admin	0 of 3	del	edit
Web Server	charlot	ccp.,,152.100		5002	uunni	0010		
Email Settings	Distributor	tcp://localho	st:1883	Default	admin	3 of 3	del	ete edit

⇒ G		calhost:8088/w	eb/config/mqt	ttransmissio	n.settings?39					ជ		
Edgel												≗admin Lo
nition											Help 🕜	Get Desig
SYSTEM	🌣 Co	nfig > Mqtttransmi	ssion > MQTT	Transmissio	n Settings							
ne Overview	Trial	Mode 1:38:12	We're glad you're	e test driving our	software. Have fun.							Activate I
Backup/Restore												
tus Ignition Exchange		General	Servers	Sets	Transmitters	Records	Files					
Licensing fig Modules												
Projects		Name		Enabled	Tag Provider	Tag Path	Set	History Store	Sparkplug IDs			
Redundancy		Now Trans	nittor	true	default		Default				dal	oto odit
Gateway Settings		New Italisi	inter	uue	delault		Delaute				uen	ete
NETWORKING		Transmitte	r 2	true	default		Set 2				del	ete edit
Web Server												
Gateway Network		→ Create ne	w Settings									
Cinan Settings												

MQTT Clients are created but not all are connecting to the specified MQTT Server

•••	🖻 🔽 Ignition	-GILLS-DESKTOP - Ignit × +					
	С	🔿 🗟 192.168.1.81:8088/web/cont	ig/mqtttransmission.settings?8			ជ	ල 😐 🖸 =
彩 Ignition-0	GILLS-DESKTOP						💄 admin Log Out
Igniti	on						Help 🛛 Get Designer
♠ 、	VSTEM	Config > Mqtttransmission > MQ	TT Transmission Settings				
Home	Overview	Trial Mode 0:24:50 We're glad y	u're test driving our software. Have fun.				Activate Ignition
.ht	Backup/Restore						
Status	Ignition Exchange						
\$	Licensing	General Server	Sets Transmitters	Records Files			
onfig	Modules						
	Projects	Settings Cer	tificates				
	Gateway Settings						
- I'		Name	URL	Server Set	Username	Connected	
N	ETWORKING	Chariot SCADA	tcp://localhost-1992	Default	admin	1 of 2	delete
	Web Server	Charlot SCADA	tep.//totamost.1005	Delaut	aunin	1012	delete
	Email Settings	→ Create new MOT	Server				
	Gateway Network						
s	ECURITY	Note: For additional	letails on configuring MOTT Transmiss	ion see the			
	General	documentation here	recting on configuring intern Hallshills	non, see the			
- F	Q Search						
	-						

In this instance, you most likely have an ACL at the MQTT Server that is preventing a specific MQTT Transmission client from connecting.

Review MQTT Distributor Access Control Lists for additional information.

With the following ACL, the Transmission client My MQTT Group/PLC 1 is able to connect and subscribe but client My MQTT Group/PLC 2 is not authorized to connect with the LWT of spBv1.0/My MQTT Group/NDEATH/PLC 2.

R #, W spBv1.0/My MQTT Group/+/PLC 1/#

Ε	TransmissionClient	17Apr2024 16:46:32	[My MQTT Group/PLC 2][MT-59ad4f90-91b7-48ee] Failed to achieve connected state
I	TransmissionClient	17Apr2024 16:46:32	Attempting disconnect tcp://localhost:1883 :: MT-59ad4f90-91b7-48ee with sendDisconnect=false, publishLwt=tru waitForLwt=false, resetForceTagScan=false
1	TransmissionClient	17Apr2024 16:46:32	[My MQTT Group/PLC 2][MT-59ad4f90-91b7-48ee] No longer attempting to connect
w	TahuClient	17Apr2024 16:46:31	MT-59ad4f90-91b7-48ee: MQTT Client details: MQTT Server Name = Chariot SCADA :: MQTT Server URL = tcp://loca ost:1883 :: MQTT Client ID = MT-59ad4f90-91b7-48ee :: Using Birth = false :: Using LWT = true
W	TahuClient	17Apr2024 16:46:31	MT-59ad4f90-91b7-48ee: connect failed due to Not authorized to connect
1	DefaultConnectionListener	17Apr2024 16:46:31	Closing SocketChannel for 78d8dcc9-4b41-42e2-ae3a-b27073995c5b
W	PacketHandler	17Apr2024 16:46:31	CONNECT - Failed LWT authorization [client ID: MT-59ad4f90-91b7-48ee, username: admin, topic: spBv1.0/My MQT Group/NDEATH/PLC 2]
1	PacketHandler	17Apr2024 16:46:31	CONNECT - [78d8dcc9-4b41-42e2-ae3a-b27073995c5b, MT-59ad4f90-91b7-48ee, /127.0.0.1] [305] NEW Client Sessi
1	TahuClient	17Apr2024 16:46:31	MT-59ad4f90-91b7-48ee: Creating the MQTT Client to tcp://localhost:1883 on thread Thread-74922
1	TransmissionClient	17Apr2024 16:46:31	[My MQTT Group/PLC 2][MT-59ad4f90-91b7-48ee] Attempting to connect
1	TransmissionClient	17Apr2024 16:46:31	[My MQTT Group/PLC 2][] Not connected - attempting connect with isStayRunning=true
1	TransmissionClient	17Apr2024 16:46:30	Successfully disconnected tcp://localhost:1883 :: MT-59ad4f90-91b7-48ee

If an MQTT Transmission client attempts to subscribe on a topic that is not allowed by the ACL for that client, the connection will fail and the client will not attempt to reconnect.

With the following ACL, the Transmission client is not able to subscribe to the NCMD and DCMD topics

17Apr2024 15:45:45	Failed to subscribe to TARGET elements +
17Apr2024 15:45:45	SUBSCRIBE - [00ec923c-7d33-4180-a2f8-0f8f5ed726e1, MT-18ac06d8-60c1-44a8, /127.0.0.1] Failed: Not a uthorized for username admin on topic 'spBv1.0/My MQTT Group/DCMD/PLC 1/#' with QoS 0
17Apr2024 15:45:45	SUBSCRIBE - [00ec923c-7d33-4180-a2f8-0f8f5ed726e1, MT-18ac06d8-60c1-44a8, /127.0.0.1] Failed: Not a uthorized for username admin on topic 'spBv1.0/My MQTT Group/NCMD/PLC 1' with QoS 0
17Apr2024 15:45:45	SUBSCRIBE - [00ec923c-7d33-4180-a2f8-0f8f5ed726e1, MT-18ac06d8-60c1-44a8, /127.0.0.1] on topic(s) [[pBv1.0/My MQTT Group/NCMD/PLC 1][0], [spBv1.0/My MQTT Group/DCMD/PLC 1/#][0], [spBv1.0/My MQT T Group/NDEATH/PLC 1][0]]
17Apr2024 15:45:45	[My MQTT Group/PLC 1][MT-18ac06d8-60c1-44a8] Connected to the MQTT Server
17Apr2024 15:45:44	Connect complete for to tcp://localhost:1883 for MT-18ac06d8-60c1-44a8 - waiting for transition to onlin e based on primary host status
17Apr2024 15:45:44	MT-18ac06d8-60c1-44a8: Connected to tcp://localhost:1883
17Apr2024 15:45:44	MT-18ac06d8-60c1-44a8: connect succeeded
	17Apr2024 15:45:45 17Apr2024 15:45:44 17Apr2024 15:45:45

If an MQTT Transmission client attempts to publish on a topic that is not allowed by the ACL for that client, the connection will be forcefully closed and the client will attempt to reconnect.

With the following ACL, the Transmission client can publish the NBIRTH for PLC 1 but is not able to publish the DBIRTH for edge node device D1

R #, W spBv1.0/My MQTT Group/+/PLC 1

R spBv1.0/My MQTT Group/NDEATH/PLC 1, W #

		ent=null, metaData=null, properties=null, value=219, isNull=false]], seq=null, uuid=null, body=null]
E TransmissionMqttCallback	17Apr2024 13:44:26	Connection lost +
W TransmissionMqttCallback	17Apr2024 13:44:26	MQTT connection lost for MT-01f6c22a-76e7-436c
W PacketHandler	17Apr2024 13:44:26	PUBLISH - Failed authorization [client ID: MT-01f6c22a-76e7-436c, username: admin, topic: spBv1.0/My MQTT Group/ DBIRTH/PLC 1/D1]
I DefaultConnectionListener	17Apr2024 13:44:26	Forcefully closing SocketChannel for 719dee55-8977-40cc-8472-3af22e49e3b1
I TransmissionClient	17Apr2024 13:44:26	History flush (in-order) completed successfully for My MQTT Group/PLC 1
D SparkplugPayloadHandler	17Apr2024 13:44:26	Got Sparkplug message: spBv1.0/My MQTT Group/NBIRTH/PLC 1
T SparkplugPayloadHandler	17Apr2024 13:44:26	On topic=spBv1.0/My MQTT Group/NBIRTH/PLC 1: Incoming payload: SparkplugBPayload [timestamp=171337946488 2, metrics=[Metric [name=Node Control/Next Server, alias=null, timestamp=1713379464882, dataType=Boolean, isHi storical=null, isTransient=null, metaData=null, properties=null, value=false, isNull=false], Metric [name=Node Info/Tr ansmission Version, alias=null, timestamp=1713379464882, dataType=Etring, isHistorical=null, isTransient=null, met aData=null, properties=null, value=4.0.21 (b2024012622), isNull=false], Metric [name=Node Control/Rebirth, alias=nu II, timestamp=1713379464882, dataType=Boolean, isHistorical=null, isTransient=null, metaData=null, properties=nul I, value=false, isNull=false], Metric [name=bdSeq, alias=nult, timestamp=1713379466885, dataType=IthG4, isHistorical =null, isTransient=null, metaData=null, properties=null, value=219, isNull=false]], seq=0, uuid=null, body=null]
I TransmissionClient	17Apr2024 13:44:26	Bringing My MQTT Group/PLC 1 online with CACHED history store Birth certs
I TransmissionClient	17Apr2024 13:44:26	[MAIN THREAD] Handling transition to online with globalInOrderFlushingActive=true, historyEnabled=true, inOrderHi story=true
I PacketHandler	17Apr2024 13:44:26	SUBSCRIBE - [719dee55-8977-40cc-8472-3af22e49e3b1, MT-01f6c22a-76e7-436c, /127.0.0.1] on topic(s) [[spBv1.0/My MQTT Group/NCMD/PLC 1][0], [spBv1.0/My MQTT Group/DCMD/PLC 1/#][0], [spBv1.0/My MQTT Group/NDEATH/PLC 1][0]]
I TransmissionClient	17Apr2024 13:44:26	[My MQTT Group/PLC 1][MT-01f6c22a-76e7-436c] Connected to the MQTT Server
I TransmissionMqttCallback	17Apr2024 13:44:26	Connect complete for to tcp://localhost:1883 for MT-01f6c22a-76e7-436c - waiting for transition to online based on pr imary host status
I TahuClient	17Apr2024 13:44:26	MT-01f6c22a-76e7-436c: Connected to tcp://localhost:1883
I TahuClient	17Apr2024 13:44:26	MT-01f6c22a-76e7-436c: connect succeeded

MQTT Clients are created but show as connecting/disconnecting from the specified MQTT Server

In this instance, you most likely have a ClientID collision at the MQTT Server. Colliding MQTT Client IDs occur when there are two or more MQTT clients connecting to an MQTT broker using the same Client ID. The broker uses the Client ID to identify the client and the current state of the client and therefore this ID must be unique per client and broker.

Let's confirm by checking the connection status of the Edge Nodes with your Chariot or MQTT Distributor server instance.

Chariot

From the Chariot UI navigate to Alerts in the left menu bar. Select Types and enable the alerts for MQTT_DISCONNECT

Under Live Alerts, if we can see in the logs that Chariot is logging the DUPLICATE_CLIENT_ID description, as shown below, you have Colliding Client IDs.

🗧 🔵 🔵 📈 Edge1 - Ignition Gate	way × <u>v</u> Edge2 - Ignition	Gateway X				
$\leftarrow \rightarrow G$ C) 👌 192.168.1.81:8080/#/aler	ts		☆		⊚ □ ≡
Chariot admin ▽	Alerts 🛛					
STATUS						
🗄 Dashboard	ome > Alerts					
al Logging	Live Alerts Types					
∲ Sparkplug	Description Filter	All Alert Types	 Hide Cleared Hide A 	cknowledged	C Live	
∖ мqтт	ACTIVE TIME	PRIORITY	DESCRIPTION	TYPE	CLEARED	ACKED
û Alerts	2022/02/07 17:08:39:953	3	Existing client 'Client1' preemted by new connection	MQTT_DISCONNECT		
CONFIGURATION	2022/02/07 17:08:39:943	3	Client [Client], /192.168.1.111] disconnected: DUPLICATE_CLIENT_ID	MQTT_DISCONNECT		
as Users	2022/02/07 17:08:39:236	3	Existing client 'Client1' preemted by new connection	MQTT_DISCONNECT		
 Roles MQTT Credentials 	2022/02/07 17:08:39:233	3	Client [Client1, /192.168.1.111] disconnected: DUPLICATE_CLIENT_ID	MQTT_DISCONNECT		
MQTT Server	2022/02/07 17:08:38:740	3	Existing client 'Client1' preemted by new connection	MQTT_DISCONNECT		
් License	2022/02/07 17:08:38:719	3	Client [Client], /192.168.1.111] disconnected: DUPLICATE_CLIENT_ID	MQTT_DISCONNECT	۲	۲
□ System	2022/02/07 17:08:37:916	3	Existing client 'Client' preemted by new connection	MQTT_DISCONNECT		

MQTT Distributor

From the Ignition UI connected to your instance of MQTT Distributor, navigate to Status > Diagnostic > Logs.



If we can see in the logs that the MQTT broker is continually forcefully disconnecting an existing connection to allow another client with the same Client ID to connect, as shown below, you have Colliding Client IDs.

The logging shows both the Client Id and associated IP address.

If running MQTT Distributor 4.0.13 or earlier, set the debug level for the io.moquette.spi.impl.ProtocolProcessor logger to TRACE and set the filter of the Logs view to ProtocolProcessor.

\rightarrow G	O D localhost:8088/web/status/diag.logvie	wer?8		☆ ♡ 🛱
dge1				🕹 admin Log C
Inition				Help 🛛 Get Designe
SYSTEMS	Ja Status > Diagnostics > Logs			
e Overview	Trial Mode 0:02:29 We're glad you're test driv	ing our software. Have fun.		Activate Igni
Performance				
IS Alarm Pipelines				
Gateway Scripts			2968 items	« < 2 of 30 > »
ig Modules				
Redundancy	Filter type to filter	▼	Min. Level ALL V Live Values	
Reports	Logger	Time	Message	
Tags	D ProtocolProcessor	07Feb2022 17:16:52	Removing session from session store with sessionStolen=true	
Transaction Groups	D ProtocolProcessor	07Feb2022 17:16:52	Process Connection Lost for Client1 :: true :: [id: 0x348e2ee0, /12	7.0.0.1:50641 :> /127.0.0.1:1883]
	D ProtocolProcessor	07Feb2022 17:16:52	Connect create session <[id: 0x6400a11d, /127.0.0.1:50643 => /1	27.0.0.1:1883]>
CONNECTIONS	D ProtocolProcessor	07Feb2022 17:16:52	Connect with keepAlive 30 s	
Databases	D ProtocolProcessor	07Feb2022 17:16:52	Existing connection with same client ID <client1>, forced to clos</client1>	e
Designers	D ProtocolProcessor	07Feb2022 17:16:52	Found an existing connection with same client ID <client1>, for</client1>	ing to close
Devices Gateway Network	D ProtocolProcessor	07Feb2022 17:16:52	CONNECT for client <client1></client1>	
Store & Forward	I TransmissionMqttCallback	07Feb2022 17:16:52	Connect complete for to tcp://192.168.1.81:1883 for Client1 - wa	iting for transition to online based on
OPC Connections	I CirrusClient	07Feb2022 17:16:52	Client1: Connected to tcp://192.168.1.81-1883	
Perspective Sessions	I CirrusClient	07Feb2022 17:16:52	Client1: connect succeeded	
Vision Clients	E TransmissionMqttCallback	07Feb2022 17:16:52	Connection lost	+
	W TransmissionMgttCallback	07Feb2022 17:16:52	MOTT connection lost for Client1	
Q Search	L SparkplugTransmissionClient	07Eob2022 17:16:52	Deblehier DRIDTH an Table and Alle Contra (DRIDTH)	1. 0.01.00

If running MQTT Distributor 4.0.14 or later, set the debug level for the com.cirruslink.chariot.server.core.PacketHandler logger to TRACE and set the filter of the logs to PacketHandler.

Filter packethandler	• View 100 •	Min. Level ALL 🔻 Live Values 🐨 🗧 🛟 🚺 🛆
Logger	Time	Message
I PacketHandler	03May2023 17:42:25	SUBSCRIBE - [f5eab3f8-3a91-46ec-9fc4-90dc49e0db43, MT-1714a23f-36f8-4d72, /127.0.0.1] on topic(s) [[STATE/IamHost][1]]
I PacketHandler	03May2023 17:42:25	SUBSCRIBE - [f5eab3f8-3a91-46ec-9fc4-90dc49e0db43, MT-1714a23f-36f8-4d72, /127.0.0.1] on topic(s) [[spBv1.0/STATE/iamHost] [1]]
I PacketHandler	03May2023 17:42:25	SUBSCRIBE - [f5eab3f8-3a91-46ec-9fc4-90dc49e0db43, MT-1714a23f-36f8-4d72, /127.0.0.1] on topic(s) [[spBv1.0/G1/NCMD/E2] [0], [spBv1.0/G1/DCMD/E2/#][0], [spBv1.0/G1/NDEATH/E2][0]]
W PacketHandler	03May2023 17:42:25	CONNECT - Active client session with ID: MT-1714a23f-36f8-4d72, address: /192.168.1.106 already exists, ending it
W PacketHandler	03May2023 17:42:25	CONNECT - [d1920936-a91e-4b7e-9236-9975372c360d, MT-1714a23f-36f8-4d72, /127.0.0.1] Known Client Session
I PacketHandler	03May2023 17:42:25	SUBSCRIBE - [d1920936-a91e-4b7e-9236-9975372c360d, MT-1714a23f-36f8-4d72, /192.168.1.106] on topic(s) [[spBv1.0/SasolATP_ TagProvider/NCMD/E1][0], [spBv1.0/SasolATP_TagProvider/DCMD/E1/#][0], [spBv1.0/SasolATP_TagProvider/NDEATH/E1][0]]
W PacketHandler	03May2023 17:42:24	CONNECT - Active client session with ID: MT-1714a23f-36f8-4d72, address: /127.0.0.1 already exists, ending it
W PacketHandler	03May2023 17:42:24	CONNECT - [f830d8ec-6bed-4a77-808c-28e5499e17ca, MT-1714a23f-36f8-4d72, /192.168.1.106] Known Client Session
I PacketHandler	03May2023 17:42:23	SUBSCRIBE - [f830d8ec-6bed-4a77-808c-28e5499e17ca, MT-1714a23f-36f8-4d72, /127.0.0.1] on topic(s) [[STATE/IamHost][1]]
I PacketHandler	03May2023 17:42:23	SUBSCRIBE - [f830d8ec-6bed-4a77-808c-28e5499e17ca, MT-1714a23f-36f8-4d72, /127.0.0.1] on topic(s) [[spBv1.0/STATE/iamHos t][1]]

Resolving Colliding Client IDs

 \oslash

To resolve the colliding Client IDs you will need to review your system configurations on the physical Edge Nodes identified and remove the conflicts.

In the logs if you see different IP addresses for the Edge Nodes attempting to connect with the same Client ID, then the same MQTT Client ID has been set on different physical Edge Nodes. Review the configuration for physical Edge Nodes with these IP addresses.

If in the logs you see the same IP address for the Edge Nodes attempting to connect with the same Client ID then either:

- 1. The MQTT Client ID is set on a single physical Edge Node device where a single Transmitter is dynamically picking up multiple virtual Edge Nodes.
- 2. The MQTT Client ID is set on a single physical Edge Node where multiple transmitters are configured for one or more virtual Edge Nodes.

In either of these two setups, the MQTT connection for each virtual Edge Node requires a unique Client ID. The Client ID in the the MQTT Transmission Configuration should be left blank allowing MQTT Transmission to auto-generate unique Client IDs for each Edge Node connection.

Refer to the MQTT Transmission Transmitters and Tag Trees Tutorial/HowTo for detail on how a virtual Edge Node is dynamically created.

No MQTT Clients are created

A unique MQTT Client is created for each valid EdgeNodeID identified by the MQTT Transmission module.

If no MQTT Clients have been created, the MQTT Transmission module was not able to identify any configured EdgeNode. There is no requirement for the Edge Node to contain any any tag data.

If allowing MQTT Transmission to dynamically pickup the GroupID and EdgeNodeID directly from tag folder hierarchy or you are explicitly setting the GroupID through the Sparkplug Settings configuration for your Transmitter, you need to ensure that each branch of the tag tree has at least two folder levels below the folder referenced by the Tag Path in the Transmitter settings.

As an example, in the tag tree below we have created a two level folder structure. Using the default Transmitter configuration, the MQTT Transmission module will dynamically create three Edge Nodes named Line1, PLC1 and PLC2 each with GroupID = Facility 1.

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Tag Value	Data Type	-	None School Labor General General General Same Falls Core Vac2/or Vac2/or Falls Toportion Same falls Same falls	
PLC2			Annual Control Letters.	

There will be an MQTT Client for each Edge Node and you will see on the Servers tab the count of the MQTT Clients and their connected status.

•••	V Edge1 - Ignition G	ateway	× <u> </u> Edge2 -	Ignition Gateway		が Chariot		+			
$\leftarrow \rightarrow$	C	() 🗅 loc	alhost:8088/we	b/config/mqtt	transmissio	n.settings?39				☆	
′Edgel											💄 admin Log Ou
gniti	on									Help 🕼	Get Designer
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ome	Overview	Trial M	ode 1:57:25	Ne're glad you're i	est driving ou	r software. Have fun.					Activate Igniti
հո	Backup/Restore										
atus	Ignition Exchange		General	Sorvors	Sate	Transmitters	Pacordo	Filor			
•	Licensing		General	Servers	Jets	Tansinitters	Records	Thes			
ntig	Proiects			_							
	Redundancy		Settings	Certifica	tes						
	Gateway Settings										
	IFTWORKING		Name		URL		Server Set	Username	Connected		
	Web Server		Distribut	or	tcp://localho	ost:1883	Default	admin	3 of 3	de	lete edit
	Q Search		→ Creater	new MQTT Se	rver						
	- Ocarcinii										

If we change the Transmitter configuration to add a Tag Path, say Facility1, the MQTT Transmission module will not identify any Edge Nodes. This is because the first level under Facility1 will be determined as the GoupID and there are no folders below to be used as the EdgeNodeID.

$\cdot \rightarrow \mathbf{G}$	000	ocalhost:8088/w	eb/config/mq	tttransmissio	n.settings?49					☆		⊘ []
idge1											÷	admin Log C
gnition										Н	elp 🕜	Get Designe
SYSTEM	¢ Co	nfig > Mqtttransmi	ssion > MQTT	Transmissio	n Settings							
Overview	Trial	Mode 1:55:37	We're glad you'r	e test driving our	software. Have fun.							Activate Igni
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ig Modules												
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Redundancy Gateway Settir	gs	New Transr	nitter	true	default	Facility1	Default				delete	edit
NETWORKING		→ Create ne	w Settings									
Web Server												
Search												

As a result the Servers tab will show 0 MQTT Clients created and connected.

🛑 🔴 🔵 🚺 Edg	e1 - Ignition Gateway	× <u>V</u> Edge2 - Igr	ition Gateway	🗙 🚿 Chariot					
$\leftarrow \rightarrow C$	00	localhost:8088/web/	config/mqtttransn	nission.settings?51				☆	⊚ □ ≡
7 Edgel									🚨 admin Log Out
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0 Search		→ Create ne	w MOTT Server						
alhost:8088/web/config/n	qtttransmission.settings?!	51-22.ILinkListener-confi	ig~contents-tab-2-tab	link					

Resolving lack of identified Edge Node IDs

To resolve the lack of identified Edge Node IDs, you will need to review your Transmitter and Ignition tag tree configurations.



Unable to Resolve?

If the troubleshooting tips did not help you resolve your issues, please open a ticket with Support making sure to include the MQTT Transmission or MQTT Distributor logs as appropriate.

From the Ignition Logs view, select the Download icon to download a copy of the system-name.idb file to your local file system. You will need to compress (zip, 7z or rar) this file before sending to Support.

Additional Resources

- Inductive Automation's Ignition download with free trial

 Current Ignition Release

 Cirrus Link Solutions Modules for Ignition

 Ignition Strategic Partner Modules

- Support questions
 - Check out the Cirrus Link Forum: https://forum.cirrus-link.com/
 Contact support: support@cirrus-link.com
- Sales questions
- Email: sales@cirrus-link.com
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