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RISCO University

RISCO GROUP

Creating Security Solutions, With Care

ProSYS Plus

Troubleshooting

V 1.1.0.10

Lesson Objectives

By the end of this lesson, you will be able to…

- List the different troubleshooting tools
- Use the Docklight to troubleshoot the system
- Use the CS Debug to troubleshoot the system
- Review several troubleshooting scenarios

Agenda

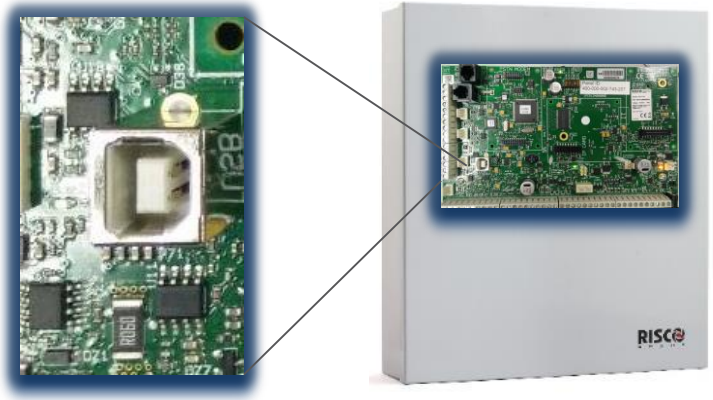
- Troubleshooting Tools
- How to use the Docklight
- How to use the CS Debug
- Troubleshooting Scenarios

Troubleshooting Tools

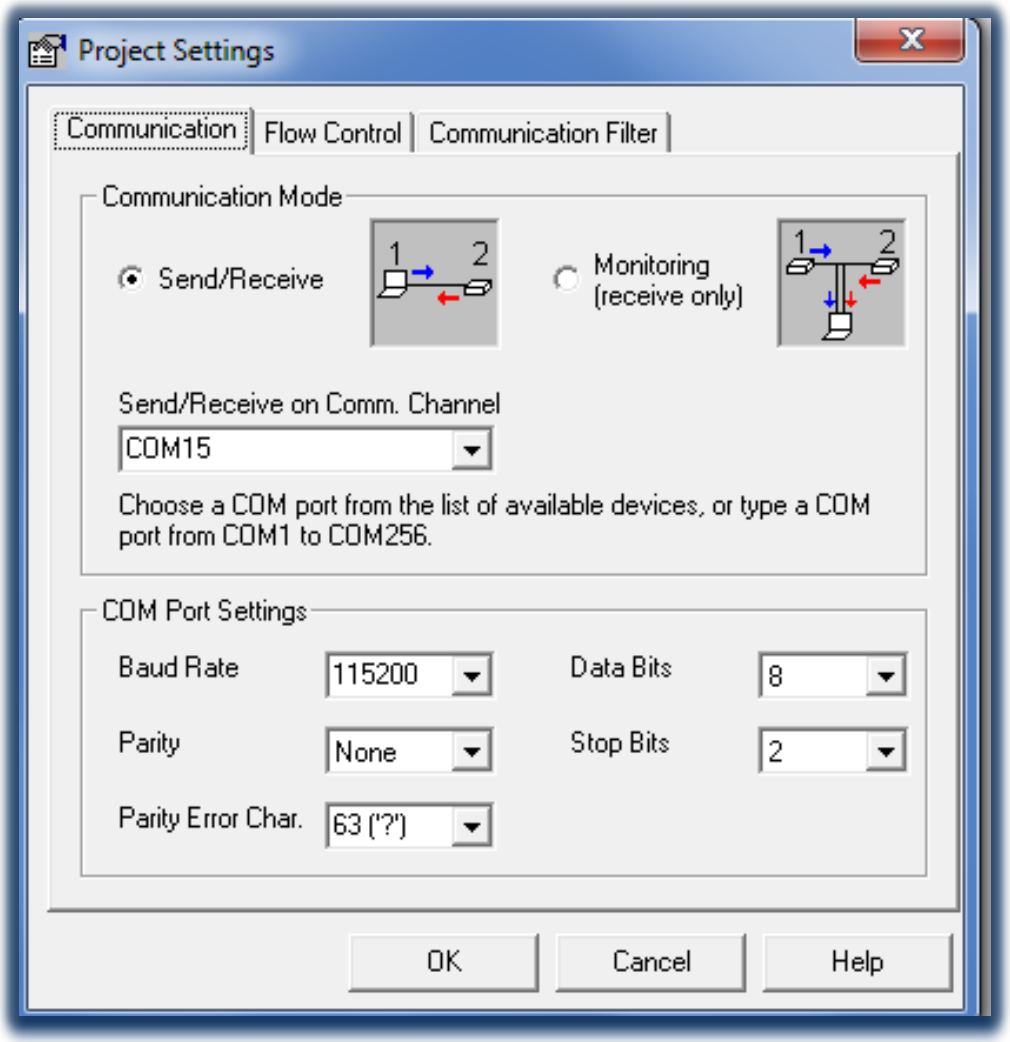
- System LEDs
- Keypad messages
- Docklight
- CS debug

Using the Docklight

- In order to use the Docklight tool you need:
  - ProSYS Plus panel
  - USB Cable
  - PC with the Docklight Application



Docklight Port Settings

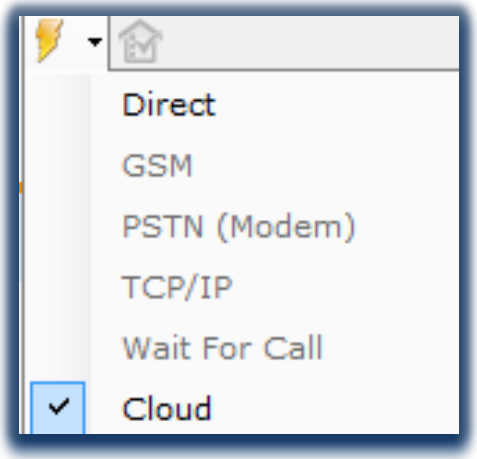


Boot Loader Version

```
BL><CR><LF>
BL>     ################<CR><LF>
BL>     RISCO group <CR><LF>
BL>     BOOT-LOADER v1.04<CR><LF>
BL>     ################<CR><LF>
BL><CR><LF>
BL>FLASH RDID: C22018<CR><LF>
BL>FLASH SIZE: 16777216<CR><LF>
BL><CR><LF>
BL>FS SIZE: 16769024<CR><LF>
BL>FS FREE: 7200768 (42 percent)<CR><LF>
BL><CR><LF>
BL>Application is installed: v0.24<CR><LF>
BL><CR><LF>
BL>Directory of \:<CR><LF>
BL>05/05/2015 07:15      <DIR>          DATA<CR><LF>
BL>15/04/2015 10:57      <DIR>          ACC<CR><LF>
BL>05/05/2015 06:51      <DIR>          LANG<CR><LF>
BL>05/05/2015 06:52      <DIR>          DFLT<CR><LF>
BL>    0 File(s),          0 bytes total<CR><LF>
BL>    4 Dir(s)<CR><LF>
BL><CR><LF>
BL>Directory of \DATA:<CR><LF>
BL>05/05/2015 07:15    A              22 FS.DAT<CR><LF>
BL>00/00/1980 00:00    A               5 LANGUAGE.DAT<CR><LF>
BL>00/00/1980 00:00    A               5 DEFAULT.DAT<CR><LF>
BL>00/00/1980 00:00    A              21 CUSTOMER.DAT<CR><LF>
BL>00/00/1980 00:00    A             320 SYSTEM.DAT<CR><LF>
BL>00/00/1980 00:00    A           12052 CODES.DAT<CR><LF>
BL>00/00/1980 00:00    A           10244 ZONES.DAT<CR><LF>
BL>00/00/1980 00:00    A              84 ZCORR.DAT<CR><LF>
BL>00/00/1980 00:00    A              36 PART.DAT<CR><LF>
BL>00/00/1980 00:00    A             546 DIALER.DAT<CR><LF>
BL>00/00/1980 00:00    A              19 MSREPORT.DAT<CR><LF>
```

Using the Debug in the CS

- In order to use the CS tool you need:
  - ProSYS Plus panel
  - PC with the relevant CS Application
- Connecting the CS to the panel:
  - Direct, TCP/IP, RISCO Cloud, GSM, PSTN



ProSYS Plus Status in the CS

Configuration Software [Administrator]

Client View Communication Tools Help

Configuration Software > slf test > ProSYS Plus [Direct - COM16] > Activities > Status

- Zones
- Output
- Remote Controls
- KeyPads
- Sirens
- Proximity Key Reader
- Power Supply
- Codes
- Communication
  - Type
    - PSTN
    - GSM
    - TCP/IP
    - LRT
  - Monitoring Station
  - Configuration Soft...
  - Follow Me
  - Cloud
- Audio
- Scheduler
- Activities
  - Allocation
  - Status
  - Diagnostic
  - Event Log
  - Main Unit Upgrade

slf test

Partitions — Legend...

Zones — Legend...

Trouble / Status

Unit	Trouble / Status
System	
	Low Battery
	Box Tamper
	LS Switch On
GSM	
	SIM Card Trouble

Outputs

No.	Label	Status
1	Output 1	Not Active
2	Output 2	Not Active
3	Output 3	Not Active
4	Output 4	Not Active
5	Output 5	Not Active
6	Output 6	Not Active

Actions

- Alarm reset
- Keypad ExEn Beep Status
- Set Box Tamper Bypass
- Enter Service Mode

Connection Status: 00:01:17 | Troubles: | Status: | Partitions: Alarm

Displaying the Monitor

Configuration Software [Administrator]

Client View Communication Tools Help

Configuration Software
- slf test
  - Personal Information
  - ProSYS Plus [Direct - CO...
    - Connection Settings
    - Systen
    - Device
      - Zon
      - Output
      - Remote Controls
      - KeyPads
      - Sirens
      - Proximity Key Rea...
      - Power Supply
    - Codes
    - Communication
      - Type
        - PSTN
        - GSM
        - TCP/IP

Disconnect
Screen
DEBUG
Display Monitor

Connection Settings

GSM
CSD:
SMS:

IP Address:
Port: 1000

Modem
Phone:
Pause Between Dialling: 5
Answer Machine Enabled

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Monitor Main Screen

Monitor

```
15/07/2015 16:03:04.796 [COMM] Pc    --> DC1:<STX>74ACK<ETB>8E26<ETX>
15/07/2015 16:03:04.812 [COMM] Panel --> DC1:<STX>75ZSTT3=O--------- <ETB>342B<ETX>
15/07/2015 16:03:04.812 [COMM] Pc    --> DC1:<STX>75ACK<ETB>4E1B<ETX>
15/07/2015 16:03:04.843 [COMM] Panel --> DC1:<STX>76ZSTT4=O--------- <ETB>37D0<ETX>
15/07/2015 16:03:04.843 [COMM] Pc    --> DC1:<STX>76ACK<ETB>4E5F<ETX>
15/07/2015 16:03:04.874 [COMM] Panel --> DC1:<STX>77ZSTT5=O--------- <ETB>4A83<ETX>
15/07/2015 16:03:04.874 [COMM] Pc    --> DC1:<STX>77ACK<ETB>8E62<ETX>
15/07/2015 16:03:04.906 [COMM] Panel --> DC1:<STX>78ZSTT6=O--------- <ETB>9EB5<ETX>
15/07/2015 16:03:04.906 [COMM] Pc    --> DC1:<STX>78ACK<ETB>8F36<ETX>
15/07/2015 16:03:04.937 [COMM] Pc    --> DC1:<STX>79ACK<ETB>4F0B<ETX>
15/07/2015 16:03:04.937 [COMM] Panel --> DC1:<STX>79ZSTT7=O--------- <ETB>E3E6<ETX>
15/07/2015 16:03:04.952 [COMM] Panel --> DC1:<STX>80ZSTT8=O--------- <ETB>6776<ETX>
15/07/2015 16:03:04.952 [COMM] Pc    --> DC1:<STX>80ACK<ETB>B1D7<ETX>
15/07/2015 16:03:05.000 [COMM] Panel --> DC1:<STX>81WMSTT1=T-- <ETB>F125<ETX>
15/07/2015 16:03:05.000 [COMM] Pc    --> DC1:<STX>81ACK<ETB>71EA<ETX>
15/07/2015 16:03:11.085 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:11.101 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:17.232 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:17.247 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:22.364 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:22.380 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:27.497 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:27.512 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:33.643 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:33.659 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:39.789 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:39.805 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:45.936 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:45.951 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:52.082 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
15/07/2015 16:03:52.098 [COMM] Panel --> DC1:<STX>49SCALOC&=0000000000000000 <ETB>44AD<ETX>
15/07/2015 16:03:56.778 [COMM] Panel --> DC1:<STX>82CLOCK=09/07/2015 00:19 <ETB>07B0<ETX>
15/07/2015 16:03:56.778 [COMM] Pc    --> DC1:<STX>82ACK<ETB>71AE<ETX>
15/07/2015 16:04:02.862 [COMM] Pc    --> DC1:<STX>49SCALOC&<ETB>209B<ETX>
```

ProSYS Plus Error Codes

Panel results codes	
	Description
ACK	OK
BCK	Connection Callback is initiated
N04	Message Error: CRC error
N05	Message Error: <name>/<param> is not valid
N06	Message Error: <value> is not valid
N07	Message Error: System is armed
N08	Message Error: System in alarm
N09	Message Error: “Default jumper” on
N10	Message Error: System is not in PROG mode
N11	Message Error: System in PROG mode
N12	Message Error. System is in Not Ready to ARM
N13	Message Error. General error in panel
N14	Message Error: Output activation error (cannot be controlled by user)
N15	Message Error: MS Lock error
N16	Message Error: Busy
N17	Message Error: Pin Code already in use.
N18	Message Error: System in RF allocation mode
N19	Message Error: De vice not exists
N20	ZONE Definition error (TEOL)
N21	Message format is wrong (Not enough parameters)
N22	Bus parameter is wrong (bus device already exist)
N23	Bus Allocation failed

Understanding the Communication

Monitor

```
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```

Troubleshooting Scenarios

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Scenario 1

Scenario:

- I connected an Elegant Keypad as my first one and I get ********

What May be the Cause:

- Wrong keypad version
- System is not available (status LED is off)

Possible Solution/s:

- Upgrade elegant keypad to latest version
- Wait for Status LED to come on

Scenario 2

Scenario:

- When I perform auto scan, the system does not recognize one of my bus detectors

What May be the Cause:

- 2 bus detectors have the same ID on different bus line on the main board

Possible Solution/s:

- Change one of the ID's on one of the detectors

Scenario 3

Scenario:

- The system is stuck. One keypad shows stars and the other beeps and shows “System Not Ready”. No response when pressing an key

What May be the Cause:

- Both bus keypads have the same ID on the same bus line or on the main board

Possible Solution/s:

- Change one of the ID’s or change one of the keypad bus line

Scenario 4

Scenario:

- The panel is trying to upgrade the GSM module again and again

What May be the Cause:

- GSM module type is wrong

Possible Solution/s:

- Change the new GSM to G2G3G

Scenario 5

Scenario:

- The panel failed to upgrade an IP module the first time. The type is defined properly

What May be the Cause:

- In the current version of ProSYS Plus there is a method of 3 upgrade attempts in case of failure for any reason

Possible Solution/s:

- Let the panel try another attempt of upgrading the module

Scenario 6

Scenario:

I added 33 bus devices but the panel gives a message: “too many devices on Bus X”

What May be the Cause:

It is possible to add up to 32 bus devices

Possible Solution/s:

You are limited to add up to 32 bus devices on the main bus lines expander, add a bus zone expander in order to add additional devices

Scenario 7

Scenario:

- Installer is getting low bus test results for all the devices even if they are located close to the panel

What May be the Cause:

- One of the bus devices may be faulty

Possible Solution/s:

- Find the **first** device with 0 signal and remove it form the panel, and run the test again

Lesson Summary

In this lesson we covered the following topics…

- ProSYS Plus Troubleshooting Tools
- How to use the Docklight
- How to use the CS Debug
- Troubleshooting Scenarios

Thank You

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