

Report Issues Explained

Shortcuts:

- Controller issues
- Control gear issues
- Input device issues
- Instance issues
- Support process
- Log a support job

Controller issues

Overview

| | Trivial | Low | Minor | Moderate | Significant | Major | Critical |
|--------------------------|---------|------------------------------|----------------------|----------------------------|--|-----------------------|--------------------------------|
| Controller Issues | | Late DALI replies | Not receiving issues | NTP missing | Too many instances | Over current detected | DALI short |
| | | External DALI commands heard | | Upgrading disabled | Too many switches | | Other controllers detected |
| | | | | Upgrade server unavailable | Too many occupancy sensors | | Loopback detected on DALI line |
| | | | | | Too many light sensors | | DALI transmit failure |
| | | | | | Too many absolute inputs | | DALI receive failure |
| | | | | | DALI intermittent disappearing devices | | Startup stuck |
| | | | | | No space | | |
| | | | | | Too many ECGs | | |
| | | | | | Too many ECDs | | |
| | | | | Auto addressing disabled | | | |

Details

CRITICAL

DALI short

| Suggested checks: | To be done by: |
|--|----------------|
| Check there is a DALI power supply connected to the DALI line. | Electrician |
| Check if there are any shorts or devices causing the short on the line. To find a DALI short on the line: halve the DALI line until the short disappears, then add section by section. In some cases, the short can be in the light fitting. | Electrician |
| The controller will check to see if the short has been removed, but after some time it will stop rechecking. If you get to this state, then you will need to power cycle the controller after repairing the short. | Electrician |
| <i>For LCM and RCM products the channel with the short will be disconnected allowing all other channels to function</i> | |

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Other controllers detected

| Suggested checks: | To be done by: |
|--|----------------|
| <i>This issue indicates that there is another zencontrol control system sending packets on the same DALI line.</i> | |
| Check if a second controller may have been plugged into the DALI line. Two DALI lines may have been wired together; these will need to be separated. The DALI line may be incorrectly wired, wiring to be checked. | Electrician |
| <i>When another controller is detected both control systems will stop addressing new devices until the line is fixed. This will ensure that any previous commissioning will not be affected.</i> | |

Loopback detected on DALI line

| Suggested checks: | To be done by: |
|---|----------------|
| <i>This issue indicates that the DALI line has been looped back on itself, DALI supports star type typologies only.</i> | |
| Electrician to check and remove the looped connection. | Electrician |

DALI transmit failure

| Suggested checks: | To be done by: |
|---|----------------|
| <i>This issue indicates the possibility that two or more of the channels on the control system have been connected together and damaged the system, or inbuilt DALI relay is unreliable, or DALI signal relay is locked on.</i> | |
| Check if channels have been connected, separate | Electrician |
| Check relays | Electrician |

DALI receive failure

| Suggested checks: | To be done by: |
|--|----------------|
| <i>This issue indicates that the TX or RX circuit on the control system is likely broken, as it cannot see its own transmission on the wire.</i> | |
| Check if the DALI line has been incorrectly wired, or if mains may have been applied to the circuit while the control system was running and has therefore been damaged, or excess DALI current may have been applied to the system (multiple DALI PSU or a connected current source like a led driver). | Electrician |

Start-up stuck

| Suggested checks: | To be done by: |
|--|----------------|
| <i>This issue indicates the start-up procedure is looping or has stopped.</i> | |
| Check for a DALI short, an error on the DALI line, a critical error, or contact support with your issue. | Electrician |

MAJOR

Over current detected

| Suggested checks: | To be done by: |
|--|----------------|
| <i>When using a zencontrol power supply you can get this error, it indicates that the DALI line has too many devices connected and has passed the maximum current draw.</i> | |
| <i>On LCM and RCM devices the controller will disconnect some channels to remove the excess load and allow the other channels to continue to work.</i> | |
| <i>This condition can occur when there is too much current draw from the DALI devices, or in some cases a short on the DALI line.</i> | |
| <i>When an LCM and RCM see this condition, they will retry isolated channels periodically for some time, however, after this time the LCM or RCM will not retry the channels until a power cycle</i> | |
| Check device quantity of DALI devices, and if there is a short on the DALI line. | Electrician |

SIGNIFICANT

Too many instances

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>There are too many instances connected to the controller and this has passed the supported limit.</i> | |
| Check if old or removed ECDs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| There are too many instances on the line. Remove instances that are not required or split the DALI line and install a second control system. | Electrician |

Too many switches

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>There are too many switches connected to the DALI line and has passed the supported limit.</i> | |
| Check if old ECDs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| There are too many switches on the line. Remove switches that are not required or split the DALI line and install a second control system. | Electrician |

Too many occupancy sensors

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>There are too many occupancy sensors connected to the DALI line and has passed the supported limit.</i> | |
| Check if old ECDs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| There are too many occupancy sensors on the line. Contact your installer to remove occupancy sensors that are not required or split the DALI line and install a second control system. | Electrician |

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Too many light sensors

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>There are too many light sensors connected to the DALI line and has passed the supported limit.</i> | |
| Check if old ECDs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| There are too many light sensors on the line. Remove occupancy sensors that are not required or split the DALI line and install a second control system. | Electrician |

Too many absolute inputs

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>There are too many absolute inputs connected to the DALI line and has passed the supported limit.</i> | |
| Check if old ECDs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| There are too many absolute inputs on the line. Remove occupancy sensors that are not required or split the DALI line and install a second control system. | Electrician |

Too many absolute inputs

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>There are too many absolute inputs connected to the DALI line and has passed the supported limit.</i> | |
| Check if old ECDs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| There are too many absolute inputs on the line. Remove occupancy sensors that are not required or split the DALI line and install a second control system. | Electrician |

DALI intermittent disappearing devices

| Suggested checks: | To be done by: |
|--|----------------|
| <i>Devices are not always responding to requests/commands from the control system.</i> | |
| Check if the DALI line may be incorrectly wired, or if the connected device is not compliant, or if the connected device is of poor quality. | Electrician |

No space

| Suggested checks: | To be done by: |
|---|--------------------------|
| <i>This issue indicates that there are most likely more than 64 gears/devices on the DALI line.</i> | |
| Check if old ECGs have not been removed from the control system, remove the ECGs. | Intelligent Environments |
| Check if old ECDs have not been removed from the control system, remove the ECDs. | |
| Check if the DALI line has more than 64 ECGs, remove fittings from the line. | Electrician |

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Too many ECGs

| Suggested checks: | To be done by: |
|---|--------------------------|
| <i>This issue indicates that there are too many ECGs on the line (e.g., led drivers or relays). Note some ECGs can have multiple addresses where each address counts towards the 64-device limit.</i> | |
| Check if old ECGs have not been removed from the control system, remove the ECGs. | Intelligent Environments |
| Check if the DALI line has more than 64 ECGs, remove fittings from the line | Electrician |

Too many ECDs

| Suggested checks: | To be done by: |
|---|--------------------------|
| <i>This issue indicates that there are too many EDGs on the line (e.g., switches, sensors).</i> | |
| Check if old EDGs have not been removed from the control system, remove the ECDs. | Intelligent Environments |
| Check if the DALI line has more than 64 ECDs, remove fittings from the line | Electrician |

Auto addressing disabled

| Suggested checks: | To be done by: |
|---|--------------------------|
| <i>There is at least one device that is continuously failing to be addressed. Quite often, this device will prevent the controller from addressing other unaddressed devices. After several failed addressing attempts, the controller will permanently disable automatic addressing and require user intervention.</i> | |
| Re-enable automatic addressing, for the system to attempt to address any devices on the line. | Intelligent Environments |
| If auto addressing is found to be once again disabled, the device that is failing to address will need to be <u>physically removed</u> from the DALI line. (Identifying all addressed devices on the bus will give a hint to which device this is, as it should not be addressed.) | Electrician |

MODERATE

NTP missing

| Suggested checks: | To be done by: |
|---|--------------------------|
| <i>The control system failed to get time from the NTP (Network Time Protocol) server.</i> | |
| Ensure there is an NTP server running on the network, and the controller is targeting the correct server. | Intelligent Environments |

Upgrading disabled

| Suggested checks: | To be done by: |
|---|--------------------------------------|
| <i>The control system should not be upgraded.</i> | |
| Make sure there is only one DNS server on the network OR make sure the control system is using a static IP. | Intelligent Environments / Client IT |

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Upgrade server unavailable

| Suggested checks: | To be done by: |
|---|----------------|
| <i>The control system cannot contact the upgrade server.</i> | |
| Check the upgrade server ports (5112/6396) are reachable, check network requirements. | Client IT |
| Make sure the upgrade server is not blocked by a firewall. | Client IT |

MINOR

Not receiving issues

| Suggested checks: | To be done by: |
|--|--------------------------------------|
| <i>Gateway is not uploading issues to the cloud even though it is enabled.</i> | |
| The controller might not be connected to the cloud, check the status of the controller, and connect to cloud if necessary. The controller may have an old version of firmware, upgrade to the latest version. | Intelligent Environments / Client IT |

LOW

Late DALI replies

| Suggested checks: | To be done by: |
|--|----------------|
| <i>This issue indicates that the DALI device on the line replied outside the DALI reply window. The controller will try to work with the out of spec devices, however, it is recommended to use a compliant product in the future as the functionality and reliability of this device is likely compromised.</i> | |
| Check if there are any non-compliant devices on the DALI line. Check if there are any faulty devices on the DALI line. Check if the DALI line may be incorrectly wired. | Electrician |

External DALI commands heard

| Suggested checks: | To be done by: |
|---|----------------|
| <i>This issue indicates that there is another control system/device sending packets on the same DALI line. Depending on the external control system, issues may arise caused by unknown states, settings, and bus congestion.</i> | |
| A second controller may have been plugged into the DALI line, check, and remove the second controller. Two DALI lines may have been connected together, check and separate. A device sending DALI commands directly to the line (Standalone), check and disconnect/replace. | Electrician |

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Control gear issues

Overview

| | Trivial | Low | Minor | Moderate | Significant | Major | Critical |
|----------------------------|------------------------------|----------------------------|----------------------|------------------------------|------------------------|-------------|----------|
| Control Gear Issues | Received trash | Lighting mismatch detected | Control gear failure | Battery Duration Failure | Device not recognized | Comms Error | |
| | Function test delay exceeded | | Lamp failure | Function test failed | Device not support | | |
| | Duration test delay exceeded | | | Duration test failed | Battery Failure | | |
| | | | | Managed duration test failed | Emergency Lamp Failure | | |
| | | | | Managed function test failed | | | |

Details

MAJOR

Comms error

| Suggested checks: | To be done by: |
|---|----------------|
| <i>This issue indicates that there was a communication issue last time the control system attempted to contact the ECG.</i> | |
| <p>The DALI line could be poorly wired, check wiring.</p> <p>The DALI line could be shorted, check DALI line.</p> <p>The DALI fitting could be non-compliant, check fitting.</p> <p>The comms error could be intermittent which indicates a poor driver quality or issues with the driver, check driver.</p> <p>The DALI fitting may have been removed from the DALI line, check fitting.</p> <p>The DALI fitting may have failed, check and replace the fitting.</p> | Electrician |

SIGNIFICANT

Device not recognised

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>This issue indicates the device at the address does not match the one being tracked by the control system.</i> | |
| <p>Someone may have re-addressed the line with an external tool. Remove the device and allow the controller to scan it in again (will require recommissioning).</p> <p>Someone may have replaced the fitting on the line with one of the same address, and not used the cloud to perform the replace. Remove the device and allow the controller to scan it in again (will require recommissioning).</p> <p>The control system may have been moved to a different DALI line, if this is the case all ECDS should be reporting <i>deviceNotRecognised</i>. Remove the device and allow the controller to scan it in again (will require recommissioning).</p> | Intelligent Environments |

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Device not supported

| Suggested checks: | To be done by: |
|---|--------------------------|
| <p><i>This issue indicates the device is not supported by the control system it is attached to. This is possibly due to non-unique GTIN/serials detected, the controller does its best to give everything a unique GTIN/serial but sometimes this is not possible due to the nature of certain devices.</i></p> <p><i>It could also potentially be the device is not responding correctly to critical commands required for operation.</i></p> <p><i>It is recommended not to use devices from this manufacture in the future as the device does not support the full implementation of the required standards. If you have specified a DALI fitting, this device doesn't fulfil the requirement.</i></p> | |
| Replace device | Electrician |
| Readdress device | Intelligent Environments |

Battery failure

| Suggested checks: | To be done by: |
|--|----------------|
| <p><i>Only set for emergency device types, this issue indicates that the battery has failed to operate correctly during function tests, duration tests, or charging.</i></p> | |
| There may be no battery connected, or the battery may no longer be operating correctly. Replace battery/device. | Electrician |

Emergency lamp failure

| Suggested checks: | To be done by: |
|---|----------------|
| <p><i>Only set for emergency device types, this issue indicates that the lamp has failed to operate correctly during function tests or duration test.</i></p> | |
| There may be no lamp connected, or the lamp may no longer be operating correctly. Replace lamp/device. | Electrician |

MODERATE

Battery duration failure

| Suggested checks: | To be done by: |
|--|----------------|
| <p><i>Only set for emergency device types, this issue indicates that the battery has failed to run for the required length of a duration test in the past, and any subsequent testing has also failed.</i></p> | |
| The battery may no longer be operating correctly, and cannot hold a charge, replace the battery. | Electrician |

Function test failed

| Suggested checks: | To be done by: |
|---|----------------|
| <i>Only set for emergency device types, this issue indicates that a function test has failed.</i> | |
| There may be no lamp connected, check and connect. The lamp may no longer be operating correctly, check and replace. The battery was unable to power the lamp, check and replace the battery. | Electrician |

Duration test failed

| Suggested checks: | To be done by: |
|---|----------------|
| <i>Only set for emergency device types, this issue indicates that a function test has failed.</i> | |
| There may be no lamp connected, check and connect. The lamp may no longer be operating correctly, check and replace. The battery may no longer be operating correctly, and cannot hold a charge, replace the battery. | Electrician |

Managed duration test failed

| Suggested checks: | To be done by: |
|--|----------------|
| <i>Only set for emergency device types, this issue indicates that a managed duration test has failed.</i> | |
| To clear this issue, the device must pass a duration test. See Duration test failed issue for possible reasons for managed duration test failure. | Electrician |

Managed function test failed

| Suggested checks: | To be done by: |
|--|----------------|
| <i>Only set for emergency device types, this issue indicates that a managed function test has failed.</i> | |
| To clear this issue, the device must pass a function test. See Function test failed issue for possible reasons for managed function test failure. | Electrician |

MINOR

Control gear failure

| Suggested checks: | To be done by: |
|---|--------------------------|
| The device may have experienced a hardware issue, check and replace. | Electrician |
| If it is an emergency device, a control gear failure is set by default (via the standard). The emergency device requires an emergency test to clear this failure. | Intelligent Environments |

Lamp failure

| Suggested checks: | To be done by: |
|--|----------------|
| <i>This issue indicates that the lamp has failed to operate correctly.</i> | |
| There may be no lamp connected, check and connect. | Electrician |
| The lamp may no longer be operating correctly, check and replace. | |

LOW

Lighting mismatch detected

| Suggested checks: | To be done by: |
|---|----------------|
| <i>The light level reported by the device is not what the control system thinks that the light level should be for the device such as lights randomly turning on, off or changing to random arc levels. Likely the issue of the lighting manufacturer interpreting a DALI command incorrectly and changing the light level.</i> | |
| Replace device. | Electrician |

TRIVIAL

Received trash

| Suggested checks: | To be done by: |
|--|----------------|
| <i>This issue indicates that the controller can communicate with the ECD but unable to interpret the response payload.</i> | |
| The DALI line could be poorly wired, check wiring. The DALI fitting could be non-compliant, check fitting. There may be interference on the DALI line, check DALI line. There may be another device which is interfering with communication, check. | Electrician |

Function test delay exceeded

| Suggested checks: | To be done by: |
|---|----------------|
| <i>Only set for emergency device types, this issue indicates that a function test has failed to start in the required time, the test will run in the future if errors stopping the test starting are cleared.</i> | |
| The battery may not be charged, wait for the battery to charge. The battery may have failed, check and replace. There may be no lamp connected, check and connect. There may be no battery connected, check and connect. | Electrician |

Duration test delay exceeded

| | |
|---|-----------------------|
| Suggested checks: | To be done by: |
| <i>Only set for emergency device types, this issue indicates that a duration test has failed to start in the required time, the test will run in the future if errors stopping the test starting are cleared.</i> | |
| <p>The battery may not be charged, wait for the battery to charge.</p> <p>The battery may have failed, check and replace.</p> <p>The ECG could currently be in emergency mode, wait for emergency mode to end.</p> <p>There may be no lamp connected, check and connect.</p> <p>There may be no battery connected, check and connect.</p> | Electrician |

Input device issues

Overview

| Input Device Issues | Trivial | Low | Minor | Moderate | Significant | Major | Critical |
|---------------------|----------------|------------------------------|-------|----------|----------------------|-----------------------|-------------|
| | Received trash | Application controller error | | | | Device not recognised | Comms error |
| | | Input device error | | | Device not supported | | |

Details

MAJOR

Comms error

| | |
|---|-----------------------|
| Suggested checks: | To be done by: |
| <i>This issue indicates that there was a communication issue last time the control system attempted to contact the ECD.</i> | |
| <p>The DALI line could be poorly wired, check wiring.</p> <p>The DALI line could be shorted, check DALI line.</p> <p>The DALI fitting could be non-compliant, check fitting.</p> <p>The comms error could be intermittent which indicates a poor driver quality or issues with the driver, check driver.</p> <p>The DALI fitting may have been removed from the DALI line, check fitting.</p> <p>The DALI fitting may have failed, check and replace the fitting.</p> | Electrician |

SIGNIFICANT

Device not recognised

| Suggested checks: | To be done by: |
|--|--------------------------|
| <i>This issue indicates the device at the address does not match the one being tracked by the control system.</i> | |
| <p>Someone may have re-addressed the line with an external tool. Remove the device and allow the controller to scan it in again (will require recommissioning).</p> <p>Someone may have replaced the fitting on the line with one of the same addresses, and not used the cloud to perform the replace. Remove the device and allow the controller to scan it in again (will require recommissioning).</p> <p>The control system may have been moved to a different DALI line, if this is the case all ECDS should be reporting <i>deviceNotRecognised</i>. Remove the device and allow the controller to scan it in again (will require recommissioning).</p> | Intelligent Environments |

Device not supported

| Suggested checks: | To be done by: |
|---|--------------------------|
| <p><i>This issue indicates the device is not supported by the control system it is attached to. This is possibly due to non-unique GTIN/serials detected, the controller does its best to give everything a unique GTIN/serial but sometimes this is not possible due to the nature of certain devices.</i></p> <p><i>It could also potentially be the device is not responding correctly to critical commands required for operation.</i></p> <p><i>It is recommended not to use devices from this manufacture in the future as the device does not support the full implementation of the required standards. If you have specified a DALI fitting, this device doesn't fulfil the requirement.</i></p> | |
| Replace device | Electrician |
| Readdress device | Intelligent Environments |

LOW

Input device error

| Suggested checks: | To be done by: |
|--|----------------|
| <i>The device is reporting an error to the control system.</i> | |
| Check device, replace | Electrician |

Application controller error

| Suggested checks: | To be done by: |
|---|--------------------------|
| <i>The application controller is reporting an error, contact support.</i> | |
| Check application controller. | Intelligent Environments |

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TRIVIAL

Received trash

| | |
|---|--------------------------|
| Suggested checks: | To be done by: |
| <i>This issue indicates that controller can communicate with the ECD, but unable to interpret the response payload.</i> | |
| <p>The DALI line could be poorly wired, check wiring.</p> <p>The DALI fitting could be non-compliant, check and replace.</p> <p>There may be interference on the DALI line, check DALI line.</p> <p>There may be another device which is interfering with communication, check and replace.</p> | Intelligent Environments |

Instance issues

Overview

| Instance Issues | Trivial | Low | Minor | Moderate | Significant | Major | Critical |
|-----------------|---------|-----|-------|--------------|-------------|-------|----------|
| | | | | Switch Stuck | | | |

Details

MODERATE

Switch stuck

| | |
|--|--------------------------|
| Suggested checks: | To be done by: |
| <i>The switch is not returning to its default state.</i> | |
| An absolute input may be installed but the operating mode is configured as a push button, check and change the operating mode. | Intelligent Environments |
| <p>The switch may no longer be operating correctly, replace switch.</p> <p>The switch may be obstructed and cannot return to its normal state, remove obstruction.</p> | Electrician |

Support process

For details on the IEL support process please see [here](#).

Log a support job

Online support portal: <https://www.intelligentenvironments.co.nz/support-request/>

If you are unable to use the online portal, please send an email detailing your request, purchase order, company details, and site details to support@i-e.co.nz which will automatically generate a support request.

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