

# HOW-TO GUIDE

## TROUBLESHOOTING BACNET SITES (FAQS)

This document describes a number of issues that can arise on Cylon BACnet sites, along with steps to resolve them.

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## NETWORK ISSUES

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### The controller LED is showing a constant green

#### Symptoms

The controller LED is showing a constant green, and I am unable to get the version of the controller from UEC.

I have tried rebooting but the problem persists.

#### Explanation

When a controller's Green LED is constantly on rather than flashing, it indicates that the controller is operating correctly but not communicating. The fact that it does not respond to a 'get version' request also indicates a comms problem.

#### Resolution

##### Fieldbus wiring

Check the wiring of the fieldbus connection to the controller. Broken wires or reversed polarity will prevent communications.

##### Baud rate

Check the baud rate setting on the controller, either on its keypad or (on older controllers) its dip-switch setting. Make sure it matches all other controllers on the fieldbus.

##### Other

If the fieldbus wiring is correct, and if rebooting does not restore communications, then you must connect a PC or laptop directly to the controller's serial port (service port) and use the UEC to wipe the controller and re-download its strategy.

### I am occasionally unable to get the controller version, and the fieldbus seems slow.

#### Symptoms

Communications with the controller seem to be impaired – sometimes you can connect, at other times communications fail. The fieldbus doesn't seem to be operating at a satisfactory speed.

#### Resolution

These symptoms occur when there is a duplicate MAC address on the fieldbus. Check the MAC addresses of all controllers on the fieldbus, and change any duplicates.

## Wide Broadcast Globals are not working

### Symptoms

Values connected to Wide Broadcast Globals are not received in the target controllers.

### Explanation

This issue has been triggered when the Wide Broadcast Globals timeout setting is too low. In recent firmware the timeout must be greater than 10, and defaults to 30. However, in older Sites it may have been set to a value below 10, in which case a Firmware upgrade could cause Wide Broadcast Globals to fail.

### Resolution

Set the Globals timeout to a value greater than 10.

## Failure during upgrade of site using Site Organiser

### Symptoms

When using the Site Organiser in batch mode to upgrade a site, with 'upgrade firmware' and 'retain strategy' options enabled, one or more controllers fail to upgrade.

### Explanation

This issue can be triggered by many different factors such as

- intermittent network problems (lost data, poor connection, setup etc.),
- large MS/TP trunks with "slow" token passing cycle times (see guidelines in MAN0106),
- misconfigured CBR (e.g. using BBMD when a Gateway IP is set but there is no route to the Gateway device).

### Resolution

For each controller that had failed to upgrade, select the specific controller and re-run the upgrade.





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