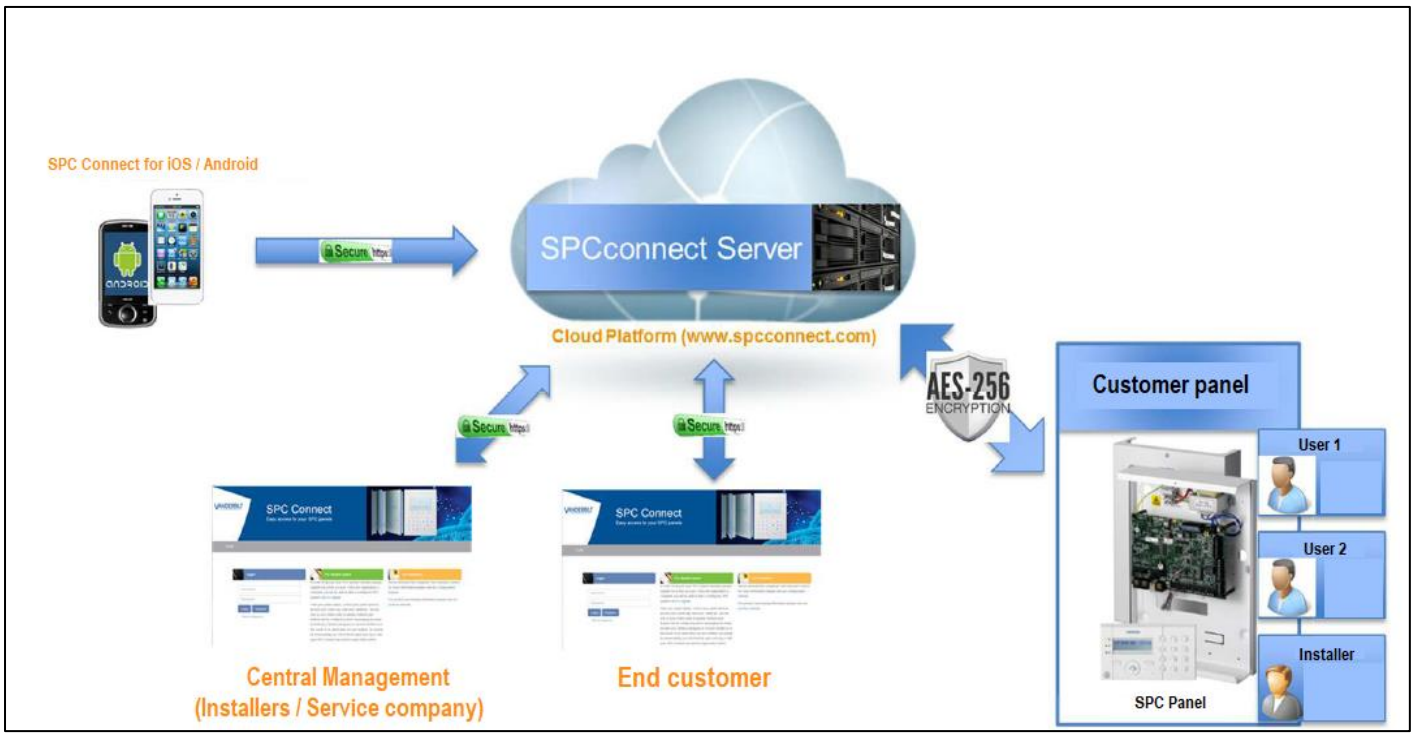
2018-11-13



SPC Connect - Troubleshooting Guide

This guide presents the most common problems, which could occur while operating with SPC Connect. It specifies solutions and approaches to solve these problems.
The following topics are covered:

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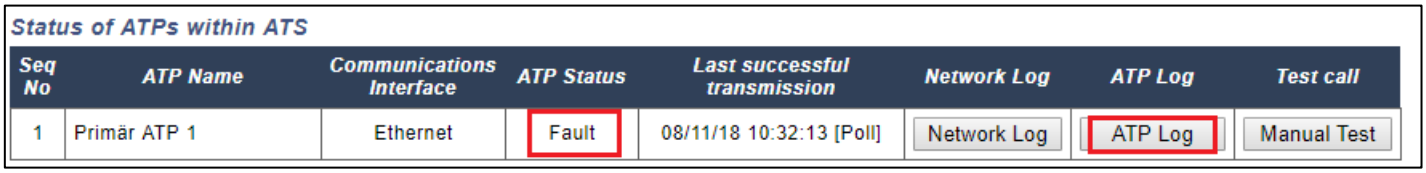
1. No connection to the SPC Connect Server

If you cannot connect to the server, check the **ATP status** under Status / FlexC / ATP LOG (visible via web interface. See Figure 1.1).

1.1. ATP Status “Fault”



Status of ATPs within ATS

Seq No	ATP Name	Communications Interface	ATP Status	Last successful transmission	Network Log	ATP Log	Test call
1	Primär ATP 1	Ethernet	Fault	08/11/18 10:32:13 [Poll]	Network Log	ATP Log	Manual Test

Figure 1.1 - ATP Status "Fault"

ATP Status „Fault“		
Error message „TCP Connection OK / TCP Connection Timeout”		
ID	**Possible Reason**	**Solution**
1	Encryption reset only in the Panel configuration side	Reset the encryption also in the SPC Connect Portal. Paste the Reg ID under „Reset the Encryption Key of a Panel without Users” under www.spcconnect.com, then click on “Reset Encryption Key”
2	Encryption reset only in SPC Connect Portal side	Reset the encryption also locally (on the panel configuration). Path: Communications / FlexC / FlexC ATS / edit / edit / advanced ATP Settings / Reset encryption
Error message „DNS Resolve IP Address Error“		
3	Incorrect DNS server entered	Enter the correct DNS Server under „Communications / Communication / Ethernet”. If unknown, enter the Gateway again as DNS
4	Wrong RCT URL entered	Enter www.spcconnect.com under „Communications / FlexC / FlexC ATS / edit / edit / RCT URL“
Error message “TCP Connection Timeout“ x times consecutively		
5	Wrong or no Gateway entered	Enter correct Gateway under „Communications / Communication / Ethernet”. If unknown, contact your IT administrator
Error message “Blocked by other side”		
6	IT firewall blocking the connection / IP address blocked in the router	Check the outbound firewall rules for port 52000 / add a rule for the new Azure server IP address

1.2. ATP Status “OK”

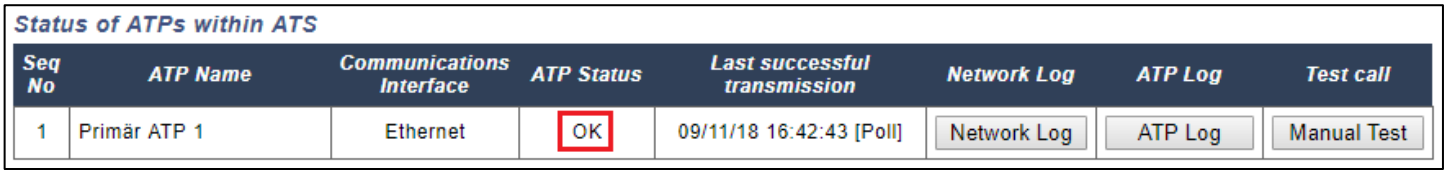


Figure 2.2 - ATP Status "OK"

Error message in SPC Connect Portal

When connecting to the panel through SPC Connect portal, the following message appears:

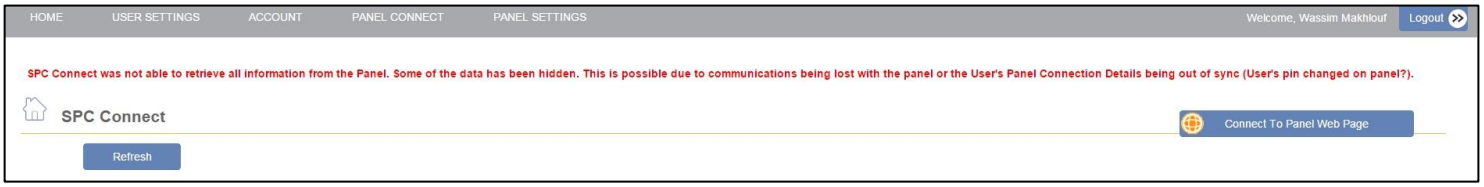


Figure 3 - SPC Connect was not able to retrieve all information from the Panel despite status “OK”

ATP Status „OK“		
Error message in SPC Connect Portal: “SPC Connect was not able to retrieve all information from the Panel. Some of the data has been hidden. This is possible due to communications being lost with the panel or the User's Panel Connection Details being out of sync”		
ID	**Possible reason**	**Solution**
1	PIN of the SPC Connect user has been locally changed	Update the user login details OR Create a new user for SPC Connect in the panel. Delete the panel from your SPC Connect Portal and then add it again with the new user and PIN.
2	Wrong SPT Account Code entered	Set *SPT Account Code* under “Communications / FlexC / FlexC ATS / edit / edit” to 0. See Figure 4

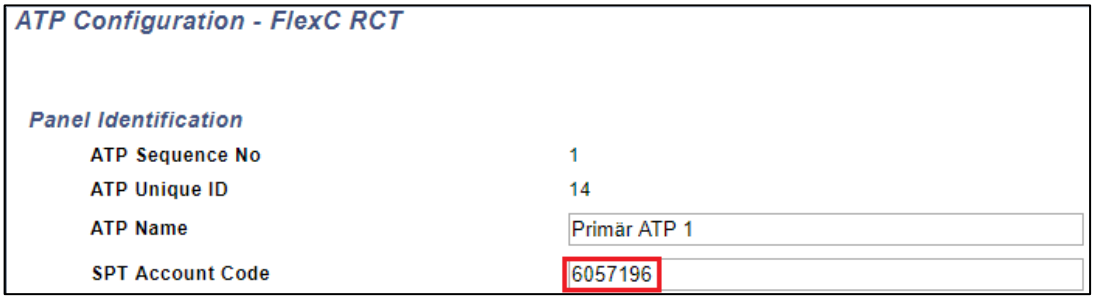


Figure 4 – SPT Account code

If all above fails, then perform the following steps before contacting support:

1. From the Keypad of the panel go to menu Full Engineer->SPC Connect->Delete the ATS
2. On your company account on http://www.spcconnect.com Reset your encryption key for that panel
3. From the Keypad of the panel go to menu Full Engineer->SPC Connect->Add
4. The panels should be online now

2. Locked accounts

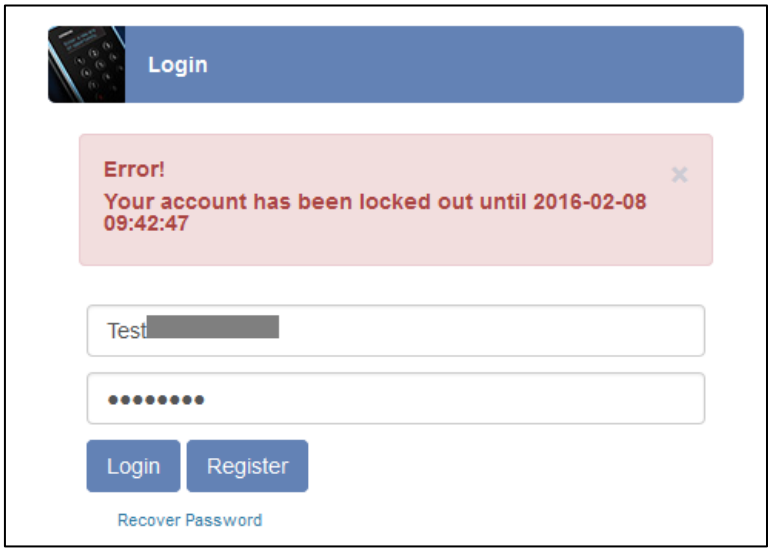


Figure 5 – Account locked

Locked accounts		
ID	**Question**	**Answer**
1	My account has been locked. For how long?	One hour
2	How many wrong tries until the account will be locked	10
4	What to do in urgent cases	Create a second SPC account with a second email address (new registration)
5	I have forgot my password. What to do?	www.spcconnect.com / click on „Recover Password“
6	For how long the confirmation mail will be valid?	60 minutes.

3. SPC Connect App (Frequent questions)

SPC Connect App		
ID	**Question**	**Answer**
1	I can't see the cameras in the app	Edit the SPC connect user profile in the panel config / check "view video" and "Outputs"
2	I can't see the outputs in the app	Only Mapping Gates can be seen in the app. For that you need to activate „outputs" in the SPC connect user profile
3	I can't upload pictures on Android	Pictures can be saved under Gallery or the pic app in Android. You need to go to „Application Manager" and set pictures as standard
4	Min. version required for Android Smartphones- / Tablets	Android 5.0 or higher
5	Min. version required for iOS Smartphones- / Tablets	iOS 7.0 or higher
6	Error code 1023	Wrong email address entered during the registration

4. Create a ticket

- If you can't find a solution to your problem within this document, then please contact our technical support team by clicking on this link.
- In that case, please answer the following questions while creating your ticket:

Create a ticket	
ID	**Questions**
1	Error message / Screenshots / ATP - Log
2	SPC type + firmware version (e.g. SPC 5350 / FW 3.8.5)
3	First commissioning? If not, what has been changed?
4	Prepare the configuration file of the affected panel

SUPPORT INFORMATION

If you have any questions, please contact our Technical Competence Centre.

Contact details can be found on our website.

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