Instructions

Download the **UWP 3.0 Tool** from this link:

We always suggest upgrading your system to the latest software release

Scarica **UWP 3.0 Tool** da questo link:

Consigliamo di effettuare sempre l'aggiornamento del sistema alla versione più recente del software

Télécharger le **UWP 3.0 Tool** de ce lien :

Nous vous suggérons de toujours mettre à jour votre système avec la plus récente version du logiciel

Descargar el **UWP 3.0 Tool** desde este enlace:

Le sugerimos que actualice siempre su sistema a la última versión del software

Laden Sie die **UWP 3.0 Tool**, von diesem Link:

Wir empfehlen Sie, Ihr System immer auf die neueste Software-Version zu aktualisieren

!! Tips & Tricks

See the pages below
Vedere le pagine seguenti
Voir les pages suivantes
Véase a continuación
Siehe unten

History

Release version:	**Official**
Release name:	**8.2.6.3 20022101- R250**
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Release version:	**Official**
Release name:	**8.2.3.3 19121201- R231**
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Release version:	**Official**
Release name:	**8.2.1.3 19101802- R216**
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Release version:	**Official**
Release name:	**8.2.0.3 19091102- R204**
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Release version:	**Official**
Release name:	**8.1.2.3 19090301- R198**
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Release version:	**Official**
Release name:	**8.1.1.3 19062402- R157**
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Release version:	**Official**
Release name:	**8.1.0.3 190052201- R146**
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Release version:	**Official**
Release name:	**8.0.3.3 19022701- R118**
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Release version:	**Official**
Release name:	**8.0.2.3 19011101- R102**
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| Release version:	**Official**
Release name:	**8.0.0.3 18091002- R073**
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Tips & Tricks

Smart building system UWP 3.0

Energy save timer is not reloaded when the light level is above the threshold
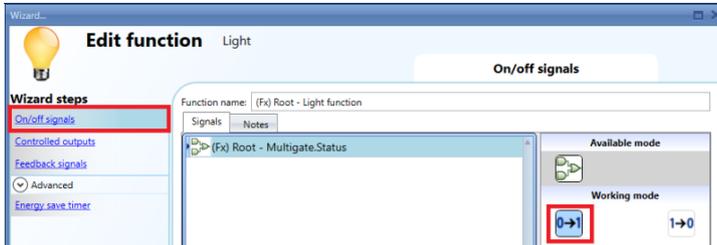
Problem description
The automation of the light function puts together lux meter, PIR and energy save timer.
When the lux value is below the threshold and the PIR detects movement, the light goes on.
At this point the lux value goes above the threshold and the energy save timer is not reloaded anymore, therefore the light goes off even if there is presence in the room.

Solution
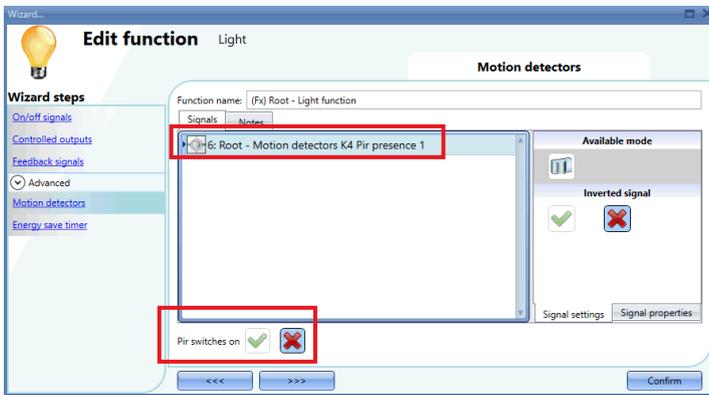Create an external analogue comparator that is used to define the "dark" condition. Use the comparator function as input of a multigate "AND" function combined with the *movement signal* of the PIR sensor.
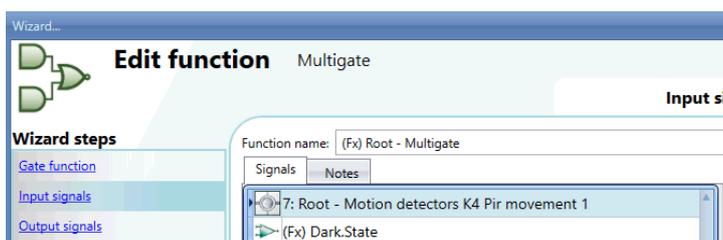
Use the multigate as input signal (*On/Off Signals* tab) of the Light function.

In the light function, add the presence signal of the PIR.

Reports created from web App shows wrong month

Problem description
In the web app *Reports* window, you have created a template for a report in October 2018 but when you save and create the report, November 2018 data logs are shown.

Solution
You may face this issue if you run a Web browser with Norwegian or Chinese language.
The problem is due to the wrong default language that is automatically set by the Web App.
To fix this issue, navigate the web App settings, select the English language, then select again the correct language and save to apply the settings.

Not possible to edit calendar activity from the web App

Problem description
When you try to edit a calendar activity from the Web App, you get an error and the login page is shown.

Solution
You may face this issue if you run a Web browser with Norwegian or Chinese language.
The problem is due to the wrong default language that is automatically set by the Web App.
To fix this issue, navigate the web App settings, select the English language, then select again the correct language and save to apply the settings.

## *Not possible to log additional function status in the Database*

Problem description
In the Database window, the additional function status of a function is not available and it is not possible to log them into the Database of the system.
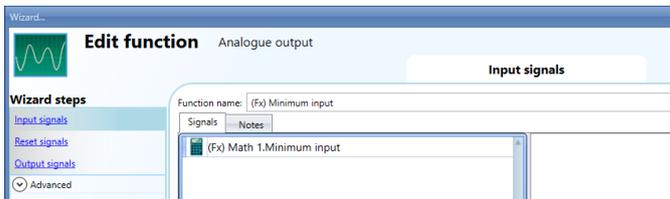
Solution
This procedure has to be followed in order to log the addition status of the functions in the Database (for example the additional status of a math function).
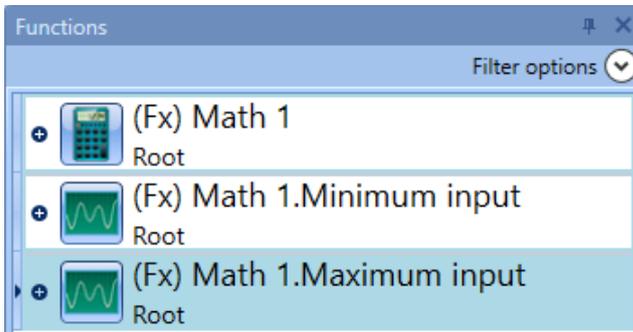
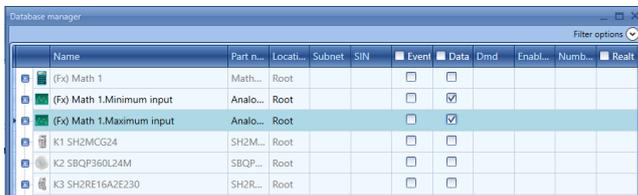   a.   Add to the project one Analog Output function for each additional status not available in the Database.
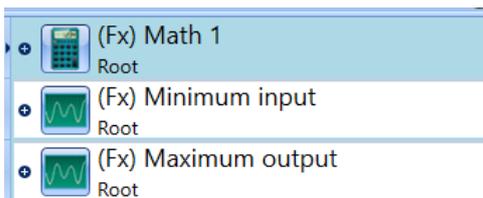
    b.   Add to the analogue output function the additional status of the math function.

c. Change the name of the Analog Output functions in order to have a clear description of the additional status (es. function_name" + "additional_status").

d. In the DB Manager add to the Database the Analog Output function.

Wrong icons shown in the web App

Problem description
After a firmware upgrade of the system the icons in the web App are not correct (the icons are messed up or missing).

Solution
The error is due to the cache of the web browser, the issue will be resolved cleaning the cache and logging-in again in the web App.
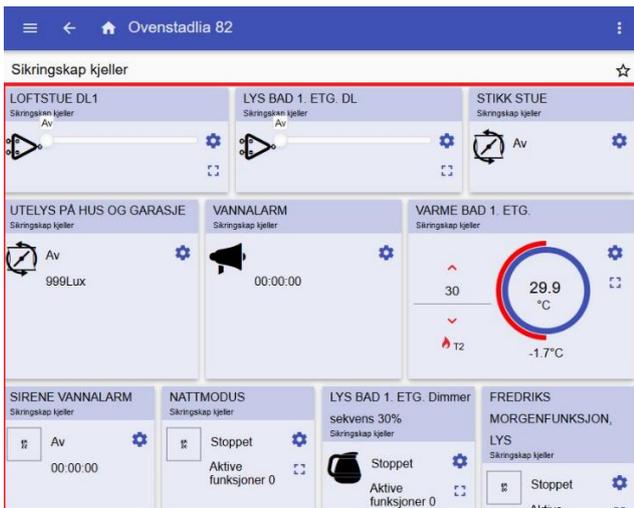
Not possible to scan the DALI network "subnet not found" error message appears

Problem description
After adding the DALI module to the project, from the DALI module discovery window, the user tries to find the ballast connected, but when the search button is pressed, the discovery ends immediately with an error "Subnet not found"

Resolution
This is the list of steps to follow to fix the issue

1. Delete the SB2DALI module from the project and add it again after a discovery.
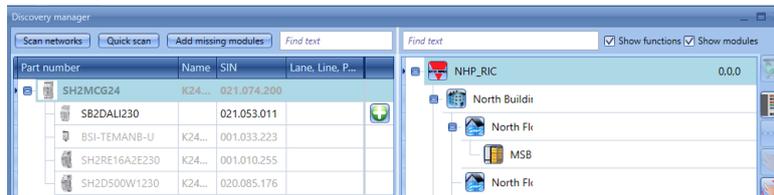
2. Add a multigate function and use the presence diagnostic signal of the DALI module as input signal of the function.
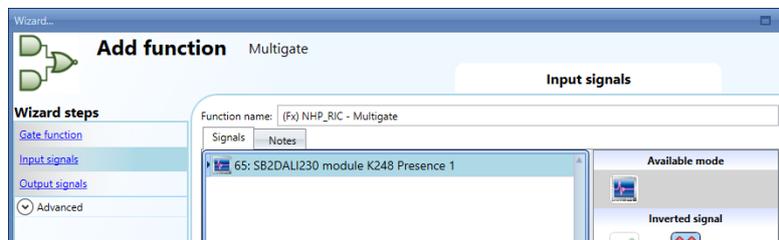
3. Write the configuration to the Sx2Web controller.

4. When the DALI module is programmed it should be possible to scan the DALI modules from the module "search window".

### *Dupline temperature regulation function deactivates the heating setpoint*

Problem description

When the advanced field Cooling is selected in the Dupline temperature regulation and there is no output signal used, the temperature function activates the cooling set point every time the configuration file is sent to the controller, consequently the heating function goes from heating T1 to TOFF and stops heating.

This problem happens also when the controller restarts because the system loads the configuration at start-up and the cooling setpoint is activated.

Resolution

In the advanced menu "available output status" the signal *temperature regulation.Cooling* should be deactivated.

The advanced menu "*Cooling*" should be unselected.
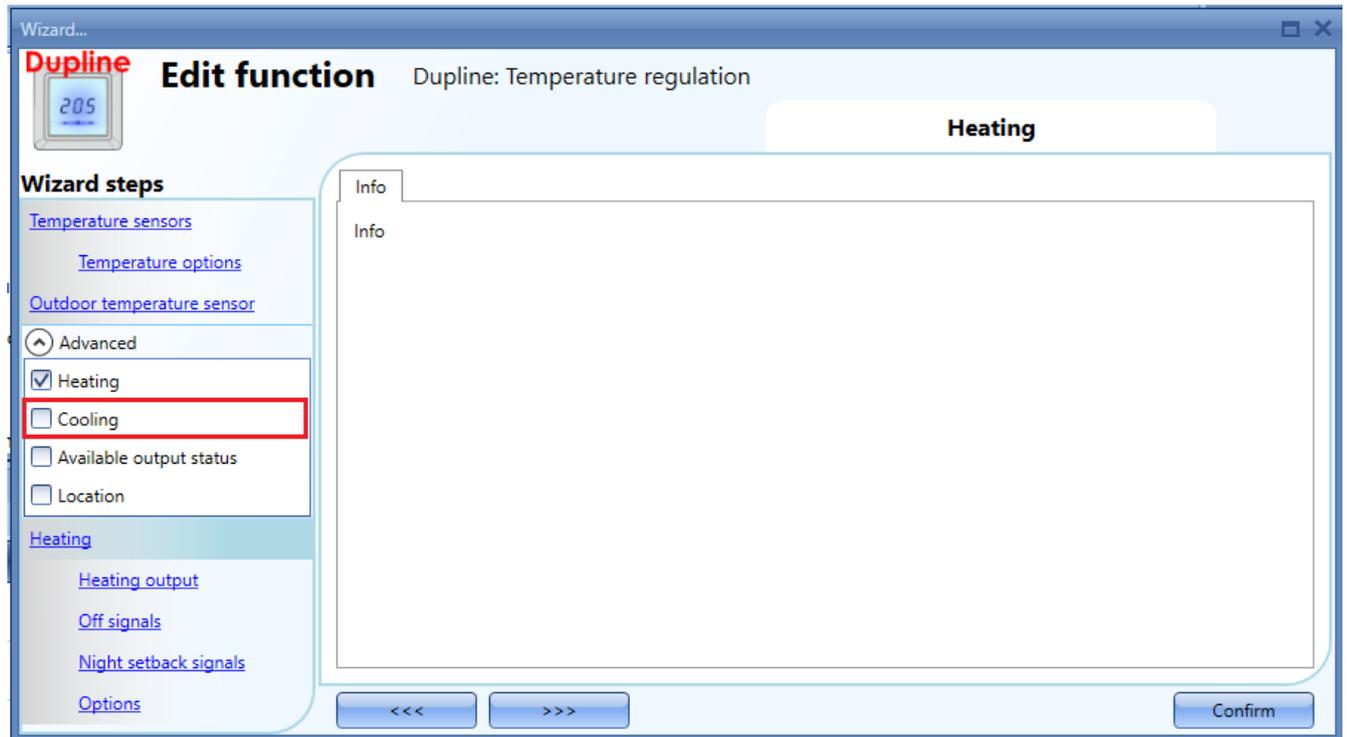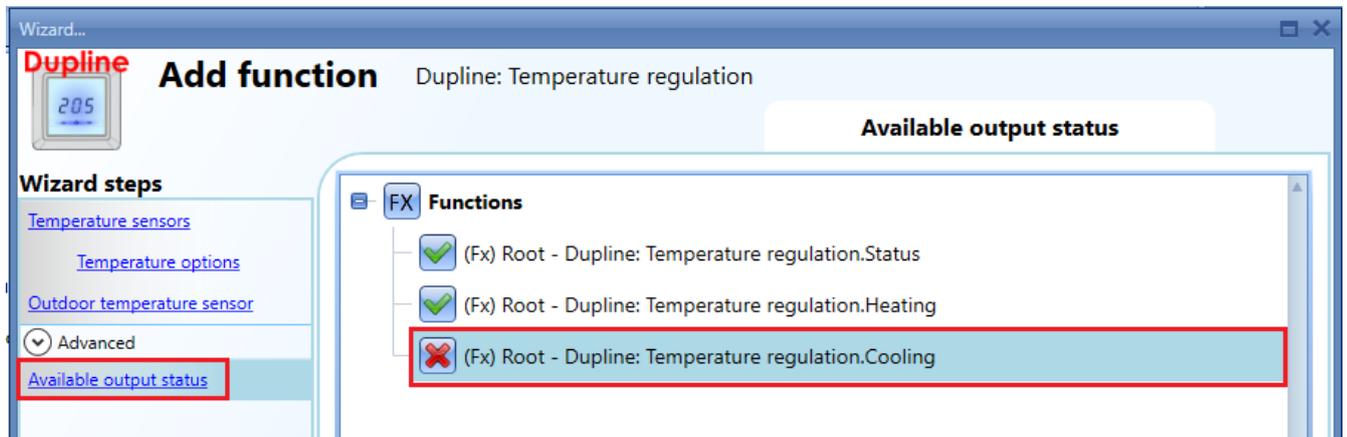
Calendar activities cannot be added

Problem description
When a calendar activity is going to be added either in the *Local calendar* of the functions where it is available in the *Advanced* options, or in the *Global calendar* function, after filling the required fields the *Confirm* button cannot be pressed (this is shown in grey colour).

Resolution
This happens if at least one of the following conditions is verified:
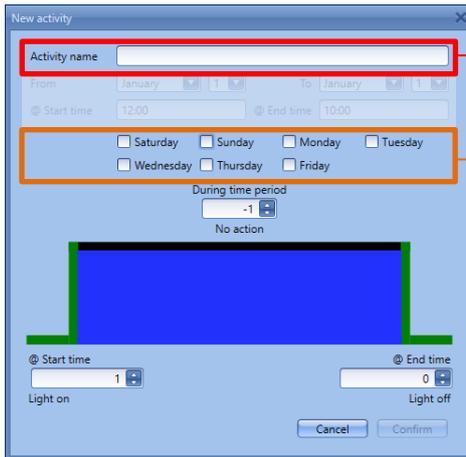
The *Activity name* field has to be entered

At least one week day has to be selected
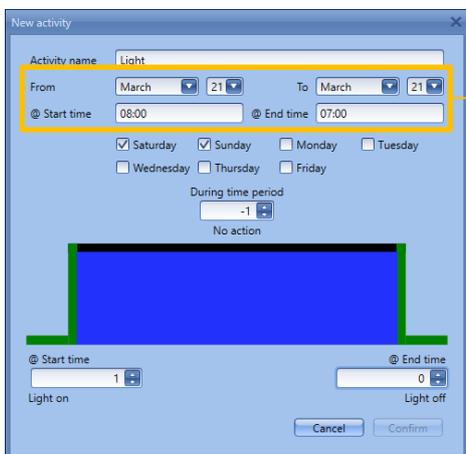
a) With the same selected interval date (*From... To...*), it is necessary to set *@Start time* chronologically prior to *@End time*

b) Even with a different selected interval date (*From... To...*), it is still necessary to set *@Start time* chronologically prior to *@End time*

Configuration upload failing – Intruder alarm function and stress lights

Problem description
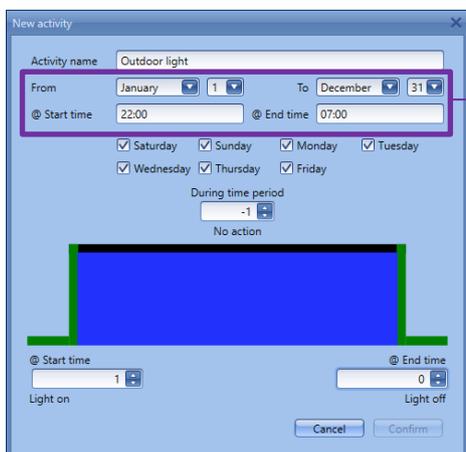Configuration upload failing after a modification of the stress light functionality in the intruder alarm function and the system does not work as expected (no error is shown when the software compiles the configuration). This problem occurs every time a light function is added as "stress light" signal in two or more intruder alarm functions.

Solution
It is mandatory to use each light function in one single *stress light* functionality
Note: It is not possible to add the same function in two or more different stress light fields.
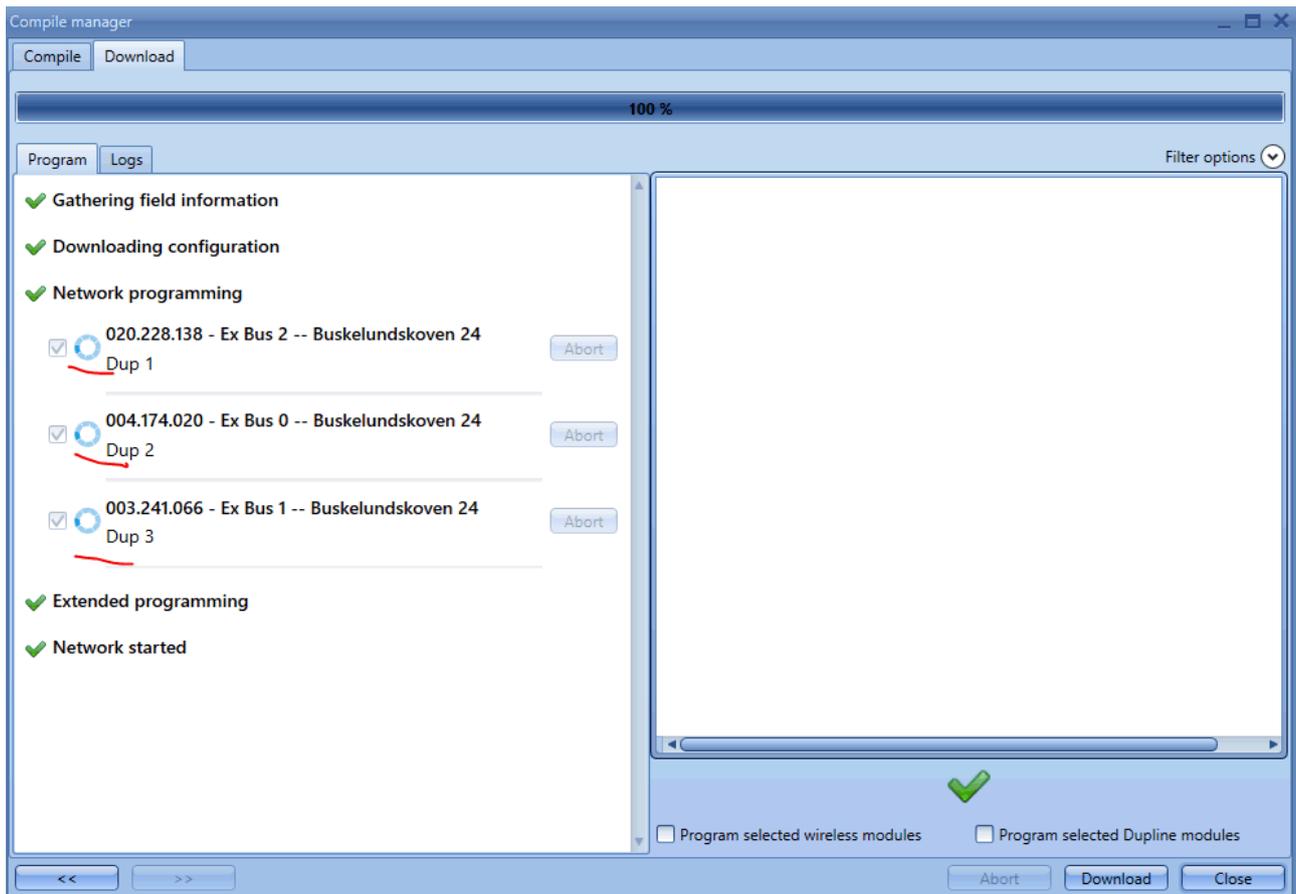
How to add a WEBCAM on ownControl App

To add a WEB CAM, please make sure the device is compliant with ONVIF technology and the RTSP protocol is enabled. The procedure below only shows how to set up a network camera on ownControl App: the camera must be connected and configured on the network before being added to ownControl App.

In the App homepage, tap on [camera icon] then on [add camera icon] to access the *NEW WEB CAM configuration* page.

NEW WEB CAM	Fill in the following information:
NAME	**NAME.** Label description (location, model, etc..)
IP/URL PORT 554	**IP/URL.** Camera IP address or DYNDNS hostname
USER PASSWORD	**PORT.** RTSP port (usually 554)
PATH RTSP /	**USER/PASSWORD.** Camera administrator username and password
	PATH RTSP. The path can be found in the camera user's manual, in the manufacturer website or in an online source like **iSPYConnect,** the largest online camera database

Example 1: Configuration of Webcam HIKVISION DS-2CD2325FWD-I with **online reference**

1. Find the RTSP path of the camera model on https://www.ispyconnect.com/sources.aspx

    The RTSP path is shown on the *Path* column (red box below):

DS-2CD2325FWD-I	FFMPEG	rtsp://	/Streaming/Channels/101

2. Fill in ONLY the **Streaming/Channel/101** path in the *PATH RTSP* field.

    ⚠ *Do not insert the first "/" since it is automatically provided by ownControl App.*

3. Tap on *Save* to store the changes.

Example 2: Configuration of Webcam HIKVISION DS-2CD2325FWD-I with **Manufacturer reference**

1. Find the RTSP parameter from the camera *User's manual*

    Usually, the manufacturers report the complete path that includes username, password, IP address and port.

    Example: ***rtsp://admin:admin@192.168.0.1:554/ch1/main/av_stream***

2. Fill in ONLY the **ch1/main/av_stream** path in the *PATH RTSP* field.

    ⚠ *Do not insert the information before "ch1/..." since the configuration parameters have to be entered separately in the above-mentioned fields.*

3. Tap on *Save* to store the changes.