



ConSEL PLUS – Troubleshooting



System version: 7.x

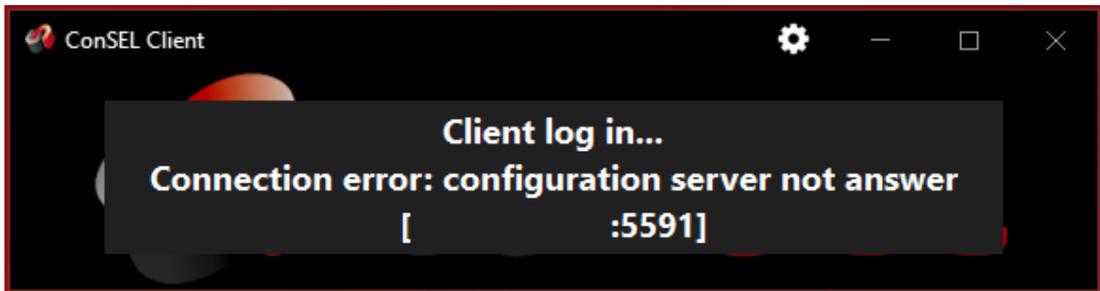
Document version: 1.0

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1. Connection error: The configuration server is not answer



If, after starting the ConSEL-Visualization Module icon, the application does not start and the following message appears: Connection error: configuration server is not responding, check:

- whether the program is referring to the correct IP address
- in case of an incorrect IP address, select the icon and change it to the correct address
- console network connection - is there a connection to the radio server (ping / firewall)
- if the network connection is correct and the radio server address is available, check the current module configuration status on the radio server (correct status - green - connected to the system)

If the network is connected, the IP address is correct, the firewall is unblocked, the status on the radio server is correct and the message remains, restart the application, if that does not help, contact the System Administrator.

2. Connecting to the radio server / not connecting to the radio server

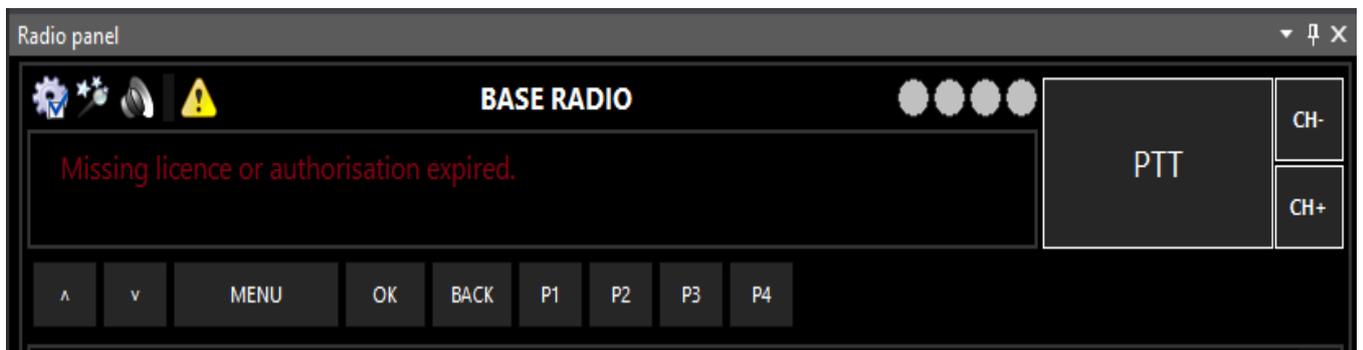


If the following message is displayed on the screen after starting the application: connecting to the radio server / no connection to the radio server, check:

- if the converter is on and working properly
- whether the network cable is connected to the appropriate LAN port
- that the drive is connected to the network and responds to the ping
- whether the converter has appropriate parameters programmed
- whether the converter has the appropriate communication licenses
- whether in the radio server configuration, the connection status on the selected module is green and the message connected to the system is displayed

If all the above steps have been checked and the message remains, restart the drive. If this does not help, please contact your System Administrator.

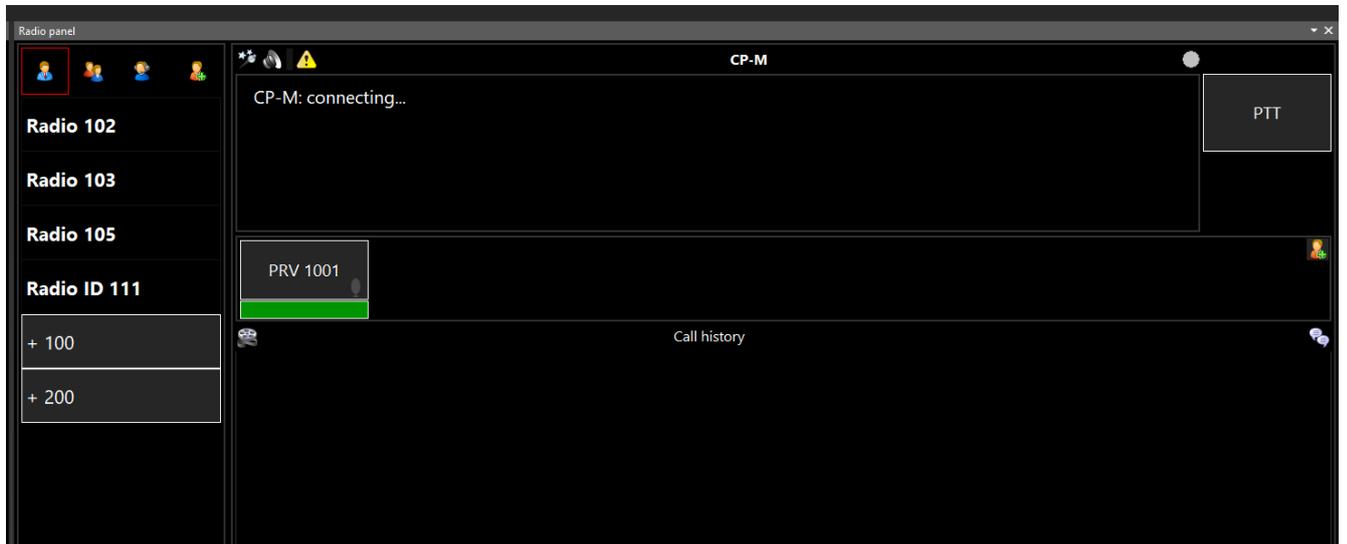
3. No license or authorization has expired



If the following message is displayed on the console screen after starting the application: No license or authorization has expired, check:

- whether the license key is working properly | in the radio server configuration in the License tab
- the maximum allowable number of connections to the selected console has not been reached
- whether the license time has expired
- when using the administrative license, after 1h the authorization expires / the application must be restarted

4. Connecting...



If the console says Connecting ... check:

- network connection to the radio server (ping / firewall)
- network connection of the repeater to the radio server
- whether in the radio server configuration, the connection status on the selected module is green and the message connected to the system is displayed.

5. During another call

If the following message is displayed on the screen: **During another call**, wait a while and repeat the call. The message is displayed if the operator presses the transmit button twice or another call is in progress.

6. Waiting for the result of the previous request

If the following message is displayed on the screen: ***Waiting for the result of the previous request***, wait a moment and repeat the action. The message is displayed if the operator performs the activity several times and the system has not yet managed to complete the task.

7. Local audio problem

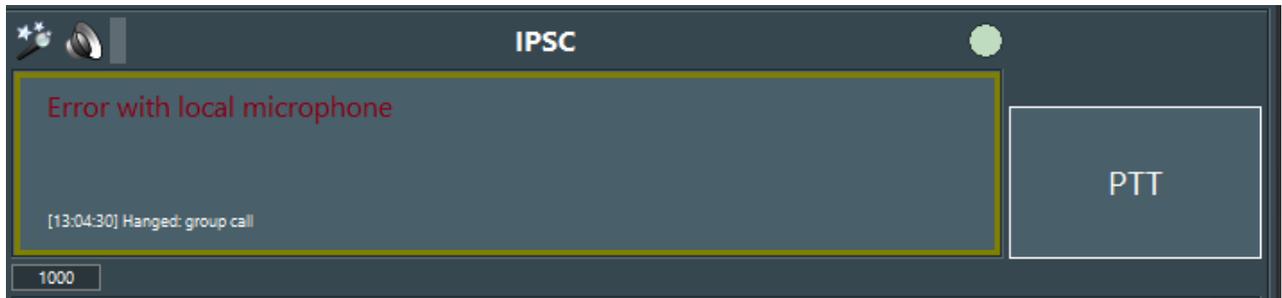


If the screen displays the following message: **Local audio problem**, please check:

- if the external speakers are connected correctly (power supply / transmission connector)
- if the speakers are built-in, check if they are set as default in the system
- check if the problem occurs after disabling the antivirus. In case the antivirus is to blame, the application should be added to the exception.

In the event that after applying all the above-mentioned actions, the message is still displayed, restart the application, if that does not help, contact the System Administrator.

8. Problem with the local microphone



If the screen displays the following message: Problem with local microphone, please check:

- is the external microphone connected correctly (power supply / transmission connector)
- if the microphone is built-in, check if it is set as default in the system

If the message is still displayed after connecting the microphone, restart the application, if that does not help, contact the System Administrator.

9. Failed



If the following message is displayed on the screen: Failed, wait a while and retry the call. The message is displayed if the timeout for establishing the connection is exceeded after pressing transmit. In the event of a repeated message, verify the state of the radio network.

10. No free channel



If the screen displays the following message: No free channel, wait for a while and repeat the call. The message is displayed if all the channels (slots) of the repeater are occupied after pressing transmit. In the case of a frequently repeated message, it is necessary to consider extending the repeater network - adding additional traffic channels.

11. No free audio channel



If the following message is displayed on the screen: **No free audio channel**, wait a while and repeat the call. The message is displayed if all AMBE audio decoders are occupied after pressing transmit. In case of frequently repeating messages, consider adding another codec.

12. No response to the channel request

If the following message is displayed on the screen: **No response to the channel request**, wait a while and repeat the call. The message is displayed, in case of network problems, the channel failed to establish itself after the converter started or appeared on the network. If the message repeats, check the network connections or the inverter.

13. The site could not be found

If the following message is displayed on the screen: **The site cannot be found**, check if there are two MNISs with the same ID in the system.

14. The monitor failed to turn on

If the following message is displayed on the screen: **Failed to turn on the monitor**, it means that after sending the request to start the listen-in function, the selected radio does not answer / is not present in the radio network or the monitor function is not activated in the configuration. A confirmation message that the monitor function is enabled: **Monitor is turned on**.

15. Radio not available

If the screen displays the following message: **Radio unavailable**, it means that after sending the presence check request, the selected radio does not answer / is not present in the radio network. Network presence confirmation message: **Radio available**.

16. Calling failed

If the screen displays the message: **Call Failed**, it means that after sending the Call alert, the selected radio does not answer / is not present in the radio network. Call alert confirmation message: **Call successful**.

17. Radio could not be locked

If the screen displays the following message: **Failed to lock the radio**, it means that after sending the request to block the radio, the selected radio does not respond / is not present in the radio network or the radio blocking function is not activated in the radio software configuration. Block request confirmation message: **Radio blocked**.

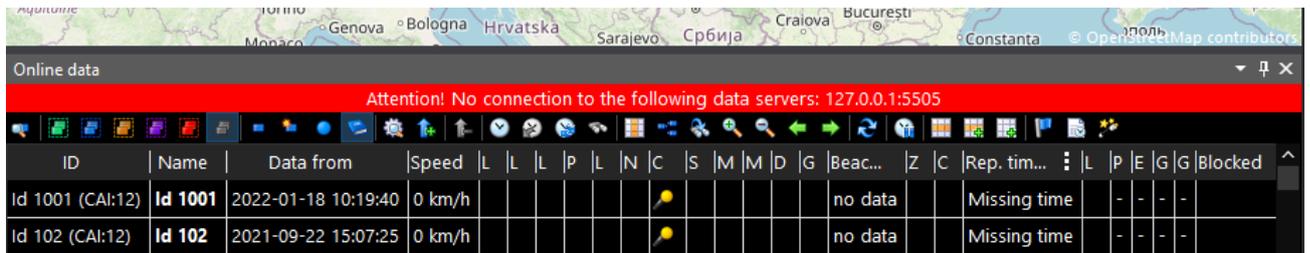
18. Radio could not be unlocked

If the following message is displayed on the screen: **Failed to unlock the radio**, it means that after sending the request to unlock the radio, the selected radio does not respond / is not present in the radio network or the radio blocking function is not activated in the radio software configuration. Confirmation message that the unlock request was sent: **Radio is unlocked**.

19. Failure to disable the alarm state

If the following message is displayed on the screen: **Failure to disable the alarm state**, check whether the appropriate options of the alarm state are selected in the configuration of radio consoles Receiving / Acknowledging.

20. Attention! No connection to the following data servers: to disable the alarm state



The screenshot shows a software interface with a red warning banner at the top that reads: "Attention! No connection to the following data servers: 127.0.0.1:5505". Below the banner is a table with the following data:

ID	Name	Data from	Speed	L	L	L	P	L	N	C	S	M	M	D	G	Beac...	Z	C	Rep. tim...	L	P	E	G	G	Blocked
Id 1001 (CAI:12)	Id 1001	2022-01-18 10:19:40	0 km/h													no data			Missing time	-	-	-	-		
Id 102 (CAI:12)	Id 102	2021-09-22 15:07:25	0 km/h													no data			Missing time	-	-	-	-		

If the following message is displayed on the console's screen: Attention! No connection to the following data servers:

Please Check:

- is there a network connection to the data server's ip address (most often it is the radio server's IP address)
- whether the antivirus or firewall is blocking the connection to the data server
- whether the AkselSckClient service is running on the radio server
- if in the radio server configuration, the connection status on the selected module is green and the message connected to the system is displayed
- if port 5505 in the radio server is not used by another application. For each subsequent system, the port is increased by 10,000 - for example, a system with 3 modules will use the ports in turn: 1st system: 5505, 2nd system: 15505, 3rd system 25505, etc.