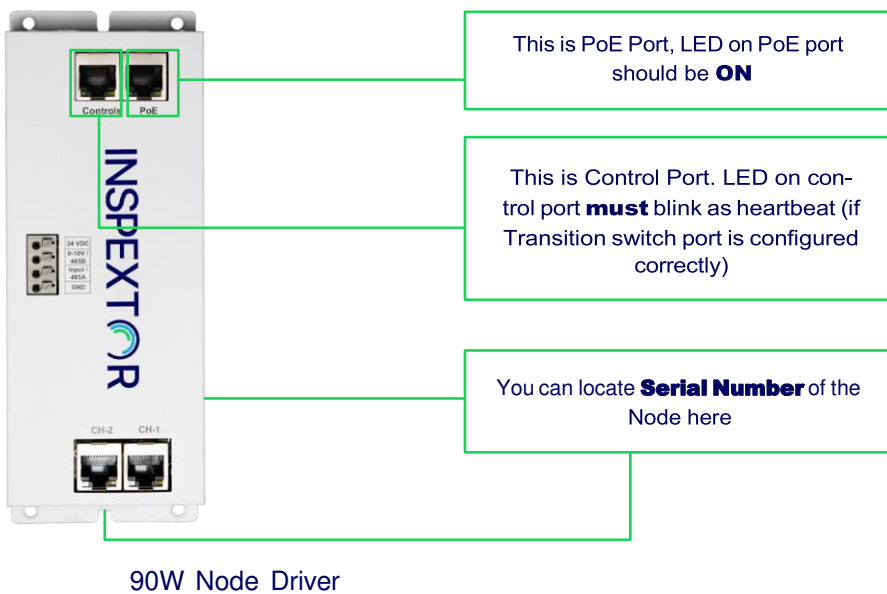# TROUBLESHOOTING INSPEXTOR NODES

Note: If you are replacing old Node with New node. Please make sure you are connecting new node the way old Node was connected. This is most important.

This is a guide for users troubleshoot some common scenarios which is mentioned below.

This is PoE Port, LED on PoE port should be **ON**

This is Control Port. LED on control port **must** blink as heartbeat (if Transition switch port is configured correctly)

You can locate **Serial Number** of the Node here

90W Node Driver

Scenario 1: Lights are out on Residential Floor

- If this kind of issue arise, go to the Node where this out lights are connected.
    - Check If luminaire ports of Node are ON
    - Check if POE Port of Node is ON
    - Check if Control port blinks like "heartbeat."

- If Node behavior is n ot as mentioned above, then reboot the Node and see if Node is functional based on above checklist.

- If the problem still exists, please replace the Node, and follow the **Node Setup Guide** to put it on system so that you can be able to control the lights.

Scenario 2: Lights popped when someone is trying to control it.

- If this kind of issue arise, most commonly its transition switch setup issue. Here is what you can do to re solve this issue.

- Go to the Node where these lights are connected.

- Check if control port LED blinks like "heartbeat."

- If it does not blink like heartbeat, then our transition switch port (where Node is connected) is not config ured correctly.

- Please configure the Transition switch port with correct settings. **(Refer to Transition switch setup Guide)**

- If 60W Node is installed, configure the POE Mode as with "4pair60" **(Refer to Transition switch setup Guide)**

- If 90W Node is installed, configure POE Mode as "4pair90W" **(Refer to Transition switch setup Guide)**

- After transition switch port configuration, Go to the Node and check if control port blinks like "heartbeat". If it does not blink as heartbeat, then replace the Node and follow "**Node Setup Guide**" to put it on system.

Scenario 3: Lights are not getting control by Inspextor.

- If lights are not getting control, then go to the Node and check following things.
    - Check if POE Port is ON
    - Check if Control Port LED Blinks like "heartbeat."
    - Check if Luminaire ports are ON

- If everything looks good, please reboot the Node, and make sure Node behavior is staying same. If its same, then you should leave the Node for some time and when you will come back again to check everything should be functional.

- If you find, node behavior is not same as above mentioned checklist, then please replace the Node– follow the **Node Setup Guide** document.

Scenario 4: Lights are flickering.

- If lights are flickering, following things must be checked.

- Check if you can control the lights from Inspextor. If you can not control the lights check if POE Port is ON and Control port blink like "heartbeat". If it does not blink like heartbeat check transition switch settings using "transition switch setup" guide. If problem still exists, replace the Node using **"Node Setup Guide"**

- If you can control the lights from inspeXtor then go to pull schedule in the inspeXtor **(refer to Node Setup Guide)**. Check the maxw1 and maxw2 values in pull schedule and make sure they are not greater than actual wattage of the fixture which is connected to Luminaire port of Node. Yo ur lights can flicker if you are push ing more wattages than light can handle.

- If we are not pushing more wattage and lights are controllable, then you just need to replace the Node to resolve this problem quickly. (refer to Node setup guide)

Scenario 5: Lights are dim.

- Go to the Node where dim lights are connected.

- Check if the POE port is ON and Control port blinks like "heartbeat". If does not blink like heartbeat, check transition switch port settings **(refer Transition switch setup guide)**. If settings are correct and problem still exists, then replace the node **(refer Node Setup Guide)**

- If control port LED of the Node blinks as "Heartbeat" and still lights are dim, then go to pull schedule and search serial number in pull schedule. Check if maxw1 and maxw2 values are setup correctly. If they are low, please update the pull schedule using correct wattages. **(refer to Node setup Guide)**