
Troubleshooting QD2020ie

Step 1

CONDITION

Power LED is OFF

CAUSE

Unit is not receiving 24V power

SOLUTION

Check 24V +- wiring from 24V transformer is properly attached to terminal block of QD2020ie, and terminal block is properly plugged in to the 24VAC port of the QD2020ie



Use volt meter to confirm 24V is present at the 24V terminals



Use volt meter to confirm wiring from transformer to QD2020ie is receiving 24VAC power



Check for proper polarity from transformer to QD2020ie



Check polarity with dedicated 24V power throughout system to confirm proper polarity has been maintained throughout



Confirm that proper A-to-A and B-to-B communication wiring is maintained throughout the system



(Call TCS Support)

Step 2

CONDITION

Processing LED is NOT BLINKING

CAUSE

QD2020ie is not processing its internal programming

SOLUTION

- Confirm power light is on. If not, go to Step 1 of this document and follow procedures to power the unit.
- If power light is on



Confirm power subsystem to insure proper 24 VAC power and polarity



Confirm that proper A-to-A and B-to-B communication wiring is maintained throughout the system



Press Reset button on QD2020ie as device may be in an "invalid" state



(Call TCS Support)

Step 3

CONDITION

Link LED OFF

CAUSE

QD2020ie is not connected properly to the building's ethernet system

SOLUTION

- Confirm that the Processing LED is blinking. If not, go to step 2 of this document.
- If Processing LED is blinking



Confirm that ethernet line is plugged into the QD2020ie and a ethernet port of the building. If not plugged in , correct problem.

If light remains OFF



Call building's IT department to

- Confirm that both the ethernet cord used is undamaged and
- The building's ethernet port that the device is plugging in to is activated.



If IT department confirms the cable is confirmed to be undamaged and ethernet port is active, but Link LED still remains ON



(Call TCS Support)

Step 4

CONDITION

Ck Alarm LED ON

CAUSE

When on for extended period, indicates that the QD2020ie cannot connect with Ubiquity server

SOLUTION

Confirm Power LED is ON

If not *(Go to Step 1 of this document)*

If Yes



Confirm Processing light is BLINKING

If not *(Go to Step 2 of this document)*

If Yes



Confirm LINK LED is ON

If not *(Go to Step 3 of this document)*

If Yes



If you have a local PC with a network connection, "ping" the QD2020ie by

- On Windows, Click the "Start" button
- Click "Run"
- Type in the word "ping", then the space bar, then the device's IP address
- Click "OK"
- If device can be found on the network, data will begin to appear and the QD2020ie is communicating

If you do not have an on site PC with a network connection:

- Call network's IT department to verify that QD2020ie is on the network by "pinging" the device
- IT Department will need IP address and gateway

If the QD2020ie can be "pinged", but after 5 minutes the "Ck Alarm" LED is still ON (*Go to Step 5*)

If IT can't ping



- IT Department verifies IP parameters
- Have IT try to ping QD2020ie again

If IT Department still can't ping (*Call TCS Support*)

If IT can ping the QD2020ie, but after 5 minutes the "Ck Alarm" LED is still ON



Step 5

CONDITION

IT Department can ping the QD2020ie, but after 5 minutes the "Ck Alarm" LED is still ON

CAUSE

QD2020ie can communicate on the local network, but can't communicate with the Ubiquity server

SOLUTION

Network's IT Department examines their system at the point where traffic exits the system to the internet, looking for traffic from the QD2020ie to the Ubiquity server. Confirm that IT department should have port 80 open. Inquire if IT department is "caching" address 216.165.178.150 or ubiquitysystems.net.

IT opens port 80, disables caching function and confirms traffic has left the network from the QD2020ie to the internet. The site still has not come on line in Ubiquity. Find out what type of firewall is being used and: (*Call TCS Support*)

IT Department does not see traffic from the QD2020ie at the point where traffic exits the system to the internet
IT Department traces back through the system, looking for traffic from the QD2020ie.

Once traffic is found:

- Examine to see if a web cache needs to be disabled
- Examine if Port 80 needs to be open to the Ubiquity address

Trace traffic now forward. Disable web caches or open Port 80 as needed until QD2020ie traffic leaves network to the internet



If IT now confirms that traffic from the QD2020ie has left the network, but site is still not "online" within 10 minutes

OR

If IT disables all caches and opens Port 80 and still cannot see traffic from the QD2020ie exit the network

OR

IF IT traces traffic all the way back to the QD2020ie's port but can still not see traffic



(Call TCS Support)