General Troubleshooting

- Always set the "Enable_Debug" signal high whenever performing troubleshooting. This will print out special messages in SIMPL Debugger that will show additional info on what is happening inside the module. Make sure "Console Text" and "Program Trace Messages" are checked in SIMPL Debugger (in the "Items to Trace" menu)

"Is_Communicating" Signal is low

This means the module cannot communicate with the Clock Audio device. There could be multiple reasons for this. A few troubleshooting steps are:

- Verify you have entered the correct information for the Clock Audio device in the "IP_Address" parameter.
- If you have multiple Clock Audio modules in your program, verify that you haven't used the same IP address more than once in the "IP_Address" parameter on any of the modules.
- Verify the "IP_Port" parameter is at the default (49494).
- Verify you have the correct "Adapter_Type" parameter selected (or, if using the Adapter_IP_Override parameter, that you have the correct IP address entered in this field).
- Open up a console session on the Crestron processor and send a PING command to the Clock Audio device to confirm that the Crestron and Clock Audio device are on the same network and able to communicate with each other.
- Confirm with the network administrator that UDP port 49494 is not blocked on the network and that UDP traffic in general is also not blocked.
- Verify in SIMPL Debugger that the module is sending the heartbeat command periodically (VERSION\r) but that the device is indeed not responding to this command.
- Download and install a TCP/UDP testing program such as "Packet Sender" and put your computer on the same network as the Clock Audio device. Then send the VERSION\r command to the Clock Audio device and see if you get a response.
    - If you do get a response, then we know that there isn't an issue with the Clock Audio device and that the problem is between the Crestron processor and the Clock Audio device. At this point, provided everything is on a managed switch, you will need to set up port mirroring and utilize Wireshark to check the UDP traffic coming from the Crestron and Clock Audio devices on port 49494.
        - If you see the VERSION\r command being sent by the Crestron processor but no response from the Clock Audio device, the problem is most likely network configuration related.
        - If you see the VERSION\r command being sent by the Crestron processor and you see a response from the Clock Audio device but do not see the response come in SIMPL Debugger, there may be some issue with your Crestron processor handling UDP responses. Verify you are running the latest Crestron firmware.
    - If you do not get a response, there could potentially be an issue with the Clock Audio hardware (bad LAN port or otherwise) or it could still be a network configuration issue. Contact Clock Audio in this case to work with you on hardware troubleshooting.

“Is_Communicating” signal is high but “Is_Initialized” signal is low

This means the module is able to communicate with the Clock Audio device but is not able to get all the information it needs to operate properly back from the Clock Audio device as a result of the initialization queries it is sending. There could be multiple reasons for this. A few troubleshooting steps are:

- Check the device version in Dante Controller and verify you are using the correct module for your Clock Audio device. Specifically, if you are using the CDT100, make sure you are using a module version (mkI or mkII) that matches the version for your device.

- With “Enable_Debug” signal high and SIMPL Debugger open:
    - Clear the SIMPL Debugger window of all current messages
    - Pulse “Reinitialize” on the module
    - Allow about a minute for the entire initialization process to complete
    - Generate a log of the session (“Logging” → “Save Current”) and send that to Clock Audio, along with your Crestron program, to open a service ticket with the module creator who will need to check the log for issues and potentially set up a support session for additional troubleshooting.

- If you have multiple Clock Audio modules in your program:
    - Verify that you haven’t used the same IP address more than once in the “IP_Address” parameter on any of the modules.
    - Comment out all but one of the modules in your program (whichever isn’t initializing)
    - Perform the steps outlined in the above sections

“Is_Communicating” and “Is_Initialized” signals are both high but still having issues

The steps to perform will depend on the issue you are experiencing. See below for some common issues. Nearly all support calls have been related to button press feedback.

- Button Press Feedback
    - With “Enable_Debug” signal high and SIMPL Debugger open:
        - Press one of the external mic ring buttons
        - Check if you are receiving BSTATUS responses from the device
            - If you are receiving BSTATUS messages but the feedback signals on the module are not updating, there may be an undiscovered issue with the module. In that case, generate a log of the session (“Logging” → “Save Current”) and send that to Clock Audio, along with your Crestron program, to open a service ticket with the module creator who will need to check the log for issues and potentially set up a support session for additional troubleshooting.
            - If you are receiving BSTATUS message and the feedback signals are all updating appropriately on the Crestron module but the system behavior is not responding correctly, the issue is most likely within the Crestron or DSP program. Check your logic and trace through to locate the cause of the potential issue.
            - If you are not receiving BSTATUS messages at all, reinitialize the module and check to see if the SASIP command is being sent out. This command registers the Crestron processor to receive unsolicited button feedback at a specific IP address and on a specific port. Take note of the IP address and port in the SASIP command being sent and check to see that it matches in the Unify software. If it doesn’t, you may need to manually set the IP address using the “Adapter_IP_Override” parameter to match whatever is shown in Unify.

- Button State is out of sync after initialization
    - Make sure “Enable_Latching_Mics” signal is low. In most circumstances, unless the situation requires it, this signal should be low. Setting this signal high will cause the module to poll for button state which will not always be accurate when momentary buttons are being used (which is most common).