

SOP-AV-001_Crestron_Troubleshooting_v1.0.0

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Standard Operating Procedure: SOP-AV-001

Title: Crestron Panel - “Loading Content” Error Troubleshooting **Version:** 1.0
Date: 2025-12-02

1.0 Purpose

This document provides a systematic procedure for diagnosing and resolving the “Loading Content” error on Crestron scheduling panels (TSW-770/1070 series) that are integrated with the AskCody room booking service.

2.0 Scope

This SOP applies to all IT Support and AV Technicians responsible for maintaining Crestron AV hardware and associated room scheduling software. It specifically covers Crestron TSW-770, TSW-1070, and similar models failing to connect to the AskCody service.

3.0 Responsibilities

- **IT Support Staff:** First line of support for troubleshooting network and application-level issues.
- **AV Technicians:** Responsible for hardware-level troubleshooting, firmware updates, and factory resets.

4.0 Prerequisites

Before beginning this procedure, ensure you have the following:

- Administrative PIN for the Crestron panel’s settings menu.
- Credentials for the AskCody Admin Portal.
- Credentials for the Crestron XiO Cloud portal or direct web UI access to the panel.

- Network access to the same VLAN as the affected panel for testing purposes.

5.0 Procedure

Follow these steps sequentially. Do not proceed to the next step unless the current one fails to resolve the issue.

5.1 Step 1: Verify Network and Internet Connectivity

Objective: Confirm the panel has a valid network connection and can reach required external services.

1. **Check Local Network Configuration:**

- Access the panel's setup menu (requires admin PIN).
- Navigate to **Settings** → **Network**.
- Verify that the panel has a valid IP Address, Subnet Mask, Gateway, and DNS server assigned.

2. **Test Network Path:**

- From another device on the same VLAN, attempt to ping the AskCody service endpoint (e.g., ping <tenant>.askcody.com).
- If the ping fails, investigate network infrastructure.

3. **Validate Firewall Rules:**

- Confirm that outbound HTTPS traffic on **TCP port 443** to *.askcody.com is permitted.
- Recent changes to VLANs, firewalls, or proxies are common causes of blockage.

5.2 Step 2: Confirm AskCody Service Health

Objective: Ensure the issue is not related to a service-wide outage or misconfiguration in the AskCody platform.

1. **Log in to the AskCody Admin Portal.**

2. **Verify Room Resource:** Check that the room resource associated with the panel is correctly configured and assigned.

3. **Check License Status:** Ensure all required licenses for the panel and resource are active.

4. **Check for Service Incidents:** Review the official AskCody status page for any reported service-wide incidents.

5.3 Step 3: Re-authenticate the Panel

Objective: Refresh the authentication token and configuration URL on the device.

1. **Access Panel Setup:** On the Crestron panel, exit the AskCody app to access the setup menu (typically by holding a screen corner for ~10 seconds).

2. **Navigate to Web App Settings:** Go to Apps → Web App Settings (or the specific AskCody integration menu).
3. **Verify URL:**
 - Check the configured AskCody URL.
 - It must match your tenant's booking page exactly (e.g., [https://<tenant>.askcody.com/panel/...](https://<tenant>.askcody.com/panel/)).
4. **Re-authenticate:** Use the on-screen options to re-enter credentials or re-pair the device with the AskCody service.

5.4 Step 4: Clear Cached Configuration and Reload

Objective: Remove outdated cached data that may be causing the loading loop.

1. **Navigate to Application Settings:** In the panel's setup menu, find the application management section.
2. **Clear Cache:** Select the option to **Clear Cache** or **Reload Web App**.
3. **Reboot:** After clearing the cache, perform a soft reboot of the panel from the settings menu.

Note: This step is critical if the AskCody URL has recently changed due to a migration or tenant update.

5.5 Step 5: Update Firmware and Application

Objective: Resolve potential compatibility issues between the panel's firmware and the AskCody application.

1. **Check Current Version:** Log in to **Crestron XiO Cloud** or the panel's local web UI to identify the current firmware version.
2. **Update Firmware:** If the firmware is outdated, update it to the latest stable release recommended for use with AskCody.
3. **Verify App Version:** Ensure the AskCody application package installed on the panel is the latest version.

5.6 Step 6: Hard Reboot and Factory Reset (Last Resort)

Objective: Return the panel to a factory default state and perform a clean installation.

1. **Perform Factory Reset:**
 - From the panel's setup menu, locate the option to perform a factory reset.
 - **WARNING:** This will erase all configuration from the device.
2. **Reinstall Application:** After the reset is complete, reinstall the AskCody integration package.
3. **Re-register Panel:** Follow the initial setup process to re-register the panel in the AskCody Admin Portal and configure it for the correct room resource.

6.0 Escalation

If the procedure outlined above does not resolve the issue, escalate the ticket to a **Senior AV Engineer** and open a support case with the appropriate vendor (Crestron or AskCody). Include all troubleshooting steps performed.

7.0 Common Causes Summary

- **URL Mismatch:** The URL in the panel's web app settings does not match the current AskCody tenant URL.
- **Cached Session:** The panel is holding onto an old, invalid session. (Resolved by Step 5.4)
- **Network Block:** Firewall or proxy rules are blocking outbound HTTPS traffic to *.askcody.com. (Resolved by Step 5.1)

8.0 Revision History

| Version | Date | Author | Change Description |
|---------|------------|--------|--|
| 1.0 | 2025-12-02 | Gemini | Initial document creation from source. |