



EST4 ConnectedSafety⁺ Troubleshooting Guide

The EST4 system supports communication between an EST4 fire alarm control unit and the ConnectedSafety⁺ cloud-based service. The communication connection sends reports and live events to web and mobile devices through the cloud service.

Configuration requirements

Gather ConnectedSafety⁺ configuration settings from the remote interface administrator. To guide you through what information to gather, download *EST4 Network Services Configuration Worksheet* (P/N 3102627) from the My-Eddie website. To access the website, enter www.edwardsfiresafety.com in your web browser, and then at the bottom of the page click MyEddie Login. Log on to the My-Eddie website, and then locate the worksheet in Resources & Training.

Notes

- Ensure the date and system time programmed in the EST4 4-CU is accurate for your time zone.
- Building network Ethernet port numbers 8883 and 443 must be open to allow communication.
- 4-FWAL node configuration:
 - The eth0 and eth1 network connections must be on different subnetworks and use the same IP version (IPv4 or IPv6). They must also be connected to different DHCP servers.
 - If using automatic IP addressing, eth0 must be used.
 - Ensure connected server(s) or hosts belong to the same subnet as the connected eth0 or eth1 port. If your network setup necessitates reaching a host on a different subnet, use eth0 for the configuration.
 - The following is the preferred Internet connection for a 4-FWAL configured in the 4-CU to run the ConnectedSafety⁺ ACS/IoT Service:
 1. Wire the connection from the 4-FWAL to a router, as opposed to an unmanaged switch. Routers ensure that clients receive network traffic intended just for them.
 2. Using a switch is not recommended. If a managed switch is used, configure the port used for the 4-FWAL for isolation so that traffic from/to other clients is not sent to the 4-FWAL.
 3. As an option to isolate network traffic, setup a VLAN dedicated to the 4-FWAL running the ConnectedSafety⁺ ACS/IoT Service.

Troubleshooting ConnectedSafety⁺ communication failures

The ConnectedSafety⁺ ACS/IoT Service is supervised by default. Any service communication failure with the 4-FWAL displays a local trouble on the fire alarm control unit LCD user interface. Refer to the list below for failure descriptions and resolutions.

You can disable the ConnectedSafety⁺ ACS/IoT service through the fire alarm control unit LCD user interface. For help on disabling the service, see *EST4 Technical Reference Manual* (P/N 3102301) sections "Viewing event details" and "Disabling and enabling devices."

Note: If a failure persists, contact Edwards Technical Support for assistance. Have the node diagnostics, panel history, and copy of the exported project available for technical support review. See "Contact information" on page 2.

FWALUnderAttack local troubles (pseudo point address 0674)

- **Issue:** ConnectedSafety⁺ ACS/IoT Service on Ethernet port stopped

If one or more of the 4-FWAL Ethernet ports is experiencing an overload of messages, it may be a cyberattack. The services on the Ethernet port are temporarily stopped until the messages stop or return to normal.

The LCD user interface shows:

Pseudo point address: 0701-0710

Label: \$Service x

Type: Local Trouble

Resolution: The local IT department should be notified and all building network routers, switches, and firewalls should be checked and settings updated for proper protections.

Service x local troubles (pseudo point address 0701-0710)

- **Issue:** EST4 system not connecting to ConnectedSafety⁺

The ConnectedSafety⁺ core has restrictions that may inhibit systems from connecting.

The LCD user interface shows:

Pseudo point address: 0701-0710

Label: \$Service x

Type: Local Trouble

Info text details: TLS (SSL) negotiation failed

Resolution: Ensure the date and system time programmed in the EST4 4-CU is accurate for your time zone.

- **Issue:** ConnectedSafety⁺ device registration failure

The LCD user interface shows:

Pseudo point address: 0701-0710

Label: \$Service x

Type: Local Trouble

Info text details: ConnectedSafety⁺ device registration failure, reboot required

Resolution: Contact Edwards Technical Support for assistance. Have the node diagnostics, panel history, and copy of the exported project available for technical support review.

- Issue:** Bad certificates and key
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: AWS_IO_TLS_CTX_ERROR
 Resolution: Contact Edwards Technical Support for assistance.
 Have the node diagnostics, panel history, and copy of the exported project available for technical support review.
- Issue:** The post database download to the panel or initial turning on of the ConnectedSafety⁺ ACS/IoT Service caused communication service local trouble
 The 4-FWAL restart failed to contact with ConnectedSafety⁺ after the database update because the Endpoint URN is incorrect.
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: AWS_IO_DNS_INVALID_NAME
 Resolution: In the 4-CU, find the 4-FWAL that has the ConnectedSafety⁺ ACS/IoT Service. Select the ACS/IoT Service > Edit Properties > Connection Details. Check the End Point URN property.
- Issue:** Certificate presented to ConnectedSafety⁺ is rejected
 If the 4-FWAL is using an old claim certificate, the certificate may be rejected.
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: IOT Device cert creation failure, reboot required
 Resolution: Contact Edwards Technical Support for assistance.
 Have the 4-FWAL MAC address and serial number node available for technical support review.
- Issue:** Internet access and DNS issues
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: Host name was invalid for DNS resolution. No address found for the supplied host name.
 Resolution: If the system was previously connected to ConnectedSafety⁺, there is an issue between the panel and the cloud, and something changed. If the panel was never connected to ConnectedSafety⁺, check all the 4-FWAL and ACS/IoT configuration steps in *EST4 Network Services Configuration Worksheet* (P/N 3102627).
- Issue:** Panel ConnectedSafety⁺ ACS/IoT Service is not working
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: AWS_IO_SOCKET_TIMEOUT, socket operation timed out
 Resolution: If using multiple Ethernet ports, eth0 must be configured as "IP Address Automatic" and eth1 as "Static IP Address."
- Issue:** ConnectedSafety⁺ core rejecting panel connection when the 4-FWAL has a valid certificate and Internet access
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: MQTT Connection rejected
 Resolution: Contact Edwards Technical Support for assistance.
 Have the 4-FWAL MAC address and serial number node available for technical support review.
- Issue:** A ConnectedSafety⁺ confirmation not received for message from control unit
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: MQTT timeout between ... Publish failed ...
 Resolution: Check 4-FWAL Internet access. Restart the router connected to the 4-FWAL.
- Issue:** Intermittent local troubles activating and restoring on the control unit
 The 4-FWAL communication with ConnectedSafety⁺ failed because the response time is too long.
 The LCD user interface shows:
 Pseudo point address: 0701-0710
 Label: \$Service x
 Type: Local Trouble
 Info text details: AWS_ERROR_MQTT_TIMEOUT
 Resolution: See 4-FWAL node configuration notes in "Configuration requirements" on page 1. If the failure persists, contact Edwards Technical Support for assistance. Have the node diagnostics, panel history, and copy of the exported project available for technical support review.