Rikard Lundgren

Subject: FW: #203961

From: Kamal Karaa (Easee) <support.international@easee.com>
Sent: Thursday, October 12, 2023 4:06 PM
To: Rikard Lundgren <rikard@2change.com>
Subject: #203961

Vi har oppdatert forespørselen din (203968). Svar oss her hvis du har mer du vil dele eller flere spørsmål du trenger svar på 😃

Kamal Karaa (Easee)
12. okt. 2023, 16:05 CEST

Hello Rikard,

The issue is something our cloud team is aware of and they have assured me that it is a top priority.

Unfortunately, there is no date as to when it will be implemented. At the moment, they are still in the investigation phase and are still trying to reproduce the issue on one of the test chargers.

There is also no way for end users to follow progress on internal processes such as this.

I apologise for all the inconvenience this may have caused.

Med vennlig hilsen,

Kamal

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https://support.easee.com

Rikard
12. okt. 2023, 15:41 CEST

Hej Kamal,

I put my trust and faith in you and the dev team that you can implement a fix for this on the Easee cloud side. At least to have clear documentation to third party developers for different limitations etc. Would be useful for everyone! 😊

I also put in a Github ticket to the developer of the Easee integration in Homey: https://github.com/ricott/homey-no.easee/issues/57

Other than stop using the smart controlling of the chargers through e.g. Homey when it comes to using excess solar production as well as lower tariffs there's really no solution for this in place at the moment for a non-developer person like me. Workaround is to every now and then turn the power off but this doesn't help when I want to schedule a charging to start e.g. during the night and it's no guarantee that the charger will work just when we need it to work anyway. A bit sketchy to say the least. :S

Anyway, last question, is there any way I can follow the outcome of the aforementioned possible fix on the Easee side?

Med varma hälsningar / Best regards

Rikard Lundgren

Kamal Karaa (Easee)
12. okt. 2023, 14:15 CEST

Hello again,

I do not have visibility on the IP address but I can confirm that it is Homey not Monta as Monta commands appear as follows and clearly show Monta :

And there are very few commands coming from Monta.

I hope this helps.

Med vennlig hilsen,

Kamal

Rikard
12. okt. 2023, 11:48 CEST

1.   *Unfortunately there is no specific number that I was able to get from the cloud team. They are still gathering information on this as it is an issue that has only recently started appearing. As previously stated, your charger was functioning well with the same amount of commands per month for almost a year. That being said, the number of commands is quite elevated and there is no need to poll the lifetime energy of the charger so frequently. Since customers normally charge once a day or*

sometimes even less, a poll once a day or even once every two days would be generally better practice from the integration sending the commands rather than polling every 10 minutes.

I agree with the above and want to emphasize that there actually is something that changed on the Easee side given the year without any problems. I appreciate your efforts to solve this on your side as well!

On my side of things; Can I please have the IP number from where the integration sends it's poll? That would greatly help me to know if it's the Homey or the Monta integration that is sending the request without having to remove it. If I'm forced to remove them, all the different logics but also payments etc in the case of Monta will be broken which will take me hours to set up again and verify.

2. *No automatic reset for this since the fix for the issue is to start a "Clean Session" in the cloud for the charger. The only ways to do so at the moment are 1) to power it off for an extended period of time as it would disconnect the charger from the cloud and end the session thus starting a new "Clean Session" when it connects again, 2) or by having someone from the cloud team do this themselves and forcing a "Clean session".*

    Thanks. At least I have a workaround should it not be solved on the software side of things.

3. *As stated above it forces a new "Clean session" but since the commands continue coming in the from the integration it does not last long which is why we suggest dissociating the integration before doing so. This would ensure that it would not block again since there are no commands that are continuously coming in after the reboot.*

Med varma hälsningar / Best regards

Rikard Lundgren
Certified SAFe 5 Agilist

Kamal Karaa (Easee)
12. okt. 2023, 11:11 CEST

Hello Rikard,

1. Unfortunately there is no specific number that I was able to get from the cloud team. They are still gathering information on this as it is an issue that has only recently started appearing. As previously stated, your charger was functioning well with the same amount of commands per month for almost a year. That being said, the number of commands is quite elevated and there is no need to poll the lifetime energy of the charger so frequently.

Since customers normally charge once a day or sometimes even less, a poll once a day or even once every two days would be generally better practice from the integration sending the commands rather than polling every 10 minutes.

2. No automatic reset for this since the fix for the issue is to start a "Clean Session" in the cloud for the charger. The only ways to do so at the moment are 1) to power it off for an extended period of time as it would disconnect the charger from the cloud and end the session thus starting a new "Clean Session" when it connects again, 2) or by having someone from the cloud team do this themselves and forcing a "Clean session".

3. As stated above it forces a new "Clean session" but since the commands continue coming in the from the integration it does not last long which is why we suggest dissociating the integration before doing so. This would ensure that it would not block again since there are no commands that are continuously coming in after the reboot.

I hope this answers your questions.

Med vennlig hilsen,

Kamal

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Rikard

11. okt. 2023, 17:09 CEST

Great!

I will also start a github ticket with the developer of the integration and in order to do so in a good way I still need some more information.

Coming back to basics;

1. How many commands could we expect to work over a period of time, what has been defined here from your side?
2. Is there an automatic reset timer for the cloud to start accepting commands again after a block? Given that we haven't experienced these issues until recently (When I sent in the first ticket to you).
3. The functionality of the charger started working for a short period following the power disconnect for 2 hours. Does a power off of the charger really affect the clouds ability to receive commands?

Med varma hälsningar / Best regards

Rikard Lundgren

Kamal Karaa (Easee)

Hello Rikard,

A. These logs are unfortunately not available to end customers, installers, or partners at this point. The GUI available to users are the portal and the application that you probably already know and use. (portal.easee.com)

B.

1. On average 4500 commands sent to the charger per month of which a large part is reject by the charger or expired due to the charger not responding. I have looked back up until August 2022

2. Between 4300 and 5000 commands per month

3. The number of commands is in the same range up until November 2022 which had 1992 commands. In the months of August, September, and October 2022 you charger only had around 30 commands per month. and nothing before that. (Which I assume means the chargers were installed in august of 2022). As off December 2022 your charger has around 4500 commands a month. The same applies to both of your chargers. (I have just noticed that your other charger EHCD73U9 is also blocked. I have asked our cloud team to implement the fix there as well)

4. Both your devices are affected by this issue in the same way.
   The equalizer does not send commands to the chargers. The communication between the products is done via EaseeLink and they would not appear in the logs. Also the Equalizer only sends consumption data to the charger. It does not request data from the charger, as the logic for load balancing is all done in the charger. The Equalizer is only a transmitter giving the charger visibility on consumption and available power.
   As previously stated this is an issue we have seen with other customers using third party integrations. The source of the issue is not our product it is the integration.

C. Happy to hear it 🙂 As perviously stated I have requested that the same fix be implemented on your second charger I had not noticed it was equally affected by the issue. I will let you know once it is done.

Please do not hesitate to contact us for further questions or information.

Have a great day! 🙂

Rikard

11. okt. 2023, 14:56 CEST

Thank you Kamal for your quick response and effort. This will help to conclude this ticket a lot faster. 😊

A. In regards to the communication logs. Is there any GUI or other way I can gain access to the logs myself in order to do the testing eg. Turning certain functionality off and on?

B. "*The integration has indeed caused the cloud to block further commands to the charger. The issue is not from the charger but rather the cloud refusing to continue sending commands to the charger due to the fact that the integration has sent over 5000 commands to your charger in the past month.*"

1. How does it look the previous months?
2. Is it the same number of commands? Is it more or less?
3. Has the number of commands changed at a certain date?
4. To which device specifically is the command sent to? It sounds to me that it could be the equalizer given that it's a request for total energy in kWh, is this correct?

C. "Also please confirm if you charger is responsive again."
   It is indeed responsive again, I tried through the Easee app to permalock the cable and it does work.

Thanks once again for great and relevant support!

Med varma hälsningar / Best regards

Rikard Lundgren
Certified SAFe 5 Agilist

Kamal Karaa (Easee)

11. okt. 2023, 12:30 CEST

Hello Rikard,

I have an update from our cloud team.

The integration has indeed caused the cloud to block further commands to the charger. The issue is not from the charger but rather the cloud refusing to continue sending commands to the charger due to the fact that the integration has sent over 5000 commands to your charger in the past month.

For the time being they have resolved the issue by unblocking your charger and it should be functional again. That being said if the integration is not stopped and the spamming continues they have confirmed that it will get probably get blocked again as the fix is not permanent. They are looking into a permanent fix for this, however since the issue does not originate from us it may not be possible.

I hope this answers you questions.

Also please confirm if you charger is responsive again.

Have a great day! 🙂

Med vennlig hilsen,

Kamal

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https://support.easee.com

Kamal Karaa (Easee)

11. okt. 2023, 11:07 CEST

Hello Rikard,

1. The last update to firmware 313 was made in May 2023 (08/05/2023 more precisely).

2. I will have to check this with our integration team as I do not have this information. In order to so I will have to escalate your ticket to them. I will let you know as soon as I have an answer.

That being said, as previously stated in my last email, I advise dissociating your charger from Homey as we have seen this issue occur in other instances with other customers that use homey. Then doing a power cycle for one hour. This would at least allow you to continue using your charger until I have a reply from them.

Have a nice day! 🙂

Med vennlig hilsen,

Kamal

easee

https://support.easee.com

Rikard
11. okt. 2023, 10:45 CEST

Hi,

I would like to investigate this further.
Given that the exact same setup has been working flawlessly for at 6 months without any issues of non-responding charging robots before it suddenly stopped working.

1. What date was the last firmware pushed out and installed in my robots from Easee?
2. How many queries per unit of time is a robot verified to be able to handle?

This will be the foundation for the further investigation.

Med varma hälsningar / Best regards

Rikard Lundgren
Certified SAFe 5 Agilist

Kamal Karaa (Easee)
29. sep. 2023, 16:56 CEST

Hello Rikard,

The command is a poll of information for observation 124 which is the lifetime energy of your charger.

 The fact the origin is easee-cloud means that the command is originating from your own cloud account. So an integration that has access to your account such as homey would do this or if you do something yourself.

This command does not originate from Easee itself it is an external command.

I would advise to dissociate the charger from Homey as we have seen this occur in other instances where customers use homey. Then doing a power cycle for one hour. Once this is done if the spamming stops then we would know that the source was the homey integration. It would be best to contact them directly to understand why their integration is sending this.

Please let m know if there is anyting else I can help you with.

Med vennlig hilsen,

Kamal

Rikard

Hi,

I have checked my automations from my homey and there is no commands being sent to the charger with that frequency of 10 minutes. In your screenshot it says the origin application is the Easee cloud, it must be possible to check exactly what command is being sent (which could give a clue) as well as from which integration. If not it just looks like it is Easee itself that sends the command which is out of my ability to control.

Please supply me with more information about the signal:

1. What is the source of the signal?
2. What function/status is it requesting?

Med varma hälsningar / Best regards

Rikard Lundgren
Certified SAFe 5 Agilist

Kamal Karaa (Easee)

Hello Rickard,

Thank you for contacting Easee Support!

We apologise for the delay in getting back to you.

It seems like your charger is being spammed with commands from some integration that has access to your cloud account. Due to the high frequency of commands your charger is receiving it must have frozen and stopped responding to commands. (Screenshot below for your reference)
Do you have such an integration (homey, futurehome,...) or do you use the API yourself?

View command entry details		ID - Command	Arguments
Expired	2023-09-29 14:18:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 14:08:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 13:58:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 13:48:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 13:38:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 13:28:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 13:18:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 13:08:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 12:58:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 12:48:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 12:38:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 12:28:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 12:18:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 12:08:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 11:58:43	2 PollSingle	ObsId = 124

Expired	2023-09-29 09:38:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 09:28:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 09:18:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 09:08:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 08:58:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 08:48:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 08:38:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 08:28:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 08:18:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 08:08:44	2 PollSingle	ObsId = 124
Expired	2023-09-29 07:58:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 07:48:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 07:38:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 07:28:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 07:18:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 07:08:49	2 PollSingle	ObsId = 124
Expired	2023-09-29 06:58:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 06:48:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 06:38:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 06:28:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 06:18:43	2 PollSingle	ObsId = 124
Expired	2023-09-29 06:08:50	2 PollSingle	ObsId = 124
Expired	2023-09-29 05:58:43	2 PollSingle	ObsId = 124

If so please try stopping any such integration (unlinking you charger from the service or stopping the script) and then turning your charger off for an hour or two and then turning it back on again.

Please do not hesitate to contact us for further questions or information.

Have a great day! 😊 ⚡

Med vennlig hilsen,

Kamal

easee

Rikard

24. sep. 2023, 10:25 CEST

Hi, Please refer to https://support.easee.com/hc/requests/203961 Hi, Unfortunately, the robots just worked for a few days after the closing of this ticket. We're now experiencing exactly the same issue. No connectivity. The only way to start the charging is though a NFC tag and even that doesn't seem to communicate with, in this case, Monta where the tag should be directed. Please see screenshots. We cannot have this unreliable situation ongoing due to the simple fact that we can't plan our charging sessions to start/stop automatically. Right now it's only manual and I do not want to wake up in the middle of the night just to start the charging. 😅 Cannot even lock the charging cable to the robot through the Easee app. What is the next step? Med vänliga hälsningar / Best regards Rikard Lundgren

Vedlegg
Screenshot_20230924_095829_Monta.jpg
Screenshot_20230924_095919.jpg