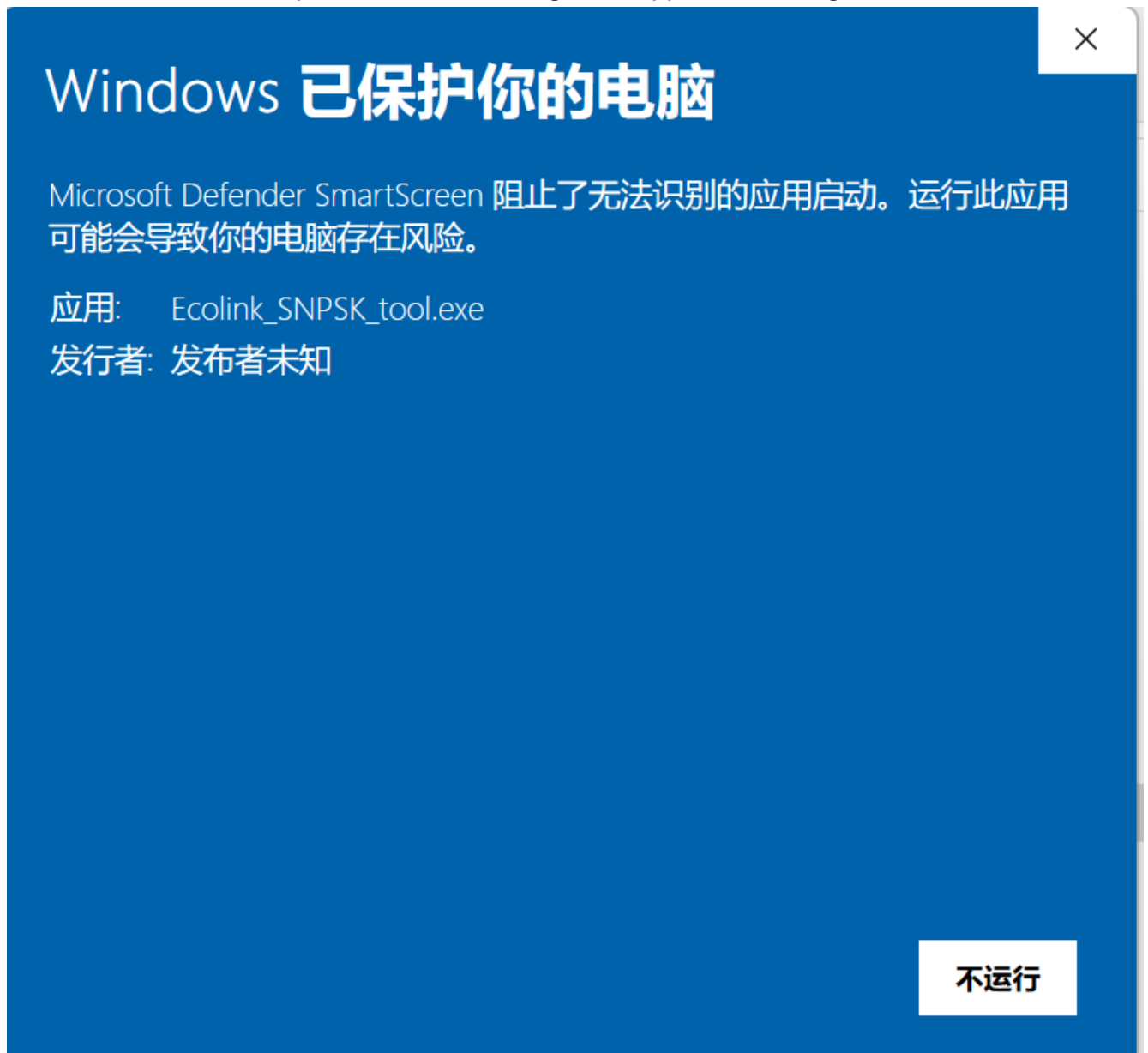


# Troubleshooting

1. The software cannot be started
  - o Defender SmartScreen prevented an unrecognized app from starting.



Solution steps:

1. Click Properties
  - Right click the installer and click Properties.
2. Click the small box
  - In the open window, find [Unlock] and click [Small Box] in the front
3. Click OK to unlock the small box in front [Check] and click [OK]

- The software cannot be started Please ensure that the NET class library is installed on the computer, and the download address (advance to NET6.0): <https://dotnet.microsoft.com/en-us/download/dotnet/6.0>.

6.0.11

[Release notes](#) Latest release date November 8, 2022

**Build apps - SDK**

**SDK 6.0.403**

OS	Installers	Binaries
Linux	<a href="#">Package manager instructions</a>	<a href="#">Arm32</a>   <a href="#">Arm32 Alpine</a>   <a href="#">Arm64</a>   <a href="#">Arm64 Alpine</a>   <a href="#">x64</a>   <a href="#">x64 Alpine</a>
macOS	<a href="#">Arm64</a>   <a href="#">x64</a>	<a href="#">Arm64</a>   <a href="#">x64</a>
Windows	<a href="#">Arm64</a>   <a href="#">x64</a>   <a href="#">x86</a>   <a href="#">winget instructions</a>	<a href="#">Arm64</a>   <a href="#">x64</a>   <a href="#">x86</a>
All	<a href="#">dotnet-install scripts</a>	

**Visual Studio support**  
Visual Studio 2022 (v17.3)  
Visual Studio 2022 for Mac (v17.4)

**Run apps - Runtime**

**ASP.NET Core Runtime 6.0.11**

The ASP.NET Core Runtime enables you to run existing web/server applications. **On Windows, we recommend installing the Hosting Bundle, which includes the .NET Runtime and IIS support.**

**IIS runtime support (ASP.NET Core Module v2)**  
16.0.22296.11

OS	Installers	Binaries
Linux	<a href="#">Package manager instructions</a>	<a href="#">Arm32</a>   <a href="#">Arm32 Alpine</a>   <a href="#">Arm64</a>   <a href="#">Arm64 Alpine</a>   <a href="#">x64</a>   <a href="#">x64 Alpine</a>
macOS		<a href="#">Arm64</a>   <a href="#">x64</a>

## 2. Write failed, and the XShell tool displays timeout.

- Please check the COM port of the computer link. It may be that the computer COM is not in good contact. Please replace the computer with a good COM. If not, please replace the computer.
- It is possible that the parameter selection is wrong, and the correct COM port and parameter should be selected in the software.

**IOT Management Tool**

Menu (Dev)

- Account
- SerialCOM
- Setting
- Help

Location: SerialCOM->Burn

**COMSetting**

Serial Port: COM3

Baud Rate: BR\_115200

Parity Bit: None

Data Bit: 8

Stop Bit: 1

Save Reset

Connection

**SendSetting**

CommonSendPattern

FileSendPattern

BurnDown

Receive Area

Send Area

EnableValidateSN EnableMappingPrefix

Serial - Clear

Current User: Admin 2022/10/31 17:29:58 Exit

- If the writing is successful, and the XShell is restarted successfully with the command, but it cannot be found on the website (URL of the test environment

[d.ecolab.com.cn/#/Device/dtuList](http://d.ecolab.com.cn/#/Device/dtuList) ) , please try hard restart directly (power off and restart the board).

3. If the writing is unsuccessful, please carefully check the writing steps. For example, if SN already exists in the board, the original SN number needs to be deleted. Whether it is necessary to restart the device.
4. Write device, associated with software and hardware. If it fails, there may be problems in both aspects.
  - For software, please contact the software designer: [xudong.xu@ecolab.com](mailto:xudong.xu@ecolab.com)
  - For hardware (Device or Gateway), please contact the relevant designer:  
[jian.zhang3@ecolab.com](mailto:jian.zhang3@ecolab.com); [ying.zhang@ecolab.com](mailto:ying.zhang@ecolab.com); [kai.chen@ecolab.com](mailto:kai.chen@ecolab.com); [yi.xiao@ecolab.com](mailto:yi.xiao@ecolab.com) Etc
  - For computer related problems, please contact IT: [chinait@ecolab.com](mailto:chinait@ecolab.com)
  - For SNAAndPSK firing process, please contact: [peiguo.yuan@ecolab.com](mailto:peiguo.yuan@ecolab.com)