

SYSTEMS TECHNICAL SUPPORT



Honeywell Systems Technical Support

Technical Tips

This booklet contains a set of reference cards aimed at providing quick troubleshooting tips for all of the products supported by Honeywell Systems Technical Support. This booklet also provides guidelines for the information needed when contacting Honeywell Systems for support.

Each of the cards is specific to one product and contains troubleshooting tips that will aid in resolving common issues. See page 20 for a list of information which will be necessary when contacting Honeywell Systems for technical support.

Below is a list of the topics covered in this booklet:

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HD Over Coax

Troubleshooting Tips

- Verify that all cable lengths are within specifications.
- Verify power is within specifications.
 - Wattage and Amperage should equal or exceed the camera's spec
 - Wires should not be ran in parallel from single output
- If using UTP video ensure the baluns are adequate for the distance of the wire run
- If condensation is occurring inside the camera verify that the housing is sealed properly.
- Test by swapping defective unit with a known-good unit.
- For night time or low light issues:
 - Camera should be properly back focused for low light
 - A welder's lens can be held in front of the camera to simulate poor lighting (night time) conditions
 - If the camera will not switch to night mode, try covering it to block environmental lighting
 - If the camera will not switch back to day mode, try pointing it at a bright light source or flashlight
- For IR cameras:
 - Ensure all LEDs clear the camera housing
 - If IR lighting is on but the scene is too dark, ensure the scene contains objects with higher reflectance

HRDP

Troubleshooting Tips

- Verify that all software and firmware is up-to-date.
 - i.e., DVR firmware, remote software and mobile app
- Ensure that the video format is set to NTSC.
- Verify DVR detects HDDs in Disk Management.
- If using DDNS, verify valid DNS servers are configured.
 - Use 8.8.8.8 or 8.8.4.4 for testing
 - For HRDP, verify DDNS login with engineering
- Verify all necessary ports are open both internally and, if applicable, externally.
 - 80 (HTTP), 4000 (server), 4002 (H.264 only)
- Remote access:
 - The latest version of FVMS no longer requires licensing
 - Ensure the “DVR type” field matches the DVR
 - Verify the unit can be accessed on the LAN
 - HRDP only supports Internet Explorer 6 or higher
 - Ensure Active X is installed and not being blocked
- If needed, attempt to factory default the unit.

Troubleshooting Tips

- Ensure the DVR firmware is up-to-date.
- Verify motion detection is configured in both locations:
 - Menu > Settings > Camera > Schedule
 - Menu > Settings > Record > Advanced
 - Ensure the handle is set to trigger the correct camera
- Remember that the DVR's video retention time is very limited at default (highest) settings.
 - Use the Storage Calculator available in the product page at www.honeywellvideo.com for an estimate
- Remote access:
 - Ensure Multi-Site 4200 software is up-to-date.
 - Do not leave the unit set to DHCP unless using IP reservation on the router (Default IP: 192.0.0.64)
 - If using DDNS and DHCP is disabled both the primary and secondary DNS must have valid server IPs
 - Use Gateway IP on primary, 8.8.8.8 on secondary
 - Ensure that all necessary ports (HTTP: 80, Server: 8000) are open locally and, if applicable, externally
 - If using DDNS the port in the mobile app is always 80
 - If Active X will not load, set "Download Unsigned Active X" to "Prompt" in IE security settings and ensure 32-bit version of IE is being used

IP Cameras

Troubleshooting Tips

- Verify firmware, IP utility version and NVR compatibility.
 - Check compatibility with NVR prior to an update
 - Check documentation for known issues and bugs
- Verify a compatible browser version is being used
- Web interface and Discovery issues:
 - Discovery protocol is not routable If changes do not save, ensure the machine running IP utility and the cameras are on the same IP range
 - Disable any firewall and antivirus software
 - Add camera(s) IP address(es) to trusted sites and set security level for trusted sites to “low”
 - Power cycle the camera
 - If issue persists, perform a hard reset

Troubleshooting Tips

- Latest LobbyWorks version available on the MyWebTech download center <https://mywebtech.honeywell.com/>
- Verify OS and SQL compatibility with the LobbyWorks version.
- Ensure that Windows firewall, anti-virus and UAC are turned off before database and application installation.
- Ensure that the software is licensed with sufficient privileges to run all required applications.
 - Check the “total in use” and “license information” tabs
- Ensure that all available workstations are added under their corresponding sites/buildings.
- Determine if LobbyWorks internal authentication or Windows authentication is being used for login.
- Ensure that device drivers are loaded properly.
- If using scanners, cameras, printers or signature pads, verify calibration
- Verify that the latest SDK is installed.

MAXPRO® Cloud

Troubleshooting Tips

- Ensure the unit's firmware is up-to-date.
- Registration and synchronization issues:
 - Unique Key = MAC address entered in capital letters without spaces or colons (i.e., 001F55DE0073)
 - Ensure that UPnP is working (light is green) or ports are properly forwarded
- Local connection issues:
 - Ensure Silverlight and Bonjour are installed on the client machine
 - Ensure the client has internet access
 - Connect directly to the NIC on the back of the unit
- Remote playback and retrieval issues:
 - Verify the unit has properly configured schedules
- Attempt to duplicate the issue.
- If needed, factory default the unit and reconfigure it.

MAXPRO® NVR

Troubleshooting Tips

- Verify that the MAXPRO NVR software is up-to-date.
 - Ensure all necessary patches have been applied
 - Determine if the software was upgraded
 - Determine the steps taken to complete the upgrade
- Ensure ports 26026, 20007, 10000, 10010 (and, if applicable, 80 and 554) are open both internally and externally.
- Verify that the NEO and Trinity services are started.
- Determine if the server's machine name or Administrator account password have been changed.
- Ensure that the latest compatible firmware is being used on any cameras and streamers.
- Note if the server, clients and cameras are on the same VLAN.
 - Determine if they are part of a domain or workgroup
- Determine if motion detection is being used.
 - Verify that VMD has been set up correctly
- Ensure the user account has the necessary privileges.
 - Test with the windows account used to install the software.
Check the logs for any errors.
- Ensure recording drives are exempt from AV scans.
- Look at documentation in mywebtech.honeywell.com that may be related to the issue (e.g. troubleshooting guide).

MAXPRO® VMS

Troubleshooting Tips

- Isolate the cause of the issue:
 - Troubleshoot the recorder, client and server
 - Ensure issue is not with recorder, camera, client, etc
 - Ensure the recorder or device was added correctly
 - E.g., test logon credentials used at the recorder, verify functionality and user rights at the recorder
- Check compatibility of hardware, OS and software.
- Review error message(s):
 - Invalid workstation for logon – User rights
 - Workstation not configured – Workstation not added
 - Version mismatch – Wrong client version or product
- Test by using the Windows installer account.
 - Login to the OS as the installer account
 - Check the “Windows Logged-in User” box
- PTZ or keyboard issues:
 - Restart the “TrinityController” service
 - Monitor the “Maxmon” utility during testing
- If VMS Client install has SQL authentication errors, ensure that the option to add the workstation to the database was not chosen on the previous page.
- Check the logs for errors.

Troubleshooting Tips

- Verify that panel firmware is up-to-date.
 - Latest firmware in MyWebTech Download Center <https://mywebtech.honeywell.com/>
 - Recommended Firmware version should match across the loop
- NetAXS Series panel hard default
 - **Step 1:** Turn all DIP switches “Off”
 - **Step 2:** Cycle power and wait for the Run LED to flash rapidly
 - **Step 3:** Set the DIP switches back to the original setting
 - **Step 4:** Cycle power to the panel
- Ensure that DIP switch 6 is on at the gateway panel and off on all downstream panels.
- If using a NetAXS-123 panel in a loop with NX4 panels, the NetAXS-123 should always be the gateway panel.
- Verify the user is logging in using an SSL connection.
 - The URL should be “https://<ip_address>”
- On the NetAXS-123, ensure that DIP switch 7 is off when using a custom IP address.
- Web browser clear browser history, cache and cookies.
- EVL connected to a common IP sub-network that provides dynamic address assignment via DHCP
- If accessing the panel over the internet ensure that requests are forwarded to port 443 on the firewall.
 - If unable to access via the internet ensure that the panel can be accessed on the LAN
- Ensure that the panel is connected to an active LAN.
 - Link LED on, run LED flashing

Performance Series IP NVRs High Quality Analog

Troubleshooting Tips

- Verify that the DVR/NVR firmware is up-to-date.
- Inspect system logs and event status for any errors.
- If needed, attempt to factory default the unit.
- If using an external HDD verify that it was formatted for FAT32 with the appropriate utility.
- Verify that the HDCS software version is up-to-date.
- If needed, attempt to reinstall the remote software.
- Ensure all necessary ports are open both internally and, if applicable, externally.
 - Network Ports: 80, 37777, 554, 161 and 443
- Verify that the unit can be accessed on the LAN

PRO3200

Troubleshooting Tips

- Reader, Input, and Output addresses on the PRO3200 panel are labeled starting with address 0.
 - This translates to address 1 in the WIN-PAK® per the example below:

PRO3200 Device	PRO3200 Address	WIN-PAK Address
Reader\ Input\ Output	0	1

- The SIO board ports for a PRO32IC in WIN-PAK are ports 4 and 6; port 6 is set as the default.
 - These are labeled as ports 2 and 3 on the panel.
- Default credentials: Username: admin Password: password
- PRO32IC Web Interface using the IP Address defined:
 - Default URL enter: <http://192.168.0.251>
 - URL enter: http://followed by the user defined IP Address

PRO3200 IC - IP Address	DIP Switch Settings			
	S1	S2	S3	S4
Default IP 192.168.0.251	OFF	ON	OFF	OFF
User Defined IP	S1	S2	S3	S4
	OFF	OFF	OFF	OFF

- Communication Type
 - Direct TCP/IP: IP Server with Port 3001 (Default)
 - Reverse IP: IP Client with Port Range 5001-65535
- To clear panel memory
 - **Step 1:** Set [S1=ON, S2=ON, S3=OFF, S4=OFF]
 - **Step 2:** Power up and move S1 or S2 to OFF within 10 seconds.

PRO-Watch®

Troubleshooting Tips

- Verify panel firmware is up-to-date
 - Pro-Watch Compatibility Matrix > Supported Hardware tab
<https://mywebtech.honeywell.com/> > Download Center
- Ensure addressing is correct and right panel type is selected
- Confirm Pro-Watch registry values
 - COMMSERVERNAME
 - DATABASENAME
 - DATABASESERVERNAME
- Check all relevant logs for errors (Windows Application, SQL, Install, etc.)
 - Note any software-specific errors
- Ensure the database and software versions match
 - SQL > PWNT > db_version table
 - Pro-Watch > Help > About Version
- Verify permissions
 - Pro-Watch Compatibility Matrix > Machine Permissions Requirements Tab
<https://mywebtech.honeywell.com/> > Download Center
- Test SQL connection issues using UDL file or ODBC connection
- Review release notes for Known Issues
- Know what the panel and channel colors mean:
 - Yellow - Pro-Watch Communication Server not trying to connect
 - Check Primary Workstation in site
 - Check Licensing
 - Red – Pro-Watch Communication Server trying to connect but failing
 - Confirm you can ping the IP
 - Confirm you can telnet to the Port (3001)
 - Check Panel Address
 - Green – Pro-Watch Communication Server connected

PTZ Cameras

Troubleshooting Tips

- Verify that the protocol and communication settings are correct both at the camera and the controller.
 - Protocol and communication settings (Baud rate, parity, data bit, stop bit) must be the same both at the camera and the controller
 - If you power cycle a PTZ the protocol and communication settings will be displayed on the video
- Verify that RS485 termination is correct.
 - In a daisy chain configuration, only the last camera in the chain should be terminated
 - In a home run configuration, every camera must be terminated
- If using a home run configuration, use HDCD8TP.
 - RS485 should not be run in parallel
- Refer to the quick install guide for DIP switch configuration and power requirements
- On ACUIX™ cameras, verify the firmware is up-to-date.
- Make sure power, video and data runs are within specifications. See app note for distances. Data: 4000 ft RS485, video 750 ft coax.

Vindicator®

Troubleshooting Tips

- Ensure all devices have adequate power.
- If applicable, ensure Proteus is running.
- Confirm alarms and communication using PC Smart Pac.
- Verify that firmware is in the compatible range on all devices.
- Ensure downstream devices are communicating.
- Check UDP settings.
- If applicable, verify that the serial connections is directed to the correct ports.
- Verify device LED status is normal.
- Attempt to ping the device or PC.
- Restart the applicable services.
- Power cycle the Vindicator equipment and PC.

Troubleshooting Tips

- Latest WIN-PAK Service Pack available in the MyWebTech download center <https://mywebtech.honeywell.com/>
- Reference self-help How-To-Video's, knowledge base articles and FAQ's on MyWebTech
- Database upgrades, repairs, and password resets
 - Contact technical support at 800.323.4576 option 2 to start the database services process
- NetAXS | PRO200 panel communication issues use ping, telnet (Port), Netstat, TCPView, HyperTerminal
- Ensure the winpakuser (created on install) is valid
- Help select F1 in WIN-PAK
- Web Interface connection issues perform an IIS reset.
- Confirm supported compatible integration devices
- WIN-PAK System Real Time Viewer for NetAXS
- Web Interface URL <http://<ipaddress or machine name>/csacnet>
- An Operator can be classified either as an “Administrator” or a “Customer” or an “Operator”.
 - An Operator can access both the host application and the Web.
 - A Customer can only access the Web.
 - An Administrator cannot access the Web.

WIN-PAK® (Continued)

Troubleshooting Tips

- Perform scheduled database backups
 - The following files will need to be manually copied and backed up:
 - User image (*.JPG's) files
 - Badge image (*.BMP/ *.JPG's) files
 - Floor Plan Image (*.WMF) files
 - Signatures (*.SIG) files
- Software issues:
 - Check error logs: Windows, VMS, SQL, winstall.log
 - Run services in debug mode and note any errors
 - Search the internet for solutions to Windows and SQL errors (msdn.microsoft.com/library/default.aspx)
 - Restore a blank database and see if issue persists

Additional Helpful Information & Links

Technical Support

- **Hours of Operation:**
 - Monday through Friday, 9:00 am – 7:00 pm EST
- **Phone Support:**
 - 1.800.323.4576 Technical Support, Option 2
- **MyWebTech | Customer Portal**
<https://mywebtech.honeywell.com/>
- **Schedule Support:**
<https://www.honeywellsystems.com/ss/scheduleSupport/index.html>
- **Online Training:**
 - www.HoneywellDiscoverTraining.com

Discover Online Learning Management System

Discover provides a broad array of technical courses specifically designed for dealers and certified Honeywell integrators to increase your product knowledge. The learning management system offers a convenient and easy-to-use format.

And best of all, you can get the training you need at work or in the comfort of your own home. All you need is a PC with an Internet connection.

- **Discover Online Learning Management System Offers:**
 - e-learning format and easy-to-follow curriculum
 - Online registration requests for instructor-led product certification classes
 - User printable course completion certificate, ID card and CEU form if applicable
- **To learn more about Discover please go to the following link:**
 - www.HoneywellDiscoverTraining.com

Software Maintenance Upgrade Program

Honeywell's SMU provides an enhanced level of service by providing increased awareness of new releases, updates, patches and fixes. Backed by world class service through global presence, Honeywell can provide better support for you and your customers whenever you need it most.

- **SMU | Standard level of services**

- **New Versions:** upgrade the existing version of software to the newest version – typically includes many new feature sets, capabilities and other improvements
- **Service Pack:** adds new features to existing versions and corrects or improves system functionality
- **Patches:** corrects or improves existing features – may include more than one improvement
- Includes first year SMU with new software purchase (multi-year options available)

- **SMU 24/7 | Add on to our standard level of services**

- Includes emergency (system down) telephone technical support outside standard business hours – 24 hours a day, 7 days a week
- Includes remote connections to a system to diagnose issues and help maintain system performance
- Includes remote system configuration to improve system functionality and optimization

- **Products covered**

- WIN-PAK® XE, SE, PE
- WIN-PAK CS
- MAXPRO® VMS
- MAXPRO NVR XE, SE, PE
- MAXPRO Hybrid XE, SE, PE
- MAXPRO Cloud

MyWebTech Customer Portal

MyWebTech is an online, user friendly customer portal that provides account activity, resources, and information for Access, AlarmNet®, Intrusion, and Video all in one place.

- **Key features**
 - Accessible on smart devices or current web browsers
 - View technical training and how-to videos
 - Email Technical Support
 - Access the Download Center for the latest firmware and software updates
 - Links to helpful resources
- **Documentation**
 - Technical Bulletins
 - User Guides
 - How to documents
- **Need Intrusion information?**
 - Feature set comparisons of any two products with revision specific details
 - Complete list of “What works with what?” Compatibility section
- **Need Access or Video information?**
 - Ability to view cases recorded by Technical Support
 - Intuitive Knowledge Base with up-to-date information
 - Review the status of a database service
 - Download the latest files and drivers
- **Need help with the site?**
 - Contact the Customer Service team at 800.323.4576 option 1

Watch our short Video on MyWebTech, [click here](#) and select “Watch Video” from the home page. Check it out for yourself and stay tuned for even more features coming in the future!

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For more information:

www.honeywellsystems.com

Honeywell Security and Fire

2700 Blankenbaker Pkwy

Suite 150

Louisville, KY 40299

1.800.323.4576

www.honeywell.com

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