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INTRODUCTION

One of the biggest challenges of working with network devices is getting everything to talk over the network. In this guide we will cover the troubleshooting steps to take when you are unable to get a computer to

discover a device. The process for troubleshooting device not discovered involves checking three areas Software, Network and Device Configuration. Software configuration deals mainly with the software on the PC you are using. Network configuration is the physical network including switches and cables and Device Configuration deals with the firmware and software settings of the actual HiQNet devices.



The following flow chart breaks down the process into steps starting with the computer configuration. Each section of the chart refers to section of the document that explains those steps. When you first start troubleshooting a new system it is not a bad idea to start at the beginning and systematically work through each section. As you have more experience you find that you can skip over sections based on knowledge of the system and use divide and conquer. For instance you don't necessarily need to check all of the firewall and Windows networking settings if you are missing only one device out of 20 and the other devices are seen by Audio Architect. Most likely you would want to skip to the Network and Device configuration and check the device IP to see why it is not showing up. After each section it is recommended that refresh the network in Audio Architect. This way you are changing only one thing at a time which will make it easier to determine a root case.

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DEVICE DISCOVERY- SOFTWARE AND COMPUTER CONFIGURATION-BASIC CONNECTIVITY



1.0 VERIFY DEVICES HAVE NETWORK LINK

Checking the physical connection of the device verifies that the device actually has a network link light and has a solid network connection. A missing link light may indicate a cable issue or a problem with a switch port. Also it is easy to plug in the wrong port since most devices have multiple RJ45 connections, make sure the device is connected via the port labeled Ethernet.



Some devices also show their link/network status on the front Panel.



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REBOOT DEVICE (HAVE YOU TRIED TURNING IT ON AND OFF AGAIN?)

In the case of a single device not showing up it is always a good idea to power cycle the device. Also sometimes if the device is set to a static IP with a gateway that is not reachable by the computer the device will not be discovered unless it is rebooted. In this case the device will send out a broadcast announce that should be visible regardless of the IP settings

2.0 CHECKING AUDIO ARCHITECT CONFIGURATION

Audio Architect and Nets etter have their own specific settings to select which network adapters are used. Nets etter is a tool that installs with Audio Architect and is used to manage the IP addresses and Network settings for HiQnet Devices.



2.1 IS THE DEVICE DISCOVERED IN NETSETTER?

Netsetter looks for broadcast UDP packets to discover other HiQNet devices on the same network even if they are outside the IP range of the computer. Netsetter has its own selection for PC adapter which lets you quickly switch between network adapters to find a devices that may be connected to different networks. In some cases Netsetter may not see a device which might indicate the device is not connected on the same VLAN, or something in the Device/Network is preventing the discovery packets from getting to the computer.

2.2 VERIFY DEVICE IP AND SUBNET IS REACHABLE

If the device is seen by Netsetter and not Audio Architect it could be that the device IP address is outside the range of the computer's subnet. In this case the device will be seen in Netsetter but we will not be able to talk to the device unless we readdress it.

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2.3 ADD THE CORRECT ADAPTER TO AUDIO ARCHITECT

Audio Architect has its own adapter settings that are independent of Netsetter. If you see the device in Netsetter but don't see it in Audio Architect then this may be the reason. This may sound simple but many people forget to look here first. This will actually show you two things. First, it will show you what a dapter the software is using. Second it will show you the IP address of the adapter. If no adapters show up when you select add (other than the loop back 127.0.0.1) then you will want to check the status of your connection in Windows. Maybe your wireless connection dropped or maybe there is another problem preventing Windows from obtaining an IP address such as the Network cable or switch port.



Note: We normally only recommend having one network connection here for simplicity.

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Once you have the correct adapter selected, click the refresh button which is located under the Add Devices Tab. You must be in the add devices mode to see this.



3.0 MULTIPLE HIQNET APPLICATIONS RUNNING AT THE SAME TIME



3.1 CLOSE MULTIPLE INSTANCES OF AUDIO ARCHITECT

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Troubleshooting HiQnet D 8

If you have more than one instance of Audio Architect running on the same computer only one instance will have an active network connection. Close multiple instances and restart the networking by selecting refresh

Networking cannot start Another instance of this application is already running. Networking will not be enabled for this instance. Ok HARMAN Professional Solutions is the world's largest professional audio, video, lighting and control products and technologies company. We serve the entertainment and enterprise markets with complete system solutions. ::: Dıgîlech **JBL** AKG AMX dbx exicon Martin Soundcraft STUDER

In some circumstances this is not obvious because the application can be minimized to the Windows hidden icons if the current user logged into Audio Architect doesn't have rights to the application.



Clicking the lock icon will prompt the user to access Audio Architect and either log in Admin.

Login	
User:	Admin
Password:	
	OK

You can also check the Windows Task Manager (CTRL+SHIFT+ESC) and close the application there as well by selecting it and choosing End Task.

🙀 Task M	ng Task Manager — 🗆 🗙									
<u>F</u> ile <u>O</u> ptio	Eile Options View									
Processes	Performance	App history	Startup	Users	Details	Services				
	^					259	6 35%	0%	2%	
Name			Statu	IS		CP	U Memory	Disk	Network	
> 🔳 AN	/ID User Experie	ence Program .	••			05	% 1.2 MB	0 MB/s	0 Mbps	^
₩ AN	/ID User Experie	ence Program .	••			0.65	% 5.2 MB	0 MB/s	0 Mbps	
₩ AN	/ID User Experie	ence Program .				09	% 1.4 MB	0 MB/s	0 Mbps	
> 📧 Antimalware Service Executable			0.49	% 143.2 MB	0.1 MB/s	0 Mbps				
Application Frame Host			05	% 21.0 MB	0 MB/s	0 Mbps				
> 📧 ASUS Motherboard Fan Control			09	% 2.6 MB	0 MB/s	0 Mbps				
🔊 ASUS Push Notice Server (32 bit)			09	% 1.2 MB	0 MB/s	0 Mbps				
> 🚸 atkexComSvc.exe (32 bit)			1.25	% 6.7 MB	0 MB/s	0 Mbps				
👸 Au	idio Architect					09	% 217.2 MB	0 MB/s	0 Mbps	

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3.2 CLOSING LONDON ARCHITECT

If London Architect is running at the same time it will grab the adapter in a similar manner. If you need to run both applications you will want to select Enable network sharing with System Architect in the London Architect Application Preferences. This will allow both applications to share the same network adapter.

Event Lo	og C	olours	Static Rou	utes	Instant N	lessaging
General	Logging	Start Up	File	FDS	Serial	HiQnet
Check whi HiQnet dev 192.16 0.0.0.0 0.0.0.0 0.0.0.0	ch interface c vices. Change 8.254.35 [Inte [ASUS PCE-I [Microsoft W [Microsoft W	ards you wish is will be appli el(R) 1211 Gig. N15 11n Wire i-Fi Direct Virtu i-Fi Direct Virtu	n to use to co ied on 'OK'. abit Network eless LAN PC ual Adapter 1 ual Adapter 1	onfigure and Connection CI-E Card] #2]	control	
Please cho London Ar	oose the name rchitect GUI	e of this comp	uter [☑ Use Host	Name	
i Use Pa	ssive FTP for	better compa	tibility with fir	ewalls		
l Use Pa London Are only if direc	ssive FTP for chitect Preset cted to by BSS	better compa Recall metho 7 Technical S	itibility with fir od. Change upport.	ewalls Default	~	
l Use Pa London Aro only if direc ⊡ Show H	issive FTP for chitect Preset cted to by BSS fiQnet addres	better compa Recall metho Technical S s as hexadec	tibility with fir od. Change upport. imal	ewalls Default	~	
⊻ Use Pa London Ard only if direc ✓ Show H ✓ Enable	issive FTP for chitect Preset cted to by BSS fiQnet addres network shari	better compa Recall metho Technical S s as hexadec ing with Syste	tibility with fir od. Change upport. imal m Architect	ewalls Default	~	
⊻ Use Pa London Aru only if direc Ӯ Show H Ӯ Enable ┣ Hide de	ssive FTP for chitect Preset cted to by BSS fiQnet addres network shari evices on diffe	better compa Recall metho Technical S s as hexadec ing with Syste irent subnets	tibility with fir od. Change upport. imal m Architect	ewalls Default	~	
Use Pa London Arr only if direct Show H Enable Hide de Meter Su	issive FTP for chitect Preset cted to by BSS fiQnet addres network shari evices on diffe ibscription Ra	better compa Recall metho Technical S s as hexadec ng with Syste rrent subnets te (in ms)	tibility with fir od. Change upport. imal m Architect	ewalls Default	~	
 ✓ Use Pa London Arronly if direct ✓ Show H ✓ Enable ✓ Hide de Meter Su London Default 10 	ssive FTP for chitect Preset cted to by BSS fiQnet addres network shari evices on diffe ubscription Ra Fast	better compa Recall metho 5 Technical S s as hexadec ng with Syste erent subnets te (in ms)	tibility with fir od. Change upport. imal m Architect	ewalls Default	Slow	

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4.0 CHECK FOR ISSUES WITH FIREWALLS OR VPN

Firewalls and VPN's are designed for network security. Party of what they do is block or encapsulate incoming and outgoing traffic to prevent hackers from accessing your data. While this is generally a good thing, if not configured correctly it can and will interfere with device discovery.



4.1 TURN OFF WINDOWS FIREWALL

When in doubt turn off Windows firewall or allow exception for the application.

How Turn off Microsoft Defender Firewall

https://support.microsoft.com/en-us/help/4028544/Windows-10-turn-microsoft-defender-firewall-on-or-off

Audio Architect will add exceptions to the Windows Firewall for the application when you install the software.

🔗 Windows Defender Firewall with Advanced Security									
File Action View Help									
🗢 🏟 🖄 📷 🗟 🖬									
P Windows Defender Firewall with	Inbound Rules								
Cuthound Rules	Name	Group	Profile	Enabled	Action	Override	Program	Local Address	
Connection Security Rules	Soogle Chrome		Public	Yes	Block	No	C:\progr	Any	
> 🔜 Monitoring	HiQnet Audio Architect		All	Yes	Allow	No	C:\Progr	Any	
	🕑 HiQnet Listener		All	Yes	Allow	No	C:\Progr	Any	
	HiQnet London Architect		Private	Yes	Allow	No	C:\progr	Any	
	🕑 HiQnet London Architect		Private	Yes	Allow	No	C:\progr	Any	
	HiQnet NetSetter		All	Yes	Allow	No	C:\Progr	Any	

Audio Architect installs exceptions for the following:

C:\Program Files\Harman Pro\Audio Architect 2.25\Audio Architect.exe

C:\Program Files\Harman Pro\Audio Architect 2.25\HiQNetListener.exe

C:\Program Files\Harman Pro\Audio Architect 2.25\HiQNet NetSetter.exe

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When you launch an application you might also see a prompt allowing you to choose to block or unblock the application. If you choose to not to unblock then you will need to manually unblock this in the Windows Firewall settings.

🔐 Windows Security Alert 🛛 🕹 🗙								
Windo app	Windows Defender Firewall has blocked some features of this app							
Windows Defender and private networ	Firewall has bloc ks.	ked some features of HiQnet London Architect on all public						
E,	Name:	HiQnet London Architect						
	Publisher:	BSS Audio						
	Path:	C:\program files (x86)\harman pro\london architect \main.exe						
Allow HiQnet Londo	on Architect to co	mmunicate on these networks:						
Private netw	vorks, such as my	home or work network						
Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)								
What are the risks of allowing an app through a firewall?								
		Allow access Cancel						

4.2 TURN OFF ANY THIRD PARTY FIREWALLS.

There are many third party firewalls on the market. If one is installed it will probably have an icon located on the task bar to indicate its status. Sometimes it is as simple as right clicking the icon and choosing disable. Other times this will involve IT adding an exception for the application.

_	Symantec Endpoint Protection						
	U.	1	0ª				
	В	93	6				
	В	٩					
	RR	^	_	[] [] []	Ĝ	12:08 PM	5

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4.3 DISCONNECT ANY VPN CONNECTIONS

VPN connections encapsulate data over the internet to give you a secure connection. In some cases this can cause issues with device discovery if the VPN is blocking local traffic. If you have a VPN connected try disconnecting the VPN to see if the device shows up by refreshing the network.

Note: this applies only when connecting to local devices. When connecting remotely through a VPN see the HiQNet On A Routed Network Document.



5.0 VERIFY WINDOWS NETWORKING

Since the HiQnet software runs on Windows, it is important to verify the actual networking components of Windows are setup correctly.

5.0 Verify Windows Networking 5.1 Make any corrections in the adapter properties for TCP/IP. Test with ipconfig verify the IP address using ipconfig

IPCONFIG

You can start checking the status of your local computer connection by using the Ipconfig utility. You can run this by opening a command prompt or a PowerShell prompt.

In this case I'm using Windows PowerShell.

In Windows go to search and type powershell

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At the prompt type i pconfig

🔰 Windows PowerShell

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Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.
Try the new cross-platform PowerShell https://aka.ms/pscore6
PS C:\Users\ > ipconfig
Windows IP Configuration
Ethernet adapter Ethernet:
  Connection-specific DNS Suffix . : home
  Link-local IPv6 Address . . . . : fe80::c53c:8fad:ac51:8a47%5
  IPv4 Address. . . . . . . . . . . . . 192.168.254.35
  Default Gateway . . . . . . . . : 192.168.254.254
Wireless LAN adapter Wi-Fi:
  Media State . . . . . . . . . . . Media disconnected
  Connection-specific DNS Suffix . : home
Wireless LAN adapter Local Area Connection* 9:
  Media State . . . . . . . . . . . Media disconnected
  Connection-specific DNS Suffix
Wireless LAN adapter Local Area Connection* 10:
  Media State . . . . . . . . . . . Media disconnected
  Connection-specific DNS Suffix
PS_C:\Users) >
```

Window will reply with the states of my network connections. In this case I can see I have one connection connected with an IP address of 192.168.254.35. If your connection shows media disconnected, then you will want to check cabling and the switch.

Also note that it can take Windows up to 45 seconds to obtain an IP address using Auto IP. Sometimes waiting a few seconds after plugging something in will yield results. Once you have verified that the Windows connection has a valid address you can also use PowerShell to ping a device if you know its IP address. If you don't know the IP address go to step 6.0 Network and Device Settings.

In this case I know my BLU806 is at 192.168.254.32 so I can try pinging it.

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If the device replies back, that indicates the two devices are talking and if the device is not seen by Audio Architect that might indicate an issue with a Network Firewall such as port filtering.

USING A WEB BROWSER

You can also verify communication with a device by typing its IP address in to a browser this will respond back with the web page of the device.



6.0 NETWORK AND DEVICE SETTINGS

In section 6 we will eliminate the networking and cabling as possible causes for a device not being discovered. We will also reset the device IP address and network settings if allelse fails.

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6.1 CONNECTING DIRECTLY TO THE DEVICE

Connecting directly to the device bypasses the network and helps rule out anything with switch configuration. Older computers may require a crossover cable when connecting devices directly together with 100mbit ports. Most modern computer have gigabit network ports. With a gigabit port, a uto sensing allows us to plug into two devices directly together without a switch and have them a uto-negotiate without having to use a crossover cable.

Once you connect your computer directly to a devices Ethernet port give it a minute to auto negotiate an IP and then check Nets etter.

6.2 CHECK NETWORK SWITCH CONFIGURATION AND NETWORK CABLES.

If the device shows up when you connect directly, then the connection issue is with the network cabling or switch/network configuration. You might wish to test each network cable and try different switch ports. In some cases rebooting/resetting the switch may also help.

7.0 RESET DEVICE NETWORK CONFIGURATION

Resetting the device network settings to a known Automatic IP state rules out the device configuration causing a problem with discovery. This section is divided into three sections. Each section covers the steps for a particular device type.

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DSP's are covered in 7.1 Amps 7.2 and Wall Controllers in 7.3



7.1 DSP'S

USE THE LONDON IP TOOL TO RESET THE DEVICE IP ADDRESS.

The London IP Tool allow the user to set the IP address of the device using the MAC address. This is useful if you don't know the IP address of the device or the device is outside the range of the PC and is not visible in Netsetter or London Architect. Set the device to automatic IP or assign it a static IP in the same range as your computer and press send. If the unit shows up after reboot you can then readdress it. If the unit doesn't show up or the MAC address sticker has been removed you will need to use the London Configurator to check/set the IP address.

For Moreinfosee Using the London Architect IP Tool

USING THE LONDON CONFIGURATOR.

The London Configurator talks to the DSP via the serial connection. This is useful if you need to pull the IP address or if the Ethernet port is not working you can reset the port settings. To use this tool you will need a serial port and a female to female null modem cable.

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You can get to the London Configurator through London Architect

Help>Run Utility.



Select London Configurator and run.

Run Utility	×
Select the utility from the list below and then press 'Run' to run the utility	Run
Boot Loader London Configurator	
IP Settings DI Message	

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You also find the Configurator in the in the London Architect Folder and launch it this since it is stand alone application.



Once you open the application you will need to select your comport. You should see connected to comport. If you see com already in use make sure to close any other applications using the comport

🔤 London Configurator	×
Select COM port	Refresh
Send to / Read from Device	Read device
IP Address	MAC Address
0.0.0.0	
Subnet Mask	Firmware Version
0.0.0.0	
Gateway	
0.0.0.0	
Auto IP	
Node network address (hex)	
Device Name	
Daub Chabura	
	Send

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Also make sure the comport is **NOT** checked in the London Architect application preferences since this will create a conflict.

Select refresh should pull the information from the DSP.

London Configurator	
Select COM port	Refresh
Send to / Read from Device	Read device MAC Address
169 . 254 . 22 . 41	00:0F:D4:00:1E:5B
Subnet Mask	Firmware Version
255 . 255 . 0 . 0	3.0.0
Gateway	
0.0.0.0	
Auto IP Node network address (hex) 2000 Device Name	
BLU-800	
Port Status FTP HTTP Telnet Raw Msg	Send

Check the Auto IP button and select Send. This will cause the device to reboot. If not power cycle the box. This should reinitialize the network communication.

7.2 AMPLIFIER

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To perform the Factory Reset procedure:

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Warning! All user presets will be permanently deleted and all settings reverted back to their factory default state. This process is irreversible. If you have any user presets you wish to keep, they should be backed up using Audio Architect before performing the Factory Reset.

To restore factory default settings: Press the Reset Button with a thin, non-conductive object, then turn on amplifier power, and continue to hold the reset button until the Preset light comes on green (approximately 16 seconds).."



CDI AMPLIFIER

To perform the Factory Reset procedure:

Warning! All user presets will be permanently deleted and all settings reverted back to their factory default state. This process is irreversible. If you have any user presets you wish to keep, they should be backed up using Audio Architect before performing the Factory Reset.

- **1** Power off the amplifier by pressing and holding the Power button for 2 seconds.
- 2 Press and hold the CH1 and CH2 SELECT buttons while powering on the amp. Continue to hold these buttons until the LCD reads: "Press MENU to restore Factory Settings or any other button to exit". Now release the SELECT buttons.
- **3** Press and release the **MENU** button to start the Factory Reset procedure (pressing any other button will abort the Factory Reset procedure and the amp will boot up normally).

4 Once the Factory Reset procedure begins, the LCD will display the message: "Restoring factory defaults!" and when complete, the device will boot up normally.

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7.3 CONTRIO WALL CONTROLLER

To restore factory default settings: Unplug the wall control. Press the recessed button on the front with a thin, non-conductive object and then plug in the wall controller. The Front panel will display an option to factory reset the wall controller. Pressing the Factory Reset button will reset the device IP address and the device configuration. If using an EC-V, the controller will reset automatically when the recessed located button is held during boot up.

EC4, EC4BV, EC8BV reset menu.



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