

UPDATE PROBLEMS:

- The application says that the new 1.6.1 software can be downloaded, but the download will not proceed.
 - ➔ Restoring factory settings has proved useful for this.
 - ➔ Your phone must have the automatic application update feature active (it usually is).
 - ➔ For Android devices, you can also go to the Play Store to see manually in the “App details in store” whether an update is available.
 - ➔ Instruct users to check the application version number under the profile, the latest is now (on 16 December 2021):
 - PROD MyHarvia 1.5.2(33) ← Public application version
 - DEVI MyHarvia 1.5.2(204) ← Test application version

NOTE! An old application version should always be automatically updated to the latest version.

LOGIN PROBLEMS:

- Cannot log in to MyHarvia application (“not registered user”)
 - ➔ User account has not been created → Create user account

NOTE! If the user has used the test version: The public application and test application are in different cloud services → Separate credentials are needed for each cloud.

PAIRING PROBLEMS:

- If the Wi-Fi network is not scanned when the application is supposed to be pairing = the list of available networks is not shown.
 - ➔ The problem may be caused by a VPN connection.
 - ➔ Deactivate your VPN connection for the duration of the installation.
 - ➔ Check that the Wi-Fi router does not have any blocked ports.
- If the setting menu of the control panel is missing menus, such as S-0 / Set-0
 - ➔ The control panel may be connected to an old, incompatible circuit card.

iOS PAIRING PROBLEMS:

NOTE! This has been fixed in the MyHarvia PR1.5 software version.

- Apple devices have had a pairing problem with the application software version PR1.
- The transport security layer (TLS) connection does not remain open, because it keeps opening a new connection.
 - ➔ Re-trying may help (sometimes).
 - ➔ Restore factory settings in the Xenio Wi-Fi control panel.
 - ➔ Restart the phone.

- ➔ If possible, you can try pairing with an Android phone, and if successful, then use an iOS device with the same credentials.

“NO CONNECTION” PROBLEMS:

NOTE: This has been fixed in the MyHarvia PR1.5 software version.

- The control panel loses connection to the MyHarvia (AWS) cloud (see the operation of the Wi-Fi indicator)
- The application loses connection to the MyHarvia (AWS) cloud.

If the problem persists, do the following in the order presented below:

1. **Boot the phone and see if the problem is still there. If the problem is not solved, go to step 2.**
 - If this fixed the problem, the fault is perhaps with the connection between the application and the cloud, or with the phone.

2. **Turn the Wi-Fi OFF in the panel’s SetC menu and then back ON and see if the problem is solved. If the problem is not solved, go to step 3.**
 - If this solved the problem, the fault is perhaps in the connection between the panel and the cloud.
 - NOTE! You have to exit the menu (click to the end of the menus) in order for the command to be executed. That is, Wi-Fi OFF and the menu all the way through, then back to the menu and Wi-Fi ON and again the menu to the end.

3. **Boot the home’s Wi-Fi base station. If the problem is not solved, go to step 4.**
 - If the problem has been solved, the fault is perhaps with the Wi-Fi base station or how well the base station and panel work together.

4. **Boot the panel (that is, disconnect from the mains).**
 - If the problem is solved, the fault is perhaps with the control panel software.

SAFETY DEVICE PROBLEMS:

- The application and control panel give a “door open” error even if the door is closed.
 - ➔ The door sensor may be incorrectly installed in the remote switch terminals.

OPERATION OF WI-FI INDICATOR LIGHT (Wi-Fi icon/light on the control panel):

- **The light is off:**
 - **Reason:**
 - The Wi-Fi connection has been turned off in the settings menu S-CO.

- **The light is on all the time:**
 - **Reason:**
 - The Wi-Fi connection is on. The connections to the router and (AWS) cloud are OK.

- **The light flickers three times:**
 - **Reason:**
 - The Wi-Fi connection is on, but cannot connect with the MyHarvia (AWS) cloud.

 - **Suggested solution:**
 - Check the internet connections. Restart the router.

 - This feature has been added in version PR1.5 →The fix in PR1.5 is reconnection in Xenio if AWS is missing. If the router causes a problem, it may still be necessary to boot it.

- **The light flickers every five seconds:**
 - **Reason:**
 - The Wi-Fi connection is on, but the control panel's Wi-Fi connection is not created with the router.
 - The Wi-Fi password may have been changed in the router.

 - **Suggested solution:**
 - Restart the router.

 - This feature is not available in PR1.0.
 - This feature has been added in PR1.5 →

ERROR CODES (in the application):

- **Error code 7,1,0**
 - (7) = Wi-Fi state ok
 - (1) = Connection state. Disconnected. = The phone has lost its connection to the ESP softAP
 - (0) = AWS connection state. Shadow disabled. = cannot access AWS

- **Error code 7,3,0**
 - (7) = Wi-Fi state ok
 - (3) = Connection state ok
 - (0) = AWS connection state. Shadow disabled. = cannot access AWS

→ "Pairing ongoing. Maybe a pairing case that is successful but the application does not receive an acknowledgement. After that, try again without performing a reset in between. That is, in practice you continue from a previous "failed" pairing with a new attempt.

→ Router port 8883 must be opened.

- **Error code 7,3,2**
 - (7) = Wi-Fi state ok
 - (3) = Connection state ok
 - (0) = AWS connection state, shadow connecting. = Unable to contact the AWS server (before timeout)

→ Maybe a fault in the user's network

→ Check the network settings

- **ERROR CODE EXPLANATIONS "A,B,C" (Connection State Format):**
 - **A = Wi-Fi State**
 - 0 = WS_OFF
 - 1 = WS_STARTUP
 - 2 = WS_WAIT_STA_CONNECTED
 - 3 = WS_START_STA_SERVICES
 - 4 = WS_STA_RUNNING
 - 5 = WS_STOP_STA_SERVICES
 - 6 = WS_START_AP_SERVICES
 - 7 = WS_AP_RUNNING
 - 8 = WS_STOP_AP_SERVICES
 - 9 = WS_CLEANUP
 - 10 = WS_STARTUP_GTAIF
 - 11 = WS_WAIT_STA_CONNECTED_GTAIF
 - 12 = WS_START_STA_SERVICES_GTAIF
 - 13 = WS_STA_RUNNING_GTAIF
 - 14 = WS_STOP_STA_SERVICES_GTAIF

NOTE! That is, pairing should always include a 7 here.

- **B = Wi-Fi Connection State**
 - 0 = WSTA_DISABLED
 - 1 = WSTA_DISCONNECTED
 - 2 = WSTA_CONNECTING
 - 3 = WSTA_CONNECTED

NOTE! That is, what works for pairing is 3.

- **C = AWS Connection State**
 - 0 = SHADOW_DISABLED
 - 1 = SHADOW_DISCONNECTED
 - 2 = SHADOW_CONNECTING
 - 3 = SHADOW_CONNECTED

NOTE! That is, what works for pairing is 3.