ControlPro Unattended Troubleshooting

When all troubleshooting attempts have been exhausted, contact Murray Equipment for technical assistance.

260-480-1340

	Before beginning, resolve any existing Import Exceptions and clear existing messages.	
1.	Office data does not match the Unattended data	i. Press the *Import All Interface Files Now button* to force a system justification ii. Ensure all networked instances of ControlPro are open iii. Ensure all networked instances of ControlPro have a network connection iv. Verify the Office and Unattended computers have access to the shared folder(s) a. Validate files are accessible in the shared folder from both computers.

2.	ControlPro is prompting a licensing error	i. Open a web browser and test if www.wyday.com is accessible.
		 ii. Can www.wyday.com be pinged using command prompt?
		    a. If yes to both, contact Murray Equipment.
		    b. If no, contact your IT. This address may need to be whitelisted.

3.	ControlPro will not update	i. Open a web browser and test if https://download.controlpro.online is accessible. (it will read "This is dl.murrayequipment.com!!!") a. If no, contact your IT. This address may need to be whitelisted. ii. Ensure the user has the rights to install software

4.	A Driver, Equipment or Customer will not validate (no green check mark) on an Unattended System
	 The same applies if the Process button is not visible after entering load information.
		i. Search for the appropriate component and verify it has been set up correctly.
		    a. If checking on the Unattended System, exit the Unattended screen. Search for the appropriate item and verify the ID being entered.
		      The default Password is 12345.
		 ii. Make sure the Unattended ID has been entered for the appropriate component (if used)

5.	A Ticket will not validate on an Unattended System *The same applies if the Process button is not visible after entering load information.*	i. Perform a ticket search to verify that the ticket exists, is open and that the correct ticket number is being entered. ii. Manually assign the ticket to the system a. If the ticket cannot be assigned, ControlPro will prompt an error. Commonly an improperly assigned material, or unsaved changes.
6.	A System is loading less than the ticket was created for	i. Systems are limited to their individual system capacities. a. If the system capacity needs to be updated, this can be done in the Details tab of each respective system. For standard equipment loading, the Max Batch Size and Mixer Capacity should match. ii. If using equipment where tare weight and capacity is tracked, ensure the equipment can hold the amount being requested and adjust the setting appropriately

6a.	Unable to change the requested amount on an Unattended	i. Ensure the user or driver is not exceeding the *Allowable Batch Increase* amount
		    a. ControlPro default is to allow a maximum oversell amount of 10%.
		    b. To change this, access the *Settings* (F11), navigate to the Unattended tab and adjust *Allowable Batch Increase* to the appropriate amount.
		    c. To exit the Unattended screen, the default password is 12345
		 ii. See 6. – ii.

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7.	System is Disabled	i. Open the system from the home screen on the Unattended PC and re-enable the system. *a. To exit the unattended screen, the default password is 12345* ***Only one instance of ControlPro should be enabled to prevent communication errors to the intended ControlPro instance.***

8.	System is Offline	i. Verify that the PC can ping the controller address utilizing Command Prompt
		     a. To check the PLC IP address, access the system Details tab.
		 * *Do not change any communication settings you are uncomfortable with without first contacting Murray Equipment*
		 ii. Lengthen the Transaction Timeout
		     a. This is common with systems utilizing a serial to ethernet adapter
		     b. Default is 250ms. Start by increasing ~250ms at a time.
		     c. If the system is still offline with a 1000ms timeout, contact Murray Equipment

9.	System is Processing *(a ticket is 'stuck in processing')*	i. Ensure that the ticket has completely been loaded and that any required hardware has been placed into its original location (cat walks and/or top load plumbing).
		 ii. Access the system screen and attempt to manually complete the ticket that is processing after making sure all products have been loaded and all automated valves are closed, and pumps are off.
		     a. If the ticket cannot be completed, *Abort* or *Clear* can be attempted, **load information may be lost**!
		     b. If neither attempt brings the system back Online, contact Murray Equipment

10.	Ticket is 'Processing', but product will not flow…	
10a	Ready light is not flashing	*i. Contact Murray Equipment*
10b	Ready and Done light flash at the same time when the start button is pressed	i. A switch is in manual a. Return all switches to Auto b. Make sure the key switch is in Auto

10c	Start button lights green as expected when pressed, but still no product flow	i. Check that all expected valves are open and that the required pump is running. (This includes checking all manual valves and truck valves)
		 ii. Check that all associated switches are lighting green when active.
		 (Not all equipment has this option)
		     a. If switches are not lighting green, contact Murray Equipment
		     b. If switches are lighting green, the issue could be mechanical or electrical.
		         1. Check that all valve boxes have the appropriate air pressure and work manually at the valve manifold
		         2. Check that any required motor starters / contactors have the appropriate voltage and work manually at the motor controls
		     c. If 1 or 2 are true, then check if appropriate control voltage is present from the control panel to the appropriate valve manifold or motor control.
		 *All electrical work should be performed by a licensed electrician

| 11. | Third-Party tickets not showing in ControlPro | i. Check the Import Exceptions for any existing errors. Resolve and clear and existing errors and try to import the ticket again.
   a. Press the *Import All Interface Files Now* button on the instance of ControlPro that communicates to the third-party software and search for the expected ticket again.
*Allow 1-2 minutes for the ticket to arrive due to common network latency.
   b. Check the third-party export folder (where applicable) for the appropriate ticket.
      a. If the ticket import failed, the ticket may have been moved into an *Errored* sub-folder.
      b. If the ticket has been imported, it may be found in the *Loaded* folder. *(This does NOT mean that the ticket has been processed)*
   c. If a ticket cannot be found in the third-party export folder, contact your IT or third-party for assistance.
   d. If the ticket is found in the third-party export folder, verify that the ticket is 'Ready' or 'Open' and repeat step 11,i,a.
      a. If the ticket still does not read in to ControlPro, contact Murray Equipment |
| 12. | Completed Third-Party tickets not reading back to Third-Party software | i. Verify that the ticket has been completed in ControlPro
   a. If the ticket has not been completed, see #13
   b. If the ticket is marked completed, verify that it has an export date and time on the details tab of the ticket
   c. If there is no export date and time, press the *Export* button.
ii. Check if the ticket has an Export error. If there is an Export error, there would be a red icon in the upper right-hand corner when the ticket window is open. Hover over that icon for details.
   a. Check if there is an export date and time on the details tab of the ticket.
   b. If there is no export date and time, press the *Export* button.
*Note: The ticket export flag / icon is permanent and will still be present after a successful attempt to reexport.
iii. Check that the Third-Party import folder has the appropriate ticket file to read back.
   a. If this folder is the same as the Third-Party export folder, it may have the same *Errored* and *Loaded* folders as #11.
   b. The finished/completed ticket file should not be in either of these folders. If it is and is completed, then the Third-Party software cannot see the file. Press the *Export* button to attempt to move the finished ticket file to the correct location.
When attempting to reexport a ticket using the **Export button, this process must be completed on the instance of ControlPro that communicates with the Third-Party software.* |

13.	Loaded tickets not being 'completed'	i. Verify that the ticket has at least one delivered batch by clicking on the *Delivered Batches* tab on the ticket window.
		    a. If the ticket does have at least one delivered batch
		        1. Check if the delivered amounts match the *Auto-Complete* (percentage) settings from the Details tab.
		        2. Check if the number of estimated batches have been delivered to meet the *Auto-Complete When All Batches Delivered* settings.
		*If neither Auto-Complete check box is selected, the ticket will never automatically complete
		    b. Ticket *Auto-Complete* details can be updated on its individual Details tab.
		ii. If newly imported tickets are matching the *Auto-Complete* settings as expected. These settings can be updated on the system settings screen
		    a. Access system settings by clicking the *Toolbox* icon, or press F11.
		    b. Ensure *All Instances* is selected and click on the *Tickets & Batches* tab.
		    c. From here these settings can be modified for new / incoming tickets
		* Changing these settings only affect NEW tickets and will not change the settings of existing tickets.

14.	Product will flow for a short while, but is not being counted on the display	***Perform these steps before contacting Murray Equipment.*** i. Check if product is not being counted on both the display on the start/stop box as well as on the ControlPro Unattended screen. ii. While product is flowing, check to see if the physical meter is measuring (counting) product. While on the phone with Murray Equipment personnel, we will be walking you through some of the wiring from the meter to the control panel, as well as between the start/stop box and control panel. An electrician or someone who is comfortable with low voltage (24VDC) electricity should be on hand.
15.	Product density in ControlPro does not match product density in third-party software	i. To ensure material densities are updated as they are modified in the third-party software, access the originator assigned to import the third-party tickets and make sure the check box for *Update Materials* is checked. This will update material details as new tickets are imported after they are modified in the third-party.