



## What is the procedure in case of malfunctions at the wall programming device?

If faults occur on the wall programming device (WPD), it can be very helpful to read out the log file of the unit.

To do this, the first step should always be to check the settings of the unit in the CLIQ Web Manager and, if necessary, rewrite them in the WPD. To do this, use an OTG cable (USB adapter cable) to send the current configuration file to the unit via a USB stick (formatted to "FAT32").

Remote PD

Office

Info Remote logs Settings Firmware Events

SYSTEM SETTINGS

Service URL <https://remoteserver01.assaabloy.com:443/CLIQ@remote>

Alternative service URL

Server CA certificate O=ASSA ABLOY AB, OU=ASSA ABLOY Sicherheitstechnik GmbH, CN=CLIQ IKON CA

GENERAL

Heartbeat rate (in minutes) 5

Programming device mode Normal

Plug and play Enabled

Client certificate O=IKON, OU=E0000470, SERIALNUMBER=38-1-1, CN=E0000470-WPD01

Certificate expire date 08/10/2023

Generate client certificate Revoke certificate

PROXY

Proxy Disabled

OFFLINE UPDATE

Offline update Enabled

Maximum number of offline updates following an online update per key 20 offline updates

Maximum time period between an online and an offline update 7 days

Key revocation list validity 2 days

Offline revalidation time 3 days

KEY FIRMWARE UPGRADE MODE

Key firmware upgrade Disabled

IP

Hostname WALLPD\_1\_1

IP configuration Dynamic IP

Edit Save to file

In the next step, the trace log file of the unit can be selected.

To do this, go to the information tab of the unit and drag the trace file from there. This is a "request file" that can only be used for exactly this device.

### Remote PD

Office

Info Remote logs Settings Firmware Events

Name Office

Marking WPD01

Type Wall PD

Generation Generation 1

MAC address 00:17:7A:05:35:CE

Firmware 6.5.2

Boot loader 6.5.0

Status Installed

Connection status Offline

Last connection 21-Mar-2023 08:24

Last known IP address 10.49.140.58

TAGS

There are no tags to display

EXTERNAL LINKS

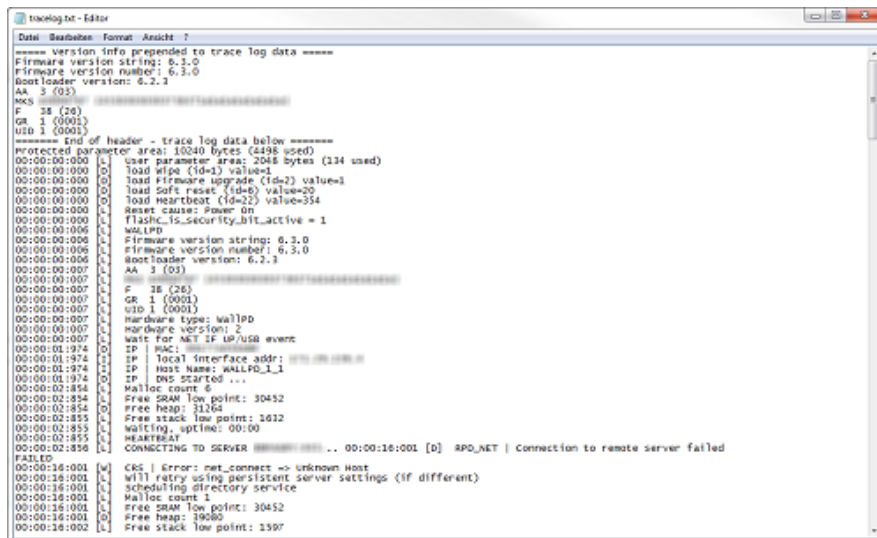
There are no external links to display

Edit Report lost Report broken Report in stock Create USB trace file

To remote PD search

In the next step, you go back to the WPD and receive the corresponding log file there.

In addition to the firmware and bootloader version used, you can also see here why the unit may not be able to connect to the server.



```
teolognet - Editor
Data: Searchbar  Format  Ansicht  ?
===== version info prepended to trace log data =====
Firmware version string: 6.3.0
Firmware version number: 6.3.0
Bootloader version: 6.2.1
AA 3 (03)
MCS
F 38 (26)
GR 1 (0001)
UID 1 (0001)
===== end of header - trace log data below =====
protected parameter area: 10240 bytes (2498 used)
00:00:00:000 [I] User parameter area: 2048 bytes (134 used)
00:00:00:000 [D] load wipe (id=1) value=1
00:00:00:000 [D] load firmware upgrade (id=2) value=1
00:00:00:000 [D] load soft reset (id=0) value=00
00:00:00:000 [D] load heartbeat (id=22) value=354
00:00:00:000 [I] Reset cause: Power On
00:00:00:000 [L] flash_is_security_bit_active = 1
00:00:00:006 [L] wallpd
00:00:00:006 [L] Firmware version string: 6.3.0
00:00:00:006 [L] Firmware version number: 6.3.0
00:00:00:006 [L] Bootloader version: 6.2.1
00:00:00:007 [L] AA 3 (03)
00:00:00:007 [L] F 38 (26)
00:00:00:007 [L] GR 1 (0001)
00:00:00:007 [L] UID 1 (0001)
00:00:00:007 [L] hardware type: wallpd
00:00:00:007 [L] hardware version: 2
00:00:00:007 [L] wait for NET IF IP/USB event
00:00:01:974 [D] IP | MAC:
00:00:01:974 [I] IP | local interface addr: 192.168.1.1
00:00:01:974 [I] IP | host Name: wallpd_1_1
00:00:01:974 [D] IP | DNS started ...
00:00:02:854 [L] Wallon count 6
00:00:02:854 [D] free SRAM low point: 30452
00:00:02:854 [D] free heap: 31264
00:00:02:855 [L] free stack low point: 1612
00:00:02:855 [L] waiting, uptime: 00:00
00:00:02:855 [L] HEARTBEAT
00:00:02:856 [L] CONNECTING TO SERVER 192.168.1.1 .. 00:00:16:001 [D] RPD_NET | Connection to remote server failed
FAILED
00:00:16:001 [W] CPS | Error: net_connect -> unknown Host
00:00:16:001 [L] will retry using persistent server settings (if different)
00:00:16:001 [L] scheduling directory service
00:00:16:001 [L] Wallon count 1
00:00:16:001 [L] free SRAM low point: 30452
00:00:16:001 [D] free heap: 30680
00:00:16:002 [L] free stack low point: 1597
```

[Link zum FAQ-Eintrag](#) | Status as of: 14.09.2021 | Windus