

FLOATBRIDGE
Troubleshooting - Operations



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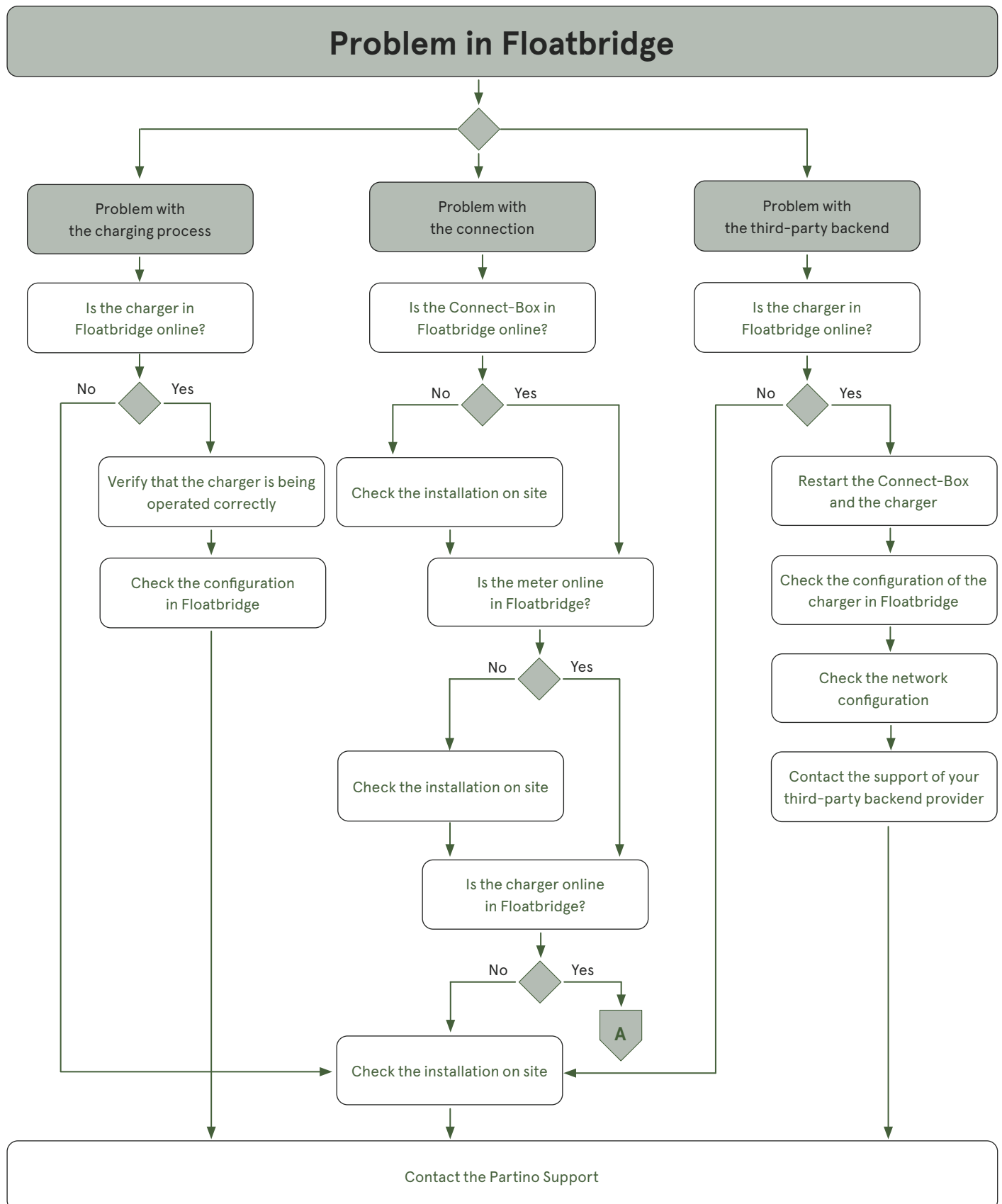
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Prerequisite

The project was fully set up in Floatbridge according to the instructions, and the login credentials for Floatbridge are known.



A *Problem with the load management:
Problem resolution is currently handled by Partino Support.



TROUBLESHOOTING - OPERATIONS

Problems with the charging process

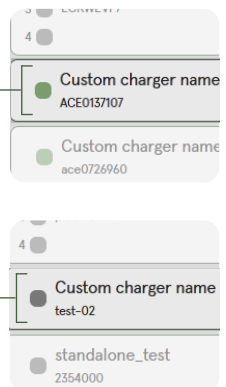
1 Is the charging station online in Floatbridge?

Yes

The connection between the charging station and Floatbridge has been established. The indicator shows a green status. Proceed with step 2.

No

If the charger is offline, the status will appear grey. Now go to the section "Connection Problems - Charging Station" and continue with step (23) on [page 9](#).



2 Check to see if the charging plug is fully inserted into the vehicle.

Yes

The charging plug is properly connected to the vehicle. Proceed to the next step (3).

No

The plug is not inserted correctly. Please ensure it is fully inserted.



3 Verify that authentication at the charging station is working properly.

Yes

Authentication was successfully completed using the badge/charging card. Proceed to the next step (4).

No

Authentication was not performed correctly.

1) Repeat the process.

2) If that doesn't work: Check the transaction in your backend.

3) If that doesn't work: Check that the RFID reader is working properly.



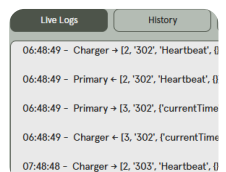
4 Check whether the logs from the charging station in Floatbridge show any anomalies.

Yes

The logs show unusual communication that points to the cause of the problem. Resolve the cause of the problem if possible. Otherwise, please contact Partino Support via +41 62 832 42 40.

No

There are no notable messages in the logs. Proceed to the next step.





Problems with the charging process

5 Check whether the charging station logs in the third-party backend show any anomalies.

Yes

The logs show unusual communication that points to the cause of the problem. Resolve the cause of the problem, if possible. Otherwise, contact the support team for your third-party backend provider.

No

There are no notable messages in the logs. Proceed to the next step (6).

Datum	Meldung
18-Jul-2025 09:15:55	Der Web-Socket ist getrennt
19-Jul-2025 09:14:59	OCPP-Heartbeat
19-Jul-2025 09:11:23	Beitritt
18-Jul-2025 09:11:23	OCPP-Statusumeldung
18-Jul-2025 09:11:23	OCPP-Heartbeat
19-Jul-2025 09:09:32	OCPP-Heartbeat
19-Jul-2025 09:09:47	Web-Socket verbunden
18-Jul-2025 09:09:33	Der Web-Socket ist getrennt
18-Jul-2025 09:09:33	OCPP-Heartbeat
18-Jul-2025 08:58:28	OCPP-Heartbeat

6 Check whether the configuration has been correctly set up in Floatbridge.

Yes

The "MeterValueSampleInterval" and 'MeterValues-SampledData' parameters are correctly configured in Floatbridge at the charging station level in the "Configuration" tab. Proceed to the next step (7).

No

The following two parameters must be adjusted in Floatbridge at the charging station level in the "Configuration" tab as follows:

MeterValueSampleInterval

- With load management: 30
- Without load management: 120 or higher

MeterValuesSampledData:

- AC: Energy.Active.Import.Register, Power.Active.Import, Current.Import
- DC: Energy.Active.Import.Register, Power.Active.Import, Current.Import, SoC

The current and power should now be displayed correctly.

MeterValueSampleInterval
300
MeterValuesSampledData
Energy.Active.Import.Register,Power./
MeterValuesSampledDataMaxLength
9

7 Refer to the user manual for your charging station.

If the problem could not be resolved, proceed to the next step (8).



8 Check the load management settings in Floatbridge. Is there insufficient power available?

Yes

There is not enough power available. Reduce the power consumption of other loads within or outside the charging grid.

No

There is currently enough power available. Proceed to the next step (9).

Submit	Delete
Meter Name	
Test 2	
Parent Meter	
Test	
Current Rating	
20	
*Standard: 20	

9 Does none of the measures lead to a solution?

Yes

Contact Partino Support at +41 62 832 42 40 (please provide the customer's IT contact information).





Problems with the connection

Connect-Box

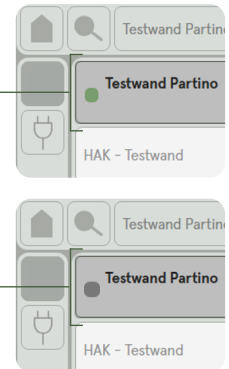
10 Is the Connect-Box in Floatbridge online?

Yes

The connection between the Connect-Box and Floatbridge has been established. The status indicator on Floatbridge is green. Continue with the test of the meters on [page 7](#).

No

The status indicator is grey instead of green. No connection has been established between the Connect-Box and Floatbridge. Go to the next item (11), "Voltage."



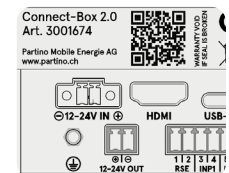
11 Is the device receiving power?

Yes

The Connect-Box is powered on (LED is lit). Continue with the restart in the next step (12).

No

There is no power. Please connect the Connect-Box to the power supply or check the fuse. Also, make sure the polarity is not reversed.



12 Restart the Connect-Box server.

After restarting, wait a few minutes and then check the Connect-Box status again. If the Connect-Box is still offline, proceed to the next step (13).



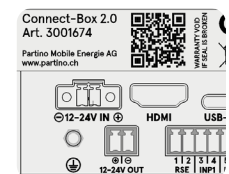
13 Are both LEDs on the Connect-Box green?

Yes

Check the network connection. If necessary, contact the appropriate IT department.

No

Continue with step (14).



14 Does none of the measures lead to a solution?

Yes

Contact Partino Support at +41 62 832 42 40 (*please provide the customer's IT contact information*).





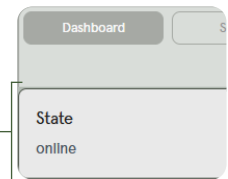
15 Is the meter online in Floatbridge?

Yes

The connection between the energy meter and Floatbridge has been established. The dashboard display shows the status "online." Continue with the inspection of the charging station in step (23) on [page 9](#).

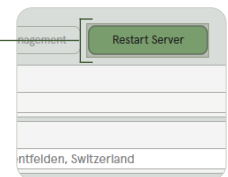
No

The energy meter's dashboard does not display a status. This means that no connection has been established between the meter and Floatbridge. Go to the next step (16), "Restart."



16 Restart the Connect-Box server.

After restarting, wait a few minutes and then check the Connect-Box status again. If the meter is still offline, proceed to the next step (17).



17 Is the energy meter turned on?

Yes

The meter is turned on (see display), but is still offline. Perform a power cycle.

No

The meter is not turned on. Check the power supply.



18 Is the network port lit?

Yes

The network port is lit, indicating that a network connection is established. Continue with the communication settings in the next step (19).

No

The network port is not lit. Check the network cabling (if it is an RTU meter, check the serial cabling according to the diagram).



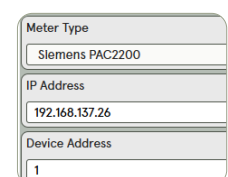
19 Does the meter configuration match the settings in Floatbridge?

Yes

The configuration (e.g., meter type, IP address) is correct. Proceed to the next step (20).

No

The configuration does not match. Please adjust the settings directly in Floatbridge. Be sure to select the correct "Meter Communication Protocol." For a TCP meter, pay specific attention to the meter type, the IP address, the device address, and the TCP port. For an RTU meter, correct the meter type and the device address.





20 Refer to the meter's user manual.

If the problem could not be resolved, proceed to the next step (21).



21 Does none of the measures lead to a solution?

Yes

Contact Partino Support at +41 62 832 42 40 (please provide the customer's IT contact information).





Charging station

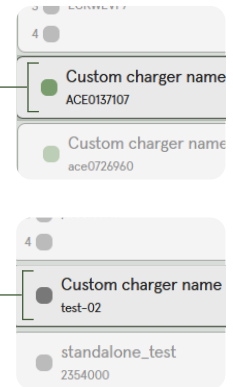
22 Is the charging station online in Floatbridge?

Yes

The connection between the charging station and Floatbridge has been established. The indicator shows a green status. Continue with the load management check on [page 11](#).

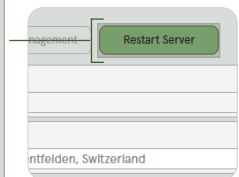
No

If the charging station is offline, you will see a grey status indicator. Now go to the next step (23), "Restart Server."



23 Restart the Connect-Box server.

After restarting, wait a few minutes and then check the Connect-Box status again. If the charging station is still offline, proceed to the next step (24).



24 Is the charging station turned on?

Yes

The charging station is powered on and the indicator light or display is active (depending on the model), but it is still offline. Perform a power reset.

No

The charging station is not lit. Check the power supply.



25 Is the router's network port lit?

Yes

The network port is lit, indicating that a network connection is established. Continue with the configuration (26).

No

The network port is not lit. Check the network cabling.





Charging station

26 Does the configuration at the charging station match the Floatbridge configuration?

Yes

The communication type (OCPP1.6j) and the Connect-Box URL (OCPP endpoint) are correct. Proceed to the next step (27).

No

The configuration is incorrect and must be adjusted as follows:

- Set the communication type on the charging station to OCPP1.6j.
- Correct the OCPP endpoint on the charging station.
- Check the OCPP ID in Floatbridge and adjust it if necessary (be sure to use the correct case).
- Check the charging station settings according to the user manual and the commissioning instructions on the [Floatbridge Wiki](#).

External LMS Current (A)	0
Active Ripple Control Current (A)	0
Active Smart Grid Current (A)	22
Dynamic IP Address	192.168.1.208
Static IP Address	192.168.1.10

27 Refer to the charging station's user manual.

If the problem could not be resolved, proceed to the next step (28).



28 Does none of the measures lead to a solution?

Yes

Contact Partino Support at +41 62 832 42 40 (please provide the customer's IT contact information).



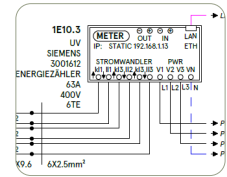


Problems with the load management

29 Are there any issues with load management (e.g., excessive power throttling)?

Yes

Check the load management according to the diagram and the commissioning instructions in the “Load Management” section of the [Floatbridge Wiki](#). If these steps do not resolve the issue, proceed to the next step (30).



30 Does none of the measures lead to a solution?

Yes

Contact Partino Support at +41 62 832 42 40 (please provide the customer's IT contact information).





Problems with the third-party backend

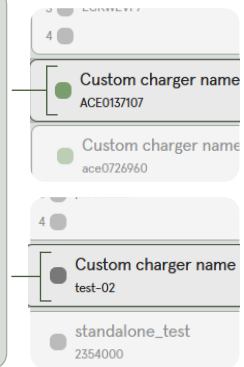
31 Is the charging station online on Floatbridge?

Yes

The connection between the charging station and Floatbridge has been established. The indicator shows a green status. Proceed to the next step (32).

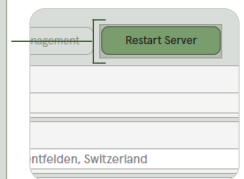
No

If the charging station is offline, you will see a grey status indicator. Go to step 23 on [page 9](#) in the section "Connection Problems - Charging Station."



32 Restart the Connect-Box server and the charging station.

After restarting the server and the charging station, wait a few minutes and then check the logs again to see if the charging station is communicating with the third-party backend. If the request to the backend is not accepted, you will see error code http.402. In this case, proceed to the next step (33).



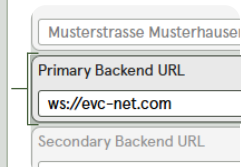
33 Is the backend configuration correctly configured in Floatbridge?

Yes

The backend URL is correctly configured in the site's "Settings." Continue to the next step (34).

No

The backend URL is not configured correctly and must be updated. If you do not know the URL, contact your backend service provider's support team.



34 Check to see if the network configuration has been changed.

Yes

The network configuration has been changed and must be correctly reset by the appropriate IT department.

No

The network configuration was reviewed with the IT department and found to be correct. The connection test was successful. Proceed to the next step (35).





Problems with the third-party backend

35 Contact the support team of the third-party backend provider.

Check with the support team of your third-party backend to see if any further adjustments are needed.



36 Does none of the measures lead to a solution?

Yes

Contact Partino Support at +41 62 832 42 40 (*please provide the customer's IT contact information*).



