

FLOATBRIDGE

Troubleshooting - Commissioning



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Connection - URL

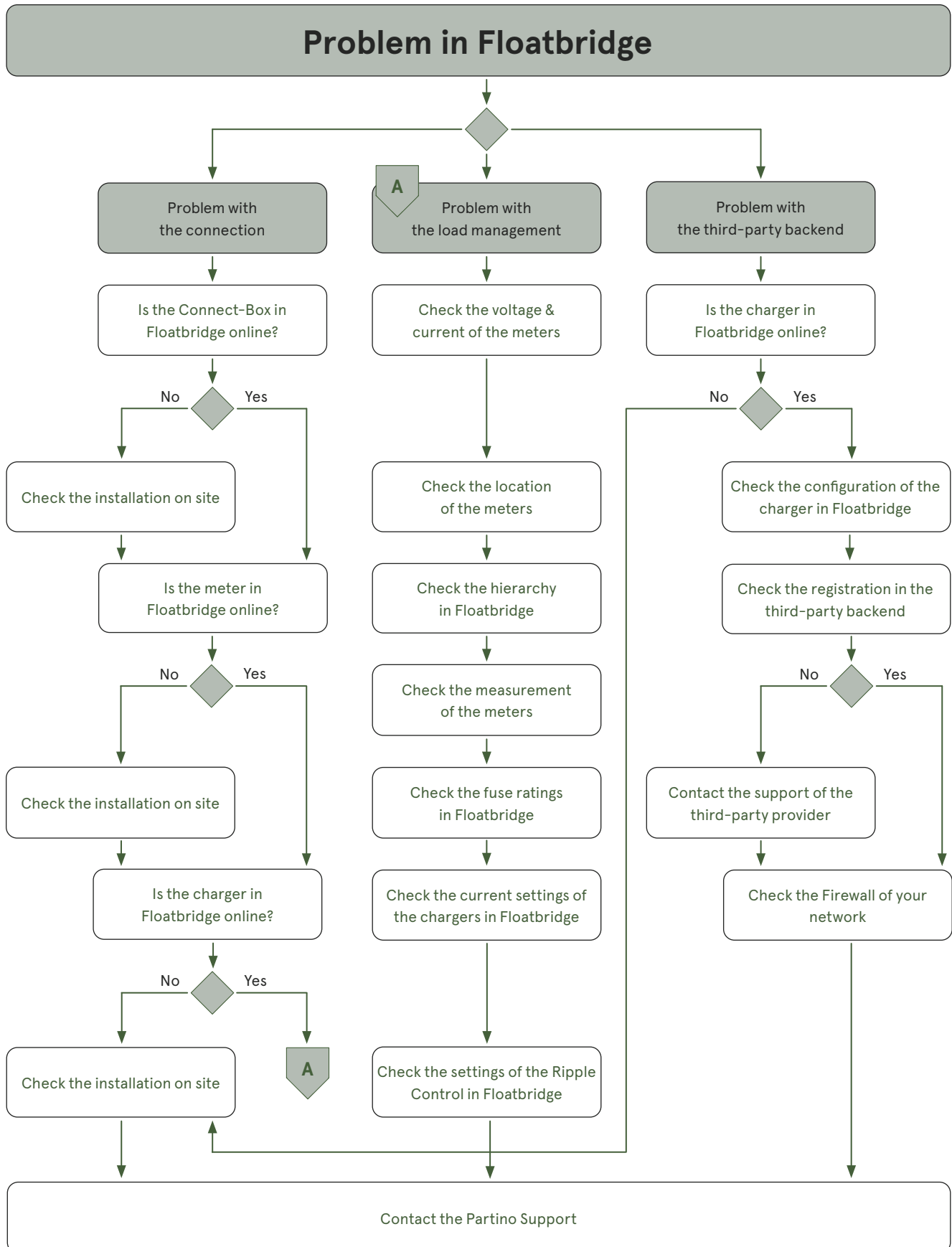
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TROUBLESHOOTING OVERVIEW

Prerequisite

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





TROUBLESHOOTING - COMMISSIONING

Problems with the connection

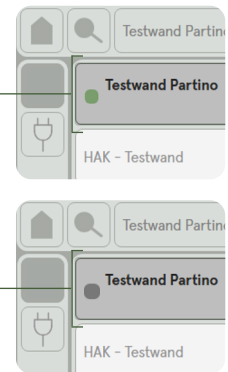
Connect-Box

1 Is the Connect-Box in Floatbridge online?

Yes → The connection between the Connect-Box and the Floatbridge has been established. The status indicator on the Floatbridge is green. Continue with the test of the meters on [page 6](#).

No

→ The status indicator is grey instead of green. No connection has been established between the Connect-Box and Floatbridge. Proceed to the next step (2).

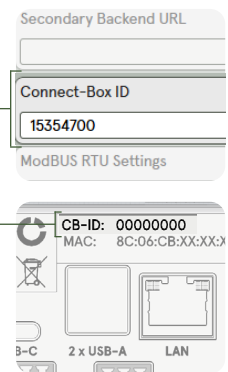


2 Is the configuration of the Connect-Box in Floatbridge correct?

Yes → The ID is correctly entered in the Connect-Box's "Settings" (make sure there is no space before the ID). Continue with the next step (3).

No

→ The Connect-Box ID is incorrect. Please update it in Floatbridge (The ID is printed on the Connect-Box housing).

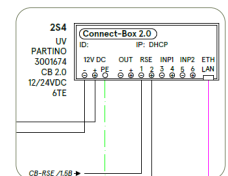


3 Is the Connect-Box wired correctly?

Yes → The wiring was installed according to the diagram. Continue with the voltage test in the next step (4).

No

→ The wiring was not installed correctly and needs to be adjusted. To do this, refer to the diagram in "Schematic Siemens" on the [Floatbridge Wiki](#).



4 Is the device receiving power?

Yes → The Connect-Box is powered on (LED is lit). Continue with the network port in the next step (5).

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.





Connect-Box

5 Is the network port lit?

Yes

There is a network connection (the LED on the network port is lit). Continue to the next step (6).

No

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



6 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*).





TCP-Meter (LAN)

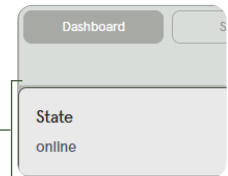
7 Is the meter online in Floatbridge?

Yes

The connection between the meter and Floatbridge has been established. The display on the dashboard shows the status "online." Continue with the charging station check 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. Proceed to the next step (8) "Wiring."



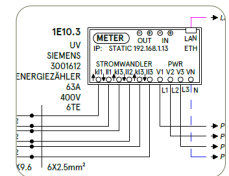
8 Is the meter wired correctly?

Yes

The wiring was installed according to the diagram. Continue with the voltage test in the next step (9).

No

The wiring was not installed correctly and needs to be adjusted. To do this, refer to the diagram in "Schematic Siemens" on the Floatbridge Wiki.



9 Is the device receiving power?

Yes

The energy meter is powered (the display is on). Continue with the network port in the next step (10).

No

There is no power. Please connect the meter to the power supply and/or check the fuse.



10 Is the network port lit?

Yes

The network port is lit, indicating that a network connection is established. Continue with the communication settings in step (11).

No

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





TCP-Meter (LAN)

11 Are the communication settings correct?

Yes

The meter type, IP address, device address, and TCP port are correctly configured in the meter's "Settings." Continue with the network configuration in the next step (12).

No

The network settings are incorrect. Adjust them according to the specifications provided by your IT department or the Partino standard configuration (see the "Network" instructions on the [Floatbridge Wiki](#)).

Meter Type
Siemens PAC2200
IP Address
192.168.137.26
Device Address
1
TCP Port
1

12 Is the meter not online yet?

Yes

Contact the relevant IT department to configure the network and test the connection.



13 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*).





RTU-Meter (serial)

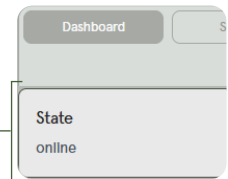
14 Is the meter online in Floatbridge?

Yes

The connection between the meter and Floatbridge has been established. The dashboard display shows the status "online." Continue with the inspection of the charging station (Page 9).

No

The meter's dashboard does not display a status. No connection has been established between the meter and Floatbridge. Go to the next step (15), "Wiring."



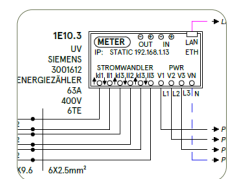
15 Is the meter wired correctly?

Yes

The wiring was installed according to the diagram. Continue with the voltage test in the next step (16).

No

The wiring was not installed correctly and needs to be adjusted. To do this, refer to the diagram in "Schematic Siemens" on the Floatbridge Wiki.



16 Is the device receiving power?

Yes

The energy meter is powered (the display is on). Continue with the network port in the next step (17).

Nein

There is no power. Please connect the meter to the power supply and/or check the fuse.



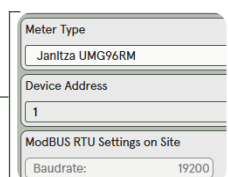
17 Are the communication settings in Floatbridge correct?

Yes

The meter type, device address, and Modbus RTU settings are correctly configured in the "Settings" for the meters in Floatbridge. Proceed to the next step (18).

No

The communication settings are incorrect. Adjust them according to the guidelines provided by your IT department.



18 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

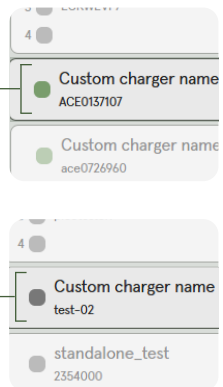
19 Is the charging station online in Floatbridge?

Yes

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

No

If the charger is offline, the status will appear grey. Proceed to step (20), "Wiring".



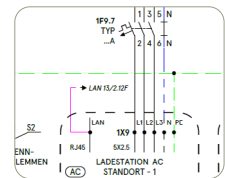
20 Is the charging station wired correctly?

Yes

The wiring was installed according to the diagram. Proceed to the next step (21).

No

The wiring was not installed correctly and needs to be adjusted. To do this, refer to the diagram in "Schematic Siemens" on the [Floatbridge Wiki](#).



21 Is the device receiving power?

Yes

The charging station is receiving power (the station's display or LED is on). Proceed to the next step (22).

No

There is no power. Please connect the charging station to a power source and/or check the fuse.



22 Is the charging station configured correctly?

Yes

The communication type (OCPP1.6j) and the Connect-Box URL (OCPP endpoint) are correct. Proceed to the next step (23).

No

The configuration is incorrect and must be adjusted as follows:

1. Communication type: OCPP1.6j
2. Endpoint:
 - **Proxy address for Ecotap chargers:** ecotap.partino.io:80/ocpp1.6j/#OSN#
 - **Proxy address for other chargers:** ws://charger.partino.io/ocpp1.6j
 - **Address for Ecotap chargers with Connect-Box:** XXX.XXX.XXX.XXX:80/ocpp1.6j/#OSN#
 - **Address for other chargers with Connect-Box:** ws://XXX.XXX.XXX.XXX/ocpp1.6j/

Replace "X" with the IP address you can find on the Connect-Box dashboard in Floatbridge (see right).

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



Charging station

23 Is the configuration of the charger set up correctly in Floatbridge?

Yes

The charger type and OCPP-ID are correctly entered in the "Settings" tab when clicking on the charging station. In addition, all parameters are correctly entered in the "Configuration" tab. Proceed to the next step (24).

No

Adjust the OCPP-ID (be sure to observe upper- and lowercase letters) or the charger type in "Settings." Also, enter the charging station parameters in the "Configuration" tab.

Dashboard	Settings
Submit	Delete
OCPP Id	
ace0726960	
Charger Type	
Vool	

FeatureObjectId
ACE0726960
Identity
ace0726960
DeviceIdentifier
000800173032471332363132

24 Check with the IT department to see if the network configuration is correct.

Yes

The network configuration was reviewed with the IT department and found to be correct. The connection test was successful. Proceed to the next step (25).

No

The network configuration is incorrect and must be adjusted by the IT department.



25 Does none of the measures lead to a solution?

Ja

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





Problems with the load management

Meter

26 Is power measured by the meter?

Yes

A load is connected and power consumption is measured. Proceed to the next step (27).

No

A load is connected, but no power consumption is measured. Go back to [page 6 \(TCP meter\)](#) or [page 8 \(RTU meter\)](#).



27 Is the meter installed in the correct location?

Yes

The meter has been installed in the designated location. Proceed to the next step (28).

No

The meters are not installed in the correct location. Please relocate them to the designated position.



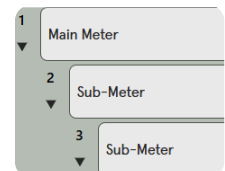
28 Are all meters correctly integrated into the hierarchy in Floatbridge?

Yes

The meters have been assigned correctly. Proceed to the next step (29).

No

The meters are not on the correct level. Please assign them to the correct hierarchical order.



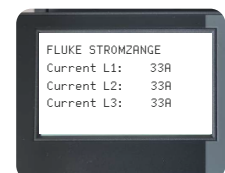
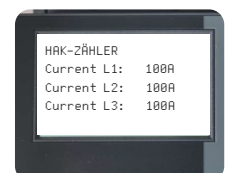
29 Do all meters measure accurately?

Yes

The meters display the correct readings (as verified by a comparison measurement). Proceed to the next step (30).

No

The readings are incorrect. Check the transformers and the configured transformer ratios. If the ratios are correct, the meter may be defective and should be replaced.





Current values

30 Are the fuse ratings for the meters on Floatbridge configured correctly?

Yes

The maximum current values ("Current Rating") are correctly entered in the settings for the respective meters. Proceed to the next step (31).

No

The maximum current values are incorrect. Please adjust them in Floatbridge.

Parent Meter
Is Root Meter
Current Rating
100
Created At

31 Are the current values of the individual chargers configured correctly on Floatbridge?

Yes

The charging station's current settings are correct in the "Settings" tab and do not have start, min, or max values that are too low. Proceed to the next step (32).

No

The start, min, or max values for each charger are set too low and need to be increased.

Number Of Connectors
1
Current per Connector [A]
start 8
Parent Meter
HAK-test

Number Of Connectors
1
Current per Connector [A]
start 0
Parent Meter
HAK-test

32 Is the Ripple Control enabled in Floatbridge and currently activated by the utility provider?

Yes

Ripple Control is enabled and is currently being triggered by the grid operator. Check the Connect-Box dashboard to verify that the Ripple Control signal is set to "Active". This reduces the available charging power. If this is not intended, disable Ripple Control using the green toggle switch on the right.

No

Ripple Control is not active and therefore does not affect the load management. Proceed to step (33).

Hardware Data
CPU Temperature (°C)
59
Ripple Control Signal Active
Active
Digital Input 1
Off
Digital Input 2
Off
Digital Output
Off

Baud Rate:
19200
Ripple Control Current
0
Input Control
INP 1 INP 2
0 0 no Inputs active

33 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

Connection - URL

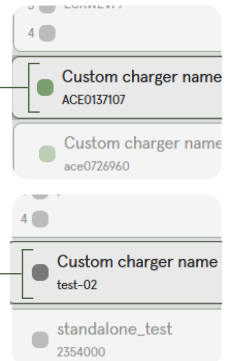
34 Is the charging station online in Floatbridge?

Yes

The connection between the charger and Floatbridge has been established. The indicator shows a green status. Proceed to the next step (35).

No

If the charging station is offline, you will see a grey status indicator. Go to [page 9](#), to step 20 ("Wiring").



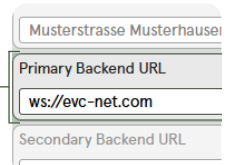
35 Is the backend correctly configured in Floatbridge?

Yes

The backend URL is correctly configured in the "Settings" section of the site. Continue with the next step (36).

No

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



36 Is the charger registered in the third-party backend?

Yes

The charging station is correctly registered in the third-party backend. Proceed to the next step (37).

No

The charger is not yet or not fully registered in the third-party backend. Please complete the registration and contact your third-party backend provider's support team if needed.



37 Has your network's firewall been configured correctly?

Yes

Your network's firewall has been correctly configured in accordance with the instructions from your IT department.

No

The firewall was configured incorrectly. Resolving the issue is the responsibility of the IT department.



38 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).



