

GTC **CONNECT**



ACCESS2000 **ConnectBridge™ Gateway** **Troubleshooting Guide**

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TROUBLESHOOTING

Gateway is not powering on

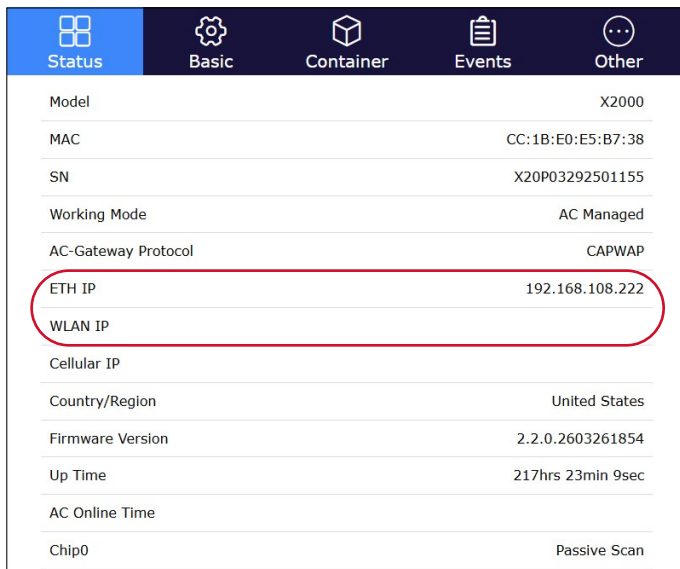
1. Verify the method of power transmission.
2. Powering via PoE
 - a. Ensure the power sourcing equipment complies with PoE IEEE standards
 - b. Check the power-sourcing device is not set to a passive powering mode
 - c. Inspect cabling for correct wiring or breaks
3. Powering via Line Power
 - a. Check that behind the chord grip the male barrel plug is fully seated in the female connector
 - b. Verify supply line provides 12V at a minimum of 2A of current
 - c. Verify Network connection is not trying to supply power over PoE

The ETH or WiFi status light on the gateway is not lit

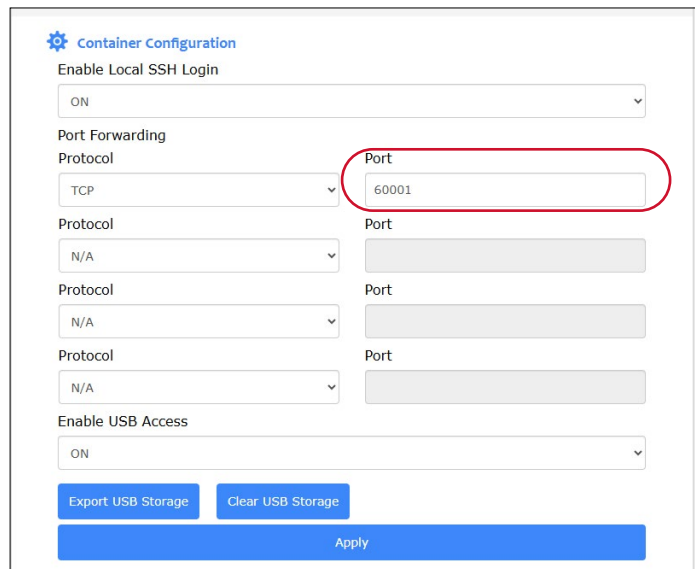
1. This indicates there is no network communication. Ensure the gateway is connected directly to the target network through a switch or router. Connecting directly to a laptop or other computer will not work.
2. If using a hotspot, the gateway must connect to it. Connecting a computer to the hotspot and then plugging in the gateway will not work. A portable router-based hotspot should be used if possible.

Unable to load the web app UI on a workstation

1. Double check the IP address of the gateway and the port number the UI is exposed through. The IP address can be found on the Status Tab under ETH IP or WLAN IP depending on setup. To find the Port number, go to the Container tab, scroll down to Container Configuration and identify the port. By default CTC uses Port 60001.



Model	X2000
MAC	CC:1B:E0:E5:B7:38
SN	X20P03292501155
Working Mode	AC Managed
AC-Gateway Protocol	CAPWAP
ETH IP	192.168.108.222
WLAN IP	
Cellular IP	
Country/Region	United States
Firmware Version	2.2.0.2603261854
Up Time	217hrs 23min 9sec
AC Online Time	
Chip0	Passive Scan



Container Configuration

Enable Local SSH Login: ON

Port Forwarding

Protocol: TCP	Port: 60001
Protocol: N/A	Port:
Protocol: N/A	Port:
Protocol: N/A	Port:

Enable USB Access: ON

Export USB Storage Clear USB Storage

Apply

- If available log into the Cassia user interface on port default http port 80 and verify both circled applications are running in the container section. Restart if not.

```

root      194      /usr/bin/python3.9 /home/debian/Server/server.py
cassi    197      tail -f /mnt/sd/server_log.txt
root      259      /usr/bin/python3.9 /home/debian/Bluetooth/ble_manager.py

```

- If both these applications are running and the Cassia system is accessible, this most likely means port 60001 is being blocked on the network and must be opened by a system administrator on the network. CTC cannot assist with this problem.

Logging into the gateway leads to the wrong address

- This is likely due to a network configuration error, such as duplicate IP addresses on the network. Contact the network administrator.

Gateways are missing from the Gateways tab on the app

- The likely cause is that multiple gateways have been assigned the Primary role. Only one gateway may hold this position. Go to **Settings** → **Reset Configuration** and reassign any duplicate Primary gateway to Secondary roles.

Sensor is not connecting to the gateway

- Check Sensor Signal Strength. For ACCESS2000 gateways, -20 to -75 dBm is the required signal strength range to achieve a reliable connection. Anything beyond -75 dBm may result in dropped readings and is not supported by CTC Connect support staff.



Note: WS100 sensors are non-connectable devices. They will only submit a reading at their factory configured reading interval, and cannot be connected to on demand.

For a better understanding of signal strength, please review the information below:

- 30 dBm to -50 dBm (Excellent):** Extremely strong signal, ideal for high-quality data transfer.
- 50 dBm to -60 dBm (Good):** Reliable, stable connection for most applications
- 60 dBm to -70 dBm (Fair):** Connection may become choppy
- 70 dBm to -75 dBm (Weak):** Connection is at high risk for frequent drops and data loss.
- 75 dBm or greater (Poor/Unusable):** High risk of drops and disconnection.

Ensure the sensor is at least one meter away from the gateway. Sensors that are within a one meter distance may cause missed packets from the directional antennas.

2. Verify that there are not duplicate Primary gateways on the network, and that the sensor is not attempting to connect to one of them (refer to the previous issue to correct multiple Primary gateways).
3. Cycle power to the sensor by disconnecting the battery, waiting 10 seconds, and reconnecting it.
4. From the Dashboard, click the Settings Button on the left.
5. Click on Gateway Bluetooth® Settings, then Bluetooth® Reset.
6. Click on Restart Gateway Settings, then Reboot.

Transfer data to the new gateway

1. Power off gateway.
2. Remove lids from both gateways via the eight cover plugs and recessed screws on each.
3. Place the USB stick from the old gateway's USB isolator into the new gateway's isolator.
Note: To comply with certifications, do not remove the isolator from the system .
4. Reinstall the lid, sealing it with the eight screws and cover plugs. Do not over-tighten the screws, as the threading might become damaged or stripped.

MAINTENANCE

Once the system has been installed, it requires minimal maintenance. Basic checks to ensure system integrity should be made periodically.

Visual inspection should include examinations for the following:

1. No moisture or condensation is present inside the enclosure.
2. The cord grips on the underside of the unit have a good seal and tightness.

WARRANTY AND REFUND

Please visit www.ctconline.com to view a complete recapitulation of our warranty and refund policies.

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CTC's experienced support team will review your inquiry and work quickly to resolve your issues.



scan QR code or

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SUPPORT REQUEST FORM**

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