Tech Notes

CONVERGING SYSTEMS

Troubleshooting Control4 Integration Issues

How to Get things to Work between the two systems if you are experiencing issues

Overview:.

Converging Systems has worked with Control4 for over a decade in providing well engineered/tested drivers to support Converging Systems as well as our OEMs' products. Occasionally, we receive technical support calls that indicate that the Control4 certified drivers don't work. Short of working through our online documentation that can be found within Composer or our comprehensive Integration Notes available here, we have put together this useful Tech Note for common hurdles and hints that if identified and followed, should eliminate any field issues encountered. We have organized this information in the form of FAQs and helpful answers to those questions.

FAQs

FAQ 1. Drivers where do I get them? "I need the password to download the Control4 drivers for Converging Systems or its OEMs products from the Converging Systems' website."
A. Not really—actually you don't. The drivers are all available within Composer as a C4 **certified** embedded/cloud download. Here is how to get access to those drivers.

➢ Open up **Composer**, and within **System Design**, go to Search and enter a checkmark ☑ within both the **Online** and **Certified** boxes.
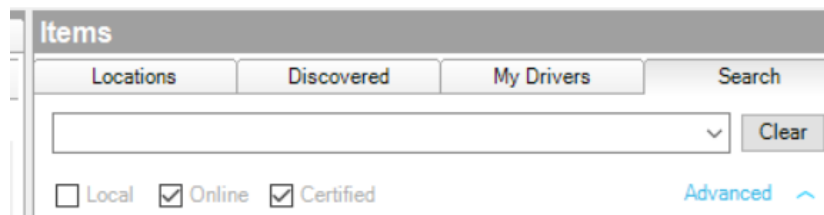
➢ Within Manufacturer, select "**Converging Systems"** for lighting and motor drivers (or for one of our OEMs partners select "WAC Lighting") for lighting drivers that support fixtures and fanx . Provided you are on-line (connected to the Internet), you will immediately see a rather large list of professionally engineered (free) drivers .
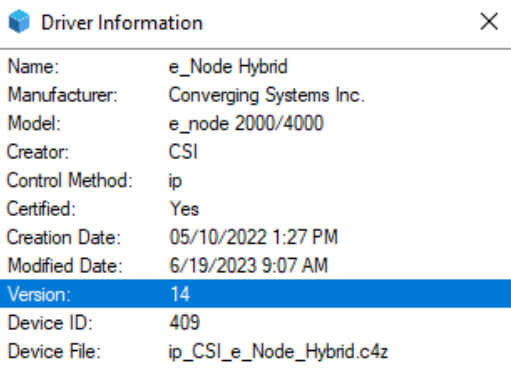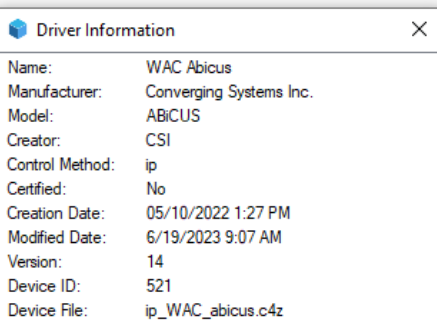
You will need a single **Comm**(unication) Driver for the e-Node (Gateway), as well as one **Load** driver for each connected lighting controller (CS-BUS ILC-xxx, DMX fixture, or DALI fixture). See the table below for those name

	Converging Systems	WAC Lighting
Comm Driver	**e_Node Hybrid** 6/19/2023 or later	**WAC Abicus** 6/19/2023
Load Driver	**LED Lighting controller Hybrid** 6/19/2023	**LED Lighting controller Abicus** 6/19/2023

FAQ 2. Min Required Version of Driver. How do I verify that the drivers in my project match the minimum requirement for drivers that are certified and will work well with my system?

A. Again, simple. Within Composer right click on the Comm Driver and select **INFO**.

Comm Drivers

For e-Node 4000/2000 as well as 4100/2100 the **Comm** driver shows up as:	For WAC G10 as well as G20 the **Comm** driver shows up as follows

Note: *You must have one instance of the Comm driver for each e-Node or private labeled Gateway—just one*.

However, you must also load one instance of a Load Driver for each supported fixture (i.e., for an ILC-400 which enables 4 separately controlled monochrome fixtures as an available option, you would load 4 Load drivers here, and for the dual bi-white option on the same product you would load 2 drivers here.) or dual BI-WHITE devices) you will need one Load Driver instance for each "fixture."
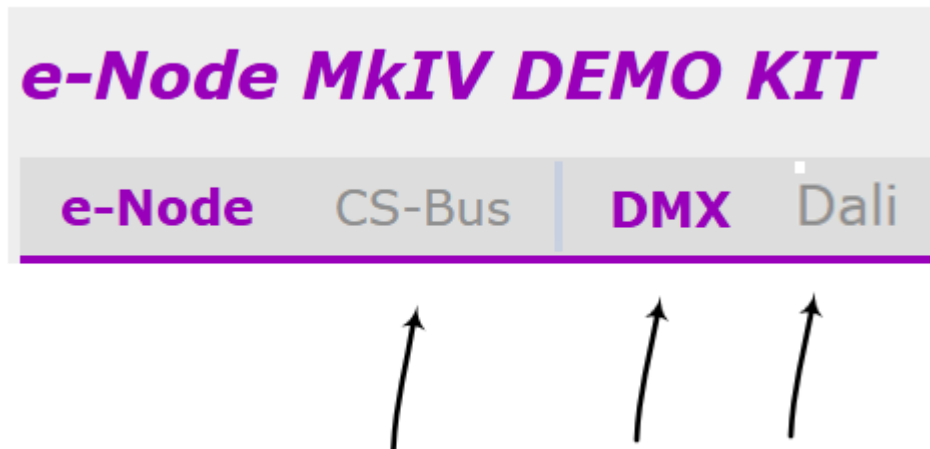

Load Drivers

For each instance of a "Fixture" (regardless if it is a **CS-Bus** device, a **DMX** fixture or **Dali** fixture, you will need **one** load driver as shown below with at minimum the Version number shown below.	
For e-Node 4000/2000 as well as 4100/2100	For WAC G10 as well as G20

For e-Node 4000/2000 as well as 4100/2100

Driver Information   ✕

Name:	LED Lighting controller Hybrid
Proxy:	light_v2
Manufacturer:	Converging Systems Inc.
Model:	ILC 3/4
Creator:	TPS
Control Method:	other
Certified:	No
Creation Date:	02/17/2022 4:43 PM
Modified Date:	03/17/2023 11:30 AM
Version:	15
Device ID:	436
Proxy ID:	437
Device File:	LEDLight_CSI_Hybrid.c4z
Proxy File:	light_v2.c4i

For WAC G10 as well as G20

Driver Information   ✕

Name:	LED Lighting controller Abicus
Proxy:	light_v2
Manufacturer:	Converging Systems Inc.
Model:	Abicus
Creator:	TPS
Control Method:	other
Certified:	No
Creation Date:	02/17/2022 4:43 PM
Modified Date:	6/19/2023 9:07 AM
Version:	15
Device ID:	517
Proxy ID:	518
Device File:	LEDLight_WAC_abicus.c4z
Proxy File:	light_v2.c4i

FAQ 3. My loads don't respond to the Control 4 "Control/Control-widget." Have I missed something that causes Control4 processor not to communicate with Converging Systems' devices?

A. The Control4 control/control widget is very useful tool to test things communication/setup. Let's use this tool to continue the diagnostics…

➢ To get started, double click on any Converging Systems' load programmed within the **System Design** window to expose the **Properties** window and the subsequent [widget](#) (see following image).

➢ Position your mouse within the Target color window and execute a double click operation.
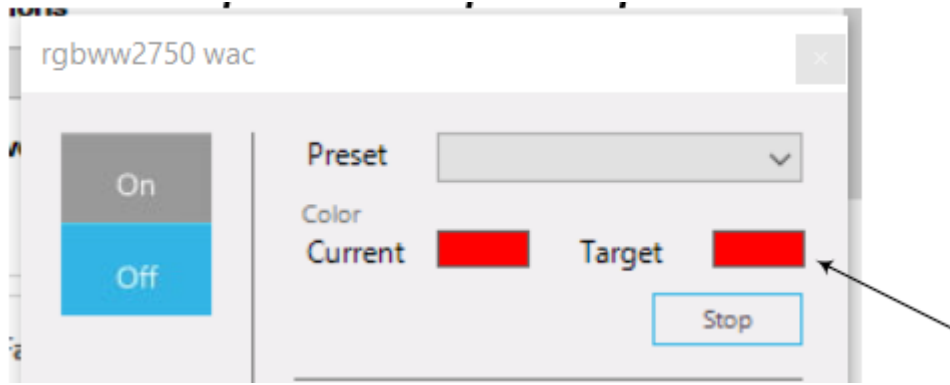

This will spawn the "control/control [widget](#)" as shown below.

Note: For TW (Tunable White) devices, the UI on the right below will be appear when Color Mode is set to **Temperature**. For full color devices, the UI on the left below will be appear if Colot Mode is set to **Color**.
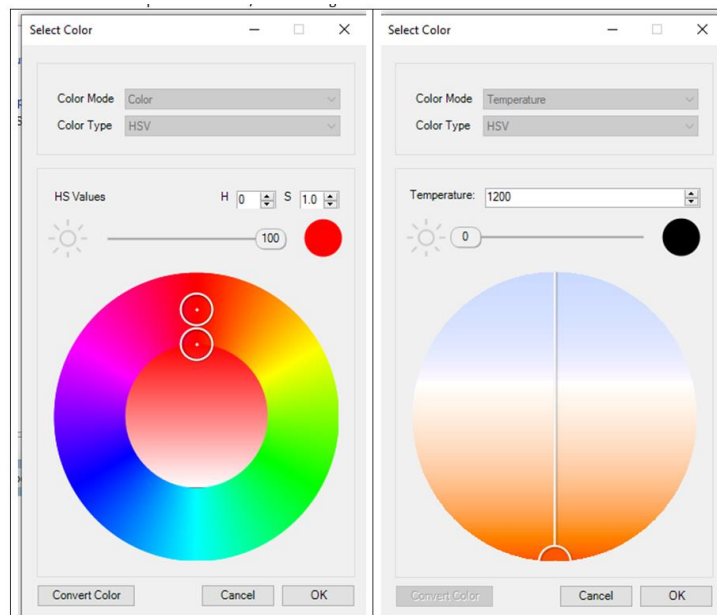
➢ Now test the connectivity of the connected device by moving the applicable controls above. ***Make sure you always move the brightness slider*** or else no output will be seen. Typically, if nothing reacts by moving the UI controls, several causes may be the issues. Review those below:

Cause 1. Loads may not be connected within "Connections." Within Composer go to the **Connections** tab/**ControlAV** window
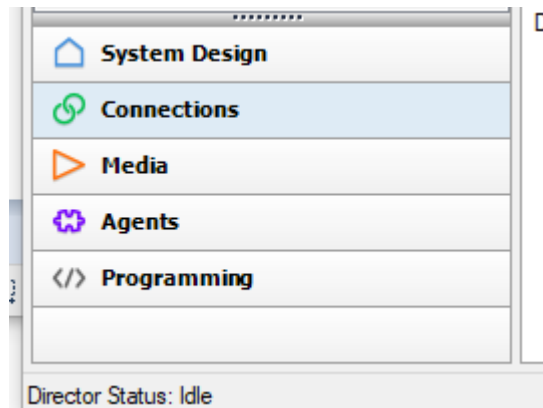
And for each load connected to the e-Node gateway make sure that the Control Input (**CSBus**) has been dragged down (linked) to the appropriate Gateway (e-Node). Here is an example
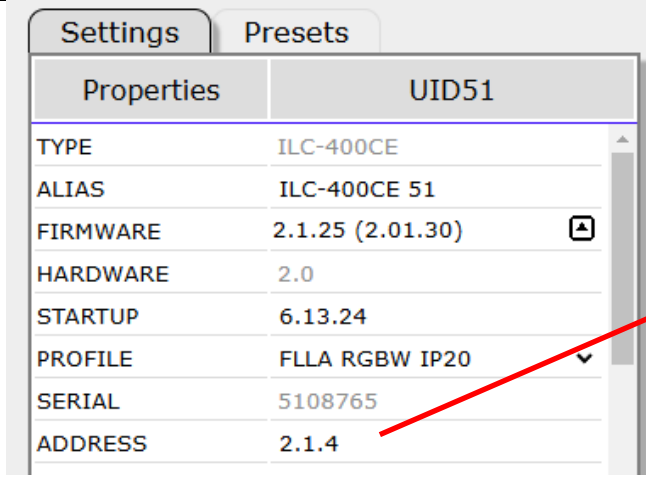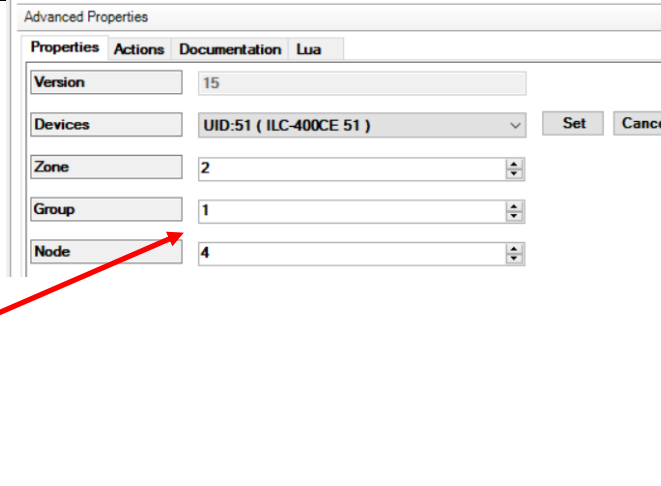
Note: If any load has not been linked to its parent Gateway (e-Node), that load will not operate.

Cause 2. Loads may not be addressed with their Zone/Group/Node (ZGN) number within System Design.

Make sure that each load has an automatically discovered **Z**one/**G**roup/**N**ode address within the Properties windows.

➢ Within System Design/Properties make sure that there is a valid **Zone/Group/Node** (ZGN) address that matches the actual **ZGN** of the load device (as seen within the web page for the e-Node gateway)

As seen within the gateway's CS Bus/DMX/ or DALI page	As seen within Composer/System Design/Properties page

Note: in order to obtain these values automatically within Composer, within Systems Design, select the parent e-Node and then select **Actions** and select **Discover**. That process will automatically import all previously commissioned **ZGN** information into Compose.

FAQ 4. Is there a way to troubleshoot data communication (or lack thereof) either within Composer or within the Converging Systems environment.

Troubleshooting from within Composer. Within Composer for any device that is experiencing communication problems, go to **System Design** and first select the Gateway (e-Node) and set the Debug level **5 or greater** (and hit SET) and set Debug Mode to **Print and Log** (and hit SET) for both the **comm** driver and the **load** driver. The observe what happens within the **Lua (within Composer/System Design/ Properties) window** what traffic is coming over to the targeted Gateway or controller. If there is traffic, then the e-Node and controller(s) should be receiving the data, but if no traffic or traffic with errors is observed, review your setup. See the documentation that is

available from within this Windows.

Troubleshooting using the Converging Systems Pilot application.

See separate Pilot Users Guide.

https://www.convergingsystems.com/bin/doc/pilot/pilot_diagnostics.pdf