



CONNECT TROUBLESHOOTING GUIDE

dSPEC™
and
Resyn®



*Troubleshoot connections
between dSPEC and Resyn.*

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dSPEC and Resyn Network Overview

Resyn and dSPEC support various IPv4 network configurations. By default, Resyn and dSPEC support automatic IP addressing as do most computers. Sometimes static IP addresses for dSPEC are preferred or required. Refer to [IP Address Tips](#) on page 4 for help on choosing automatic or static IP addresses for dSPEC.

There are various methods for connecting a computer running Resyn to dSPEC:

Direct

Automatic IP is preferred.
Static IP can work too.

Continue [Troubleshooting Connections](#) on page 5.

The computer running Resyn is connected directly to dSPEC with one Ethernet cable.



Indirect

Automatic IP is preferred.
Static IP can work too.

Continue [Troubleshooting Connections](#) on page 5.

The computer running Resyn is connected either wirelessly or via an Ethernet cable to one or more dSPECS via a common Ethernet switch. Each dSPEC is connected with its own Ethernet cable.

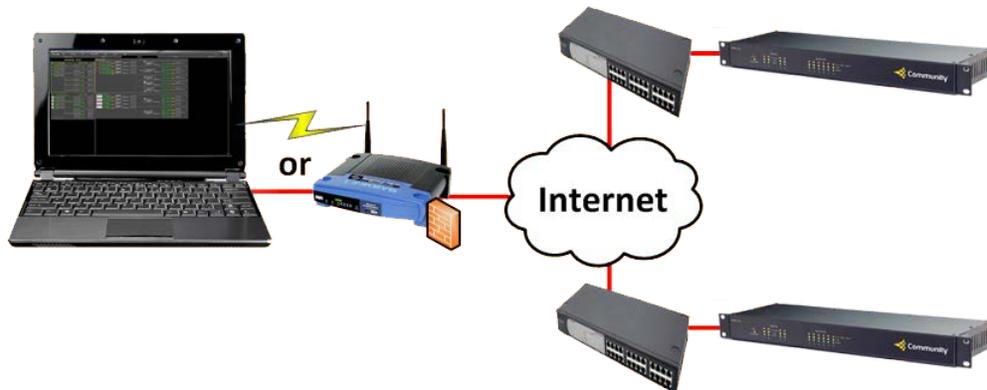


Remote

Automatic IP will not work.
Static IP is required.

For help with setting up or troubleshooting remote connections please refer to the *Remote Management Manual* via the Resyn **Help** menu.

The computer running Resyn is connected to one or more dSPECS through a TCP/IP router to a remote location accessible via the Internet.



Network Tips

IP Address Tips

There are two types of automatic IP addresses: APIPA and DHCP. dSPEC is supplied with Automatic Private IP Address (APIPA) assignment enabled. If plugged in to a network that has a Dynamic Host Configuration Protocol (DHCP) server dSPEC will automatically favor a DHCP address.

Use automatic IP addresses for convenience and temporary connections. Depending on your DHCP server, automatic IP addresses may time out in as little as 12 hours. Resyn and dSPEC will disconnect with an error if the IP address on either side changes.

Use static IP addresses when Resyn must remain connected for very long periods of time or via Remote Management, or if some other manufacturer's equipment requires the computer's IP address to be static. Also, static IP addressing should be used for all permanent installations, where connection reliability is a must.

IMPORTANT: For non-remote management situations, dSPEC must be on the same **subnet** as the Resyn computer in order to connect. Understanding subnets is essential when using static IP. Read about subnets at Wikipedia: <http://en.wikipedia.org/wiki/Subnetwork>. Read more about TCP/IP Fundamentals online at <http://technet.microsoft.com/en-us/library/cc743319.aspx> which is also available in PDF form at http://download.microsoft.com/download/9/4/6/946958ef-7b86-4ddc-bfdb-c7ed2af4ce51/TCPIP_Fund.pdf.

Ethernet Cable Tips

dSPEC is supplied with a CAT-5e Ethernet cable. dSPEC must connect to your computer or network via a CAT 5e (or better) Ethernet cable. A standard cable or a crossover cable can be used. The dSPEC will auto-detect the cable type.

Note: Gigabit Ethernet crossover cables are not compatible with earlier versions of Ethernet crossover cables. dSPEC does not work with Gigabit Ethernet crossover cables.

Please make sure to use a high quality Cat 5e or better Ethernet cable that is known to work properly. Poor quality or damaged cables can limit Resyn's ability to find dSPECS on the network, or cause data errors and that may result in lost data or system crashes. A **cable tester** (such as Klein Tools LAN Scout™ Jr.) is recommended.

The maximum length for Ethernet cables is **100 meters** or **328 feet**. Read more about Ethernet cables online at Wikipedia: <https://en.wikipedia.org/wiki/10/100/1000>.

Troubleshooting Connections

Please refer to Table 1 for which [Suggested Steps for Troubleshooting](#) to try based on the symptom experienced. After the symptom is resolved **go no further**. Instead, if you are trying to connect, begin again at [1 Try to connect](#) on page 7. If further assistance is required please refer to step [19. Contact Community](#) on page 20.

Table 1 Symptom, Possible Cause, and Suggested Steps to Resolve

Symptom	Possible Cause and/or Suggested Steps to Resolve
<i>dSPEC(s) do not appear in Resyn.</i>	<p>This occurs when Resyn cannot find dSPEC(s) via IP. There could be a power, network cabling, IP configuration problem, automatic IP addresses did not yet resolve, or dSPEC firmware is older than 1.24 and dSPEC was powered on before Resyn was started. <i>If a dSPEC is found after cycling power on it the firmware many need to be upgraded as indicated below.</i></p> <p>Suggested steps.</p> <ul style="list-style-type: none"> 2. Click Refresh in Resyn 3. Verify Ethernet cable connections 4. Verify dSPEC power connections and heartbeat 5. Cycle power on the dSPEC(s) (turn off amps first) <ul style="list-style-type: none"> 2. Click Refresh in Resyn 17. Upgrade dSPEC Firmware 6. Restart Resyn 7. Restart the Resyn computer 8. Verify IP Addresses 12. Temporarily turn off all Windows security software and firewalls 13. Temporarily run in Windows in Safe Mode with Networking 14. Verify Windows Security and Firewall Settings 18. Verify the Resyn Computer Meets Minimum Requirements
<i>Resyn reports a socket error while connecting.</i>	<p>This occurs when Resyn a TCP/IP connection gets interrupted or cannot get established between Resyn and dSPEC.</p> <p>Suggested steps.</p> <ul style="list-style-type: none"> 3. Verify Ethernet cable connections 4. Verify dSPEC power connections and heartbeat 5. Cycle power on the dSPEC(s) (turn off amps first) 6. Restart Resyn 7. Restart the Resyn computer 8. Verify IP Addresses 10. Temporarily turn off or disable the Windows wireless adapter 11. Verify a Windows VPN connection is not acting as the default gateway 12. Temporarily turn off all Windows security software and firewalls 13. Temporarily run in Windows in Safe Mode with Networking 14. Verify Windows Security and Firewall Settings 15. Verify Windows Power Options 16. Check for Updates in Resyn 17. Upgrade dSPEC Firmware 18. Verify the Resyn Computer Meets Minimum Requirements
<i>Resyn recommends a firmware upgrade when trying to connect.</i>	<p>Suggested steps.</p> <ul style="list-style-type: none"> 17. Upgrade dSPEC Firmware

Symptom	Possible Cause and/or Suggested Steps to Resolve
Resyn reports a dSPEC address is not finalized.	<p>Suggested steps.</p> <ul style="list-style-type: none"> 5. Cycle power on the dSPEC(s) (turn off amps first) 7. Restart the Resyn computer 8. Verify IP Addresses 16. Check for Updates in Resyn 17. Upgrade dSPEC Firmware
Resyn reports a dSPEC is not on the local network.	<p>This typically occurs between the Resyn computer and dSPEC when one has an automatic IP address and the other has a static IP address. Windows uses automatic IP by default when no DHCP server is available, however sometimes the computer's IP address was set to a static IP address to talk to some other manufacturer's gear. It can also occur when unplugging a cable from a network that uses DHCP and plugging it directly into dSPEC which uses APIPA.</p> <p>Suggested steps.</p> <ul style="list-style-type: none"> 5. Cycle power on the dSPEC(s) (turn off amps first) 7. Restart the Resyn computer 8. Verify IP Addresses
Resyn reports device already connected.	<p>Only one copy or instance of Resyn can connect to a dSPEC at a time. Perhaps someone else is connected to the dSPEC from a different computer running Resyn.</p> <p>Suggested steps.</p> <ul style="list-style-type: none"> - First verify someone else is not using the dSPEC. If no one else is: 5. Cycle power on the dSPEC(s) (turn off amps first)
Resyn disconnected from a dSPEC or the network.	<p>Suggested steps.</p> <ul style="list-style-type: none"> 1 Try to connect 3. Verify Ethernet cable connections 4. Verify dSPEC power connections and heartbeat 15. Verify Windows Power Options 8. Verify IP Addresses (if DHCP lease expired use static IP instead) 5. Cycle power on the dSPEC(s) (turn off amps first) 16. Check for Updates in Resyn 17. Upgrade dSPEC Firmware
Resyn received an error response and disconnected from a dSPEC.	<p>Suggested steps.</p> <ul style="list-style-type: none"> 1 Try to connect 3. Verify Ethernet cable connections 4. Verify dSPEC power connections and heartbeat 15. Verify Windows Power Options 8. Verify IP Addresses (if DHCP lease expired use static IP instead) 5. Cycle power on the dSPEC(s) (turn off amps first) 16. Check for Updates in Resyn 17. Upgrade dSPEC Firmware
I forgot my dSPEC Password.	<p>Suggested steps.</p> <ul style="list-style-type: none"> 19. Contact Community

Suggested Steps for Troubleshooting

This section explains steps to try to resolve common problems that may arise when attempting to connect Resyn to dSPEC.

1. Try to connect

Load and Connect vs. Store and Connect

Resyn and dSPEC transfer settings as part of the connect process, settings remain synchronized while connected, and dSPEC remembers those settings after disconnect and power cycle. The direction that settings are transferred during connect differ between: **Connect | Load from dSPEC(s)** and **Connect | Store to dSPEC(s)**.

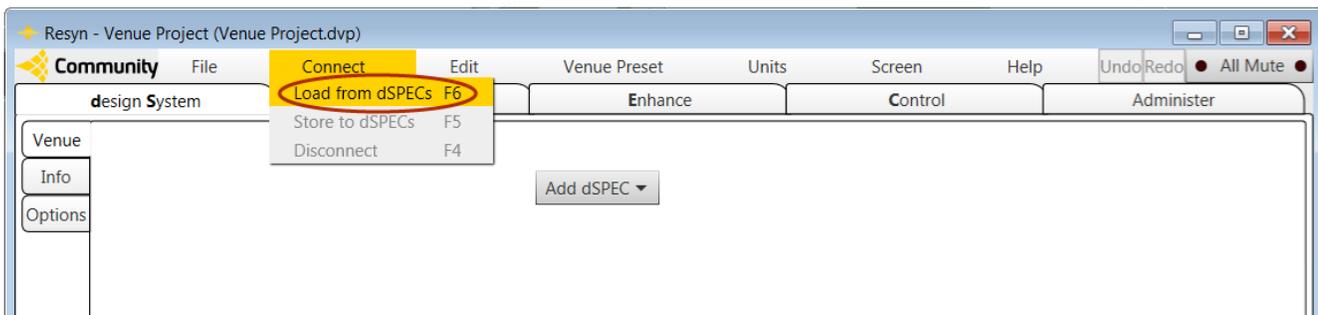
Table 2 Audio Settings Transferred During Connect

Connect Choice	Settings Transferred
  	<p>Settings in the Actual dSPEC(s) replace settings on *Virtual dSPEC(s) defined in Resyn.</p> <p>Continue with <u>transferred the two</u> become one.</p> <p>Load and Connect.</p>
  	<p>Settings in *Virtual dSPEC(s) defined in Resyn replace settings on Actual dSPEC(s).</p> <p>Continue with</p> <p><u>Store and Connect</u> on page 9.</p>

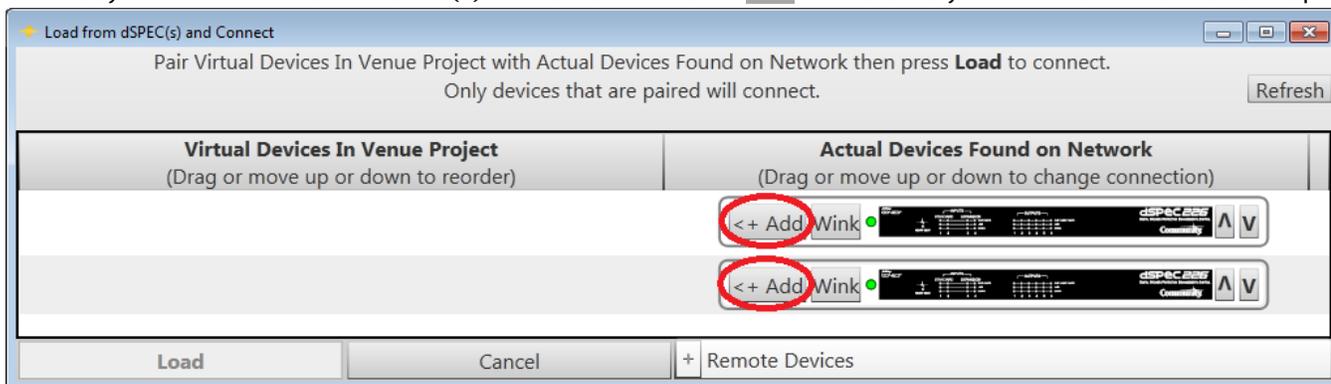
* Within Resyn a Virtual dSPEC is a graphic representation of an Actual dSPEC. A Virtual dSPEC has all of the same audio settings as an Actual dSPEC. A Virtual dSPEC can be defined and configured without having Actual dSPEC hardware present. Upon connection, a Virtual dSPEC is paired with an Actual dSPEC. After the settings are transferred the two become one.

Load and Connect

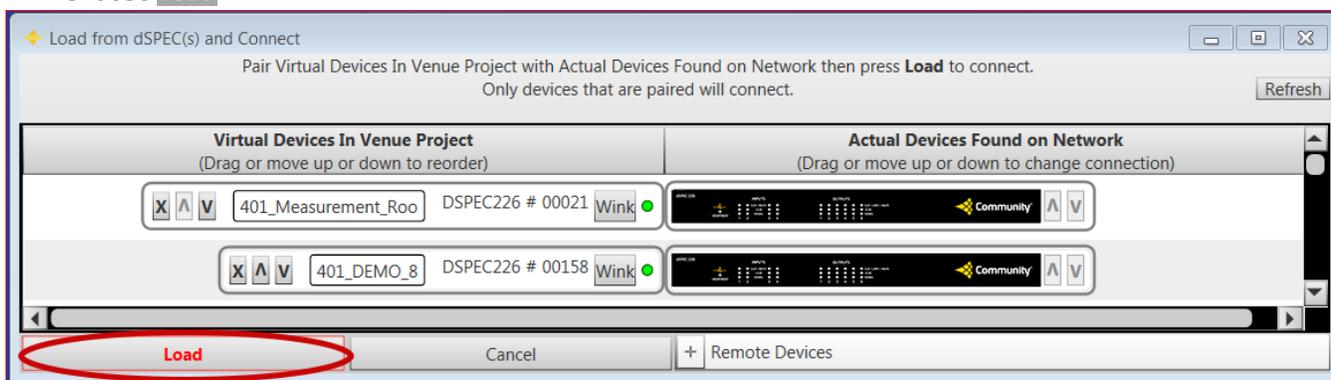
Open Resyn. Choose **Connect | Load from dSPEC(s)**.



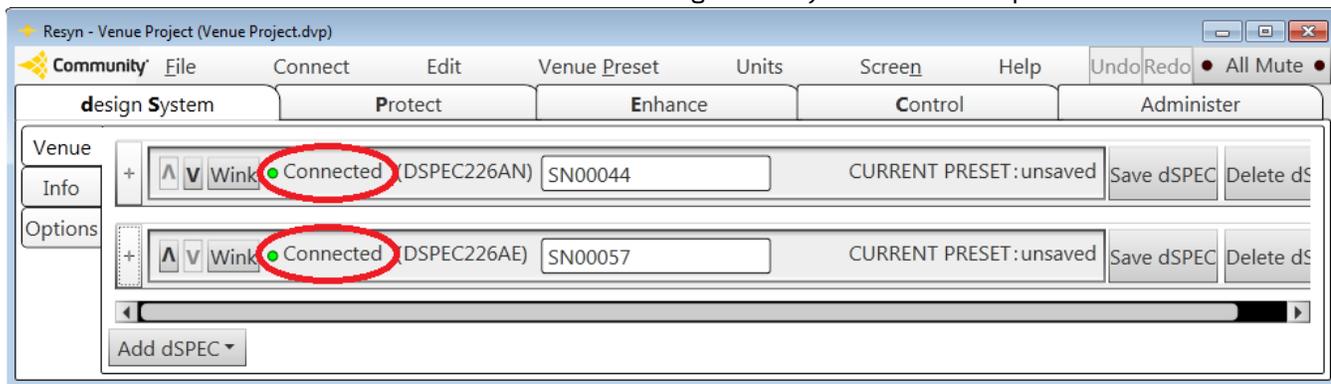
Resyn will find the Actual dSPEC(s) on the network. Click **Add** on the ones you want to add to the venue project.



Choose **Load**.



Resyn will show the dSPEC(s) on screen. After loading the settings from the dSPEC(s) is complete Resyn will show each dSPEC as "Connected" with its heartbeat LED blinking. You may need to scroll up or down to see all the dSPEC(s).

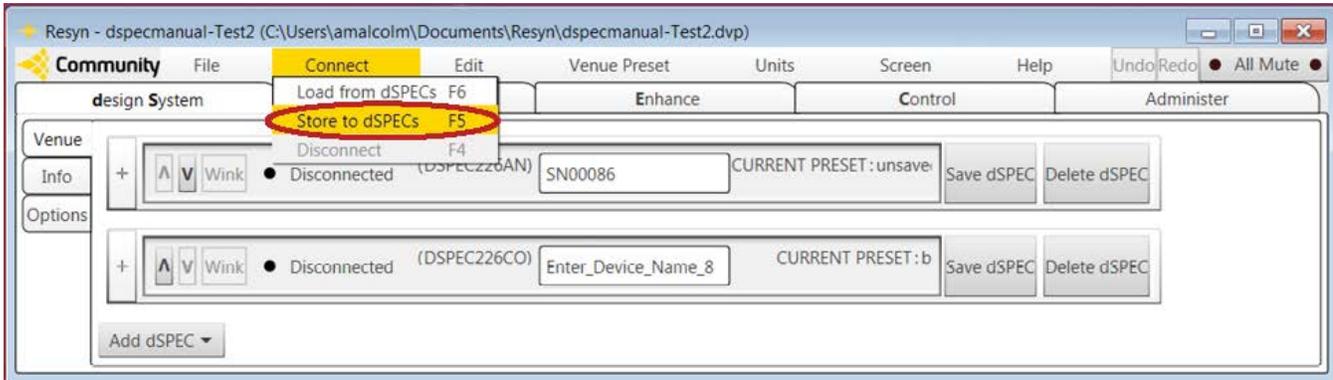


Please refer to the *Reference Manual for dSPEC and Resyn* for an explanation of how to use dSPEC and Resyn.

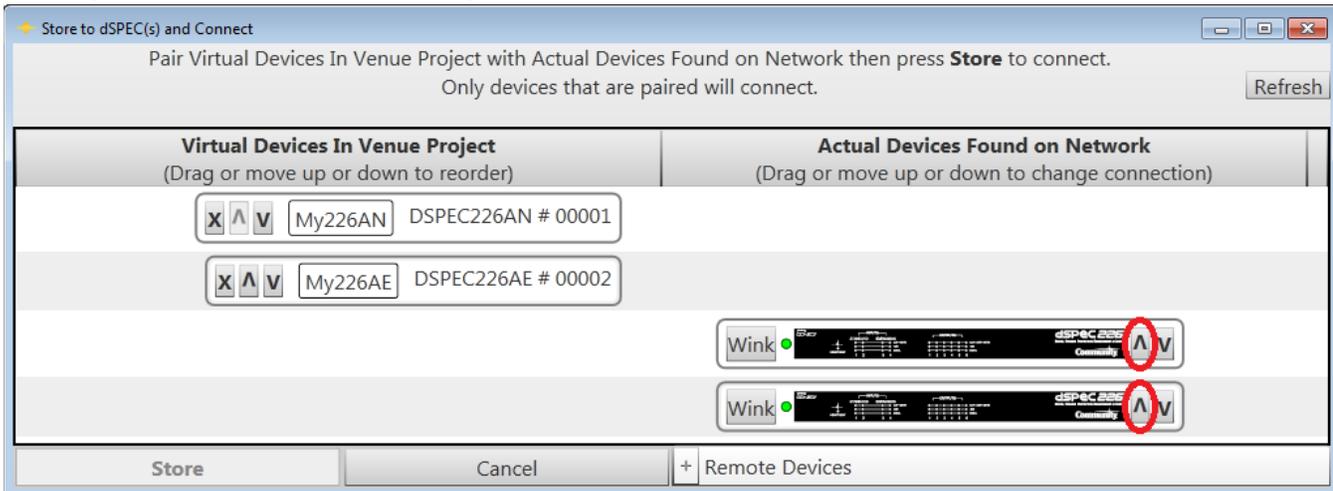


Store and Connect

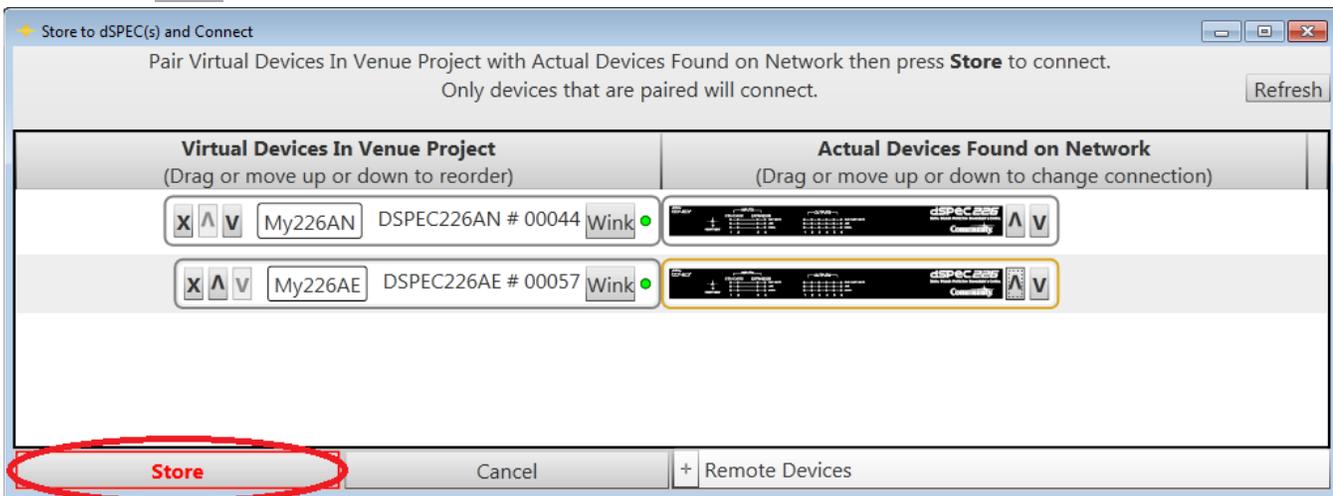
A Virtual dSPEC must exist in order to store it to an actual dSPEC. It may have been defined by choosing **Add dSPEC** | **Add Virtual dSPEC in Resyn** from the Design System screen – or by opening a Venue Project that already contains a virtual dSPEC. Choose **Connect** | **Store to dSPEC(s)**.



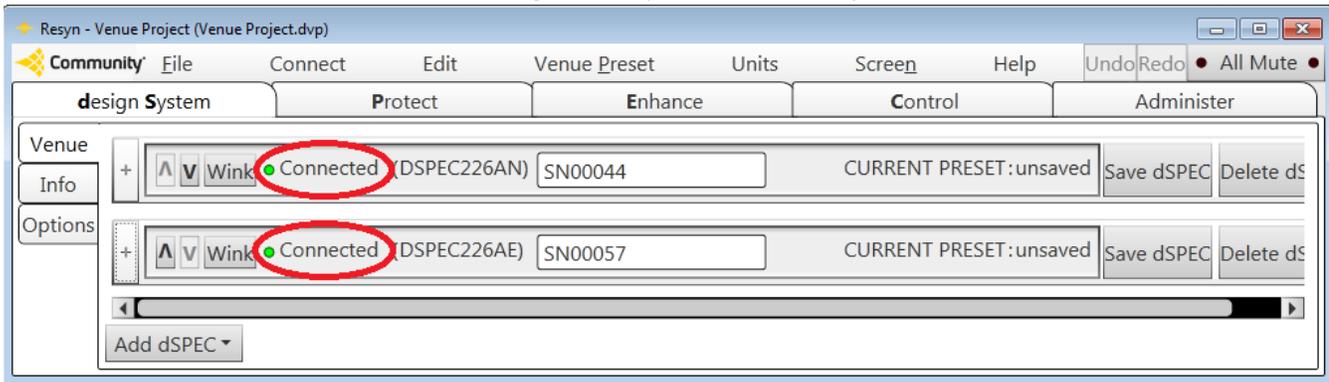
Reposition the actual dSPEC(s) to pair each one with a virtual one that will be stored to it.



Choose **Store**.



Resyn will show the dSPEC(s) on screen. After loading from the dSPEC(s) is complete Resyn will show each dSPEC as **Connected** with its heartbeat LED blinking. You may need to scroll up or down to see all the dSPEC(s).

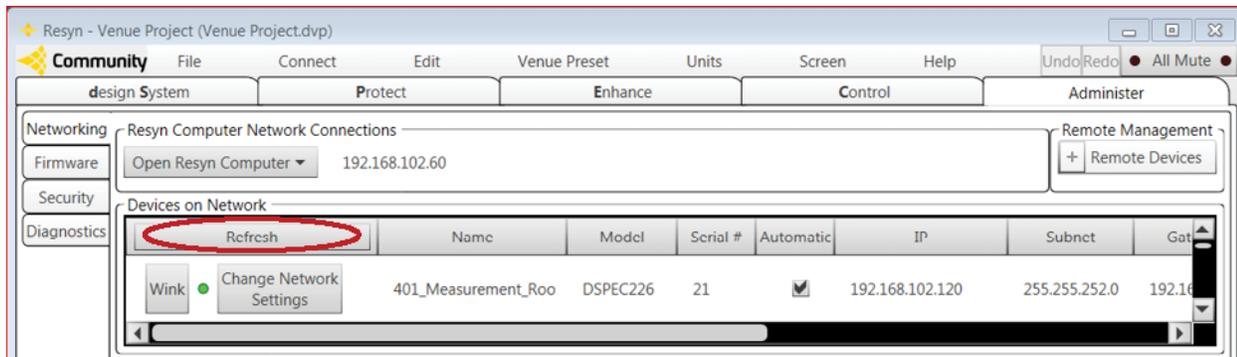


Please refer to the *Reference Manual for dSPEC and Resyn* for an explanation of how to use dSPEC and Resyn.

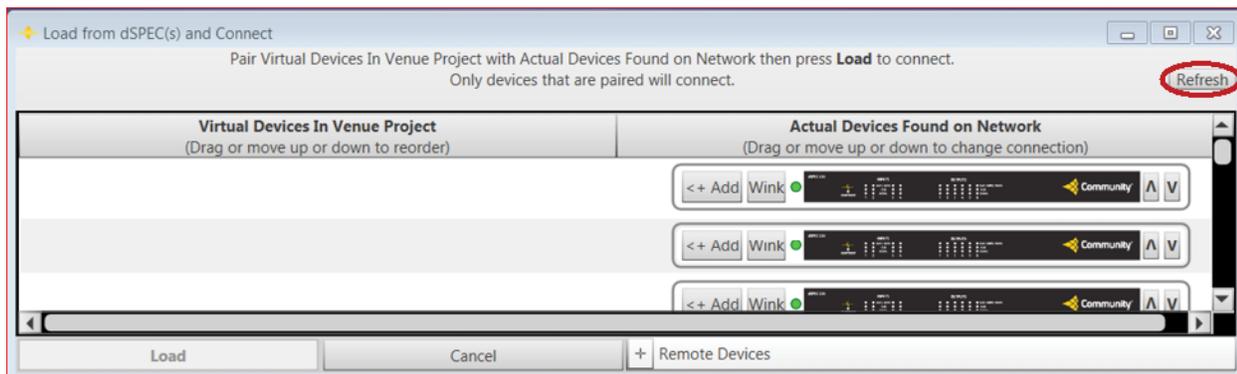


2. Click Refresh in Resyn

Click **Refresh** on the Administer | Networking Screen.



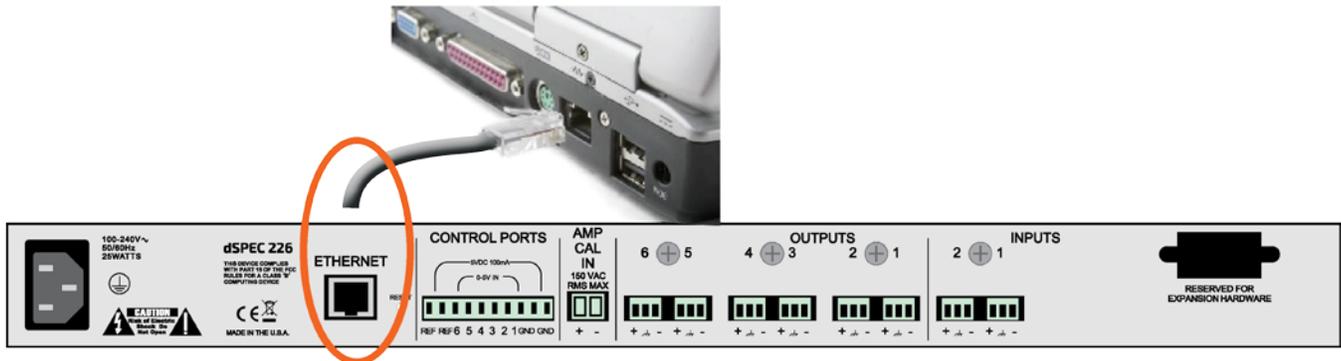
Or click **Refresh** on the Connect Dialog.



dSPEC should appear within a few seconds.

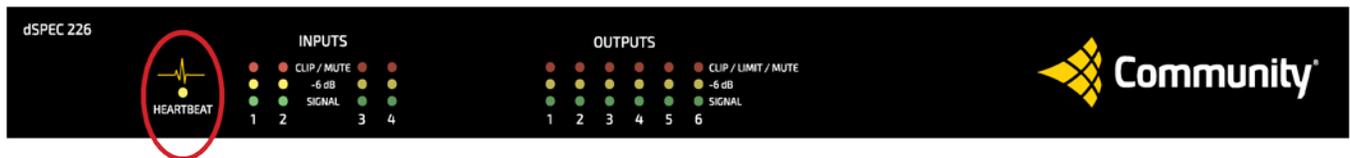
3. Verify Ethernet cable connections

The Ethernet jack is on the back of dSPEC. Verify that both ends of the Ethernet cables are securely latched and you have a known working Ethernet cable.



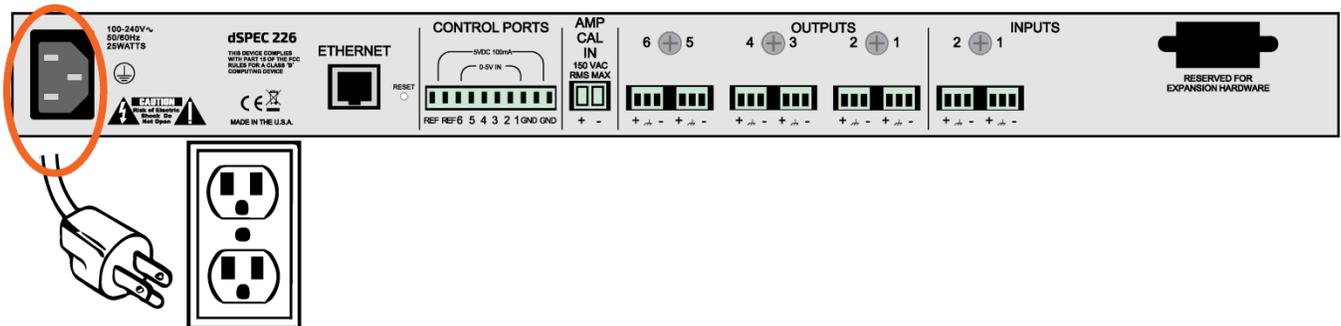
4. Verify dSPEC power connections and heartbeat

Verify the heartbeat light on the front of dSPEC is blinking.



If the dSPEC heartbeat light is not blinking, please contact Community. Additionally, you can try cycling power on the unit.

Verify the power cord is securely connected on the back of the dSPEC and to the power outlet. Verify the power outlet has power.



5. Cycle power on the dSPEC(s) (turn off amps first)

Turn off any amps that are connected to the output of the dSPEC(s).

Remove power from the dSPEC(s). dSPEC does not have a power switch – so do this by switching off the power source or unplugging the dSPEC power cord.

Reapply power to the dSPEC(s).

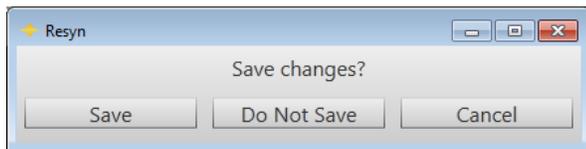
Turn on any amps that were turned off above.

6. Restart Resyn

Click  to close Resyn.



Save changes if you wish.



Start Resyn by double-clicking on the desktop icon , or you can start Resyn from your Start menu. Go to **Start >> All Programs >> Community Professional Loudspeakers >> Resyn ...**and click on **Resyn**.

7. Restart the Resyn computer

Click the Windows **Start** button , click **Restart**, or click the arrow next to the **Lock** button  and then click **Restart**.

8. Verify IP Addresses

Ensure the local computer shares an IP subnet with dSPEC.

If **automatic IP addresses** are being used, please set the Resyn computer address to automatic as described below.

If **static IP addresses** are being used, please ensure the local computer and all dSPECs are configured to have unique IP addresses on the same **subnet**.

Tip: Read more about **subnets** and automatic versus static IP addresses in [IP Address Tips](#) on page 4.

Resyn and dSPEC generally work best with automatic IP addressing. Community ships dSPEC with automatic IP addressing enabled. Most computers also default to having automatic IP addressing enabled. So generally IP addresses do not have to be manually set for Resyn to communicate with dSPEC.

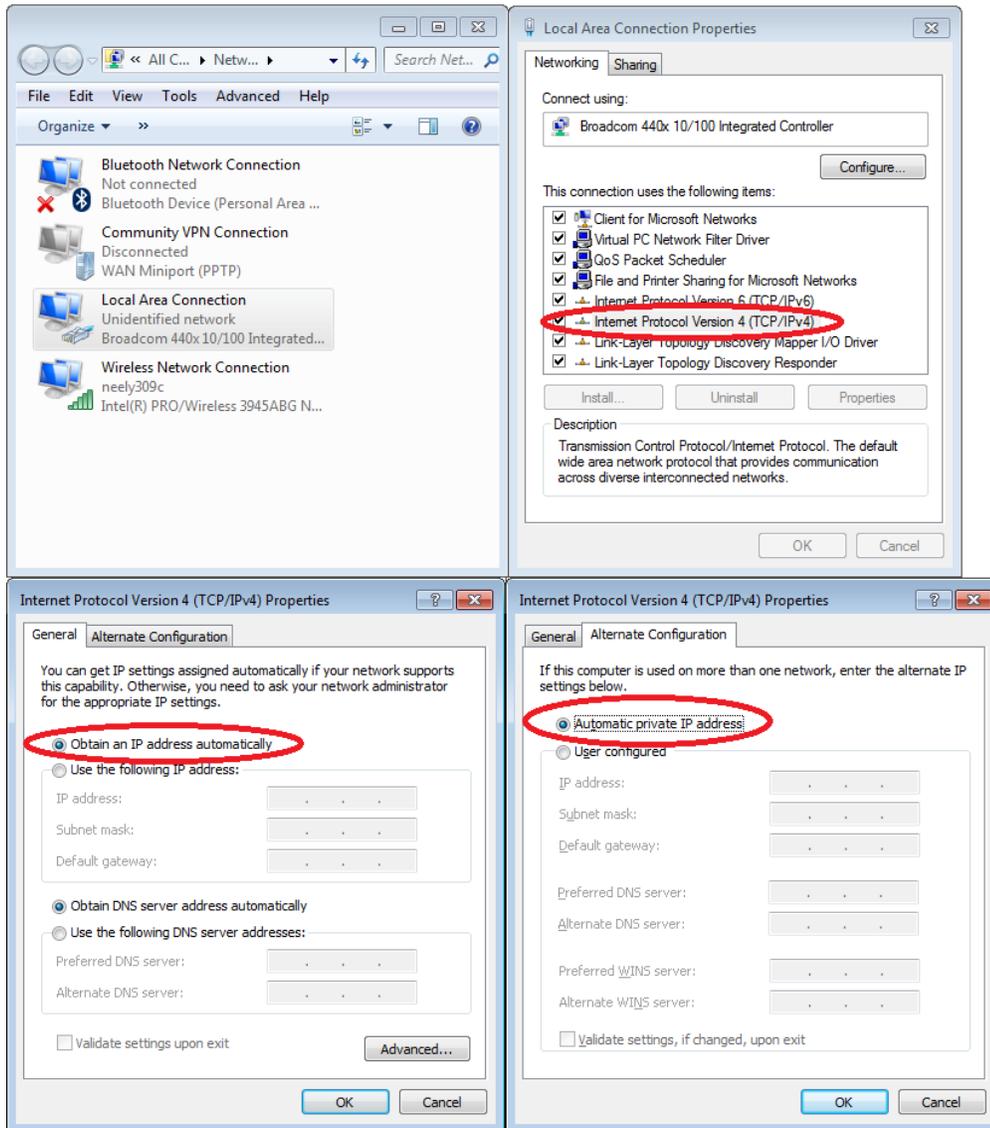
There are exceptions however. You may have used gear from other manufacturers that required you to set a static IP address on the local computer. In this case you will want to re-enable automatic IP addressing for Resyn. Alternately you may decide you prefer your dSPEC and computer to have fixed addresses – especially if you need the computer to concurrently communicate with other manufacturer's equipment and dSPEC. [IP Address Tips](#) on page 4 can help you decide if static IP addresses are needed for your network.

Verify Windows IP Address Configuration

To re-enable automatic IP addressing on Windows Vista or Windows 7/8 click the **Start** button , type **ncpa.cpl** then **<Enter>**; on Windows XP click **Start**, click **Run**, type **ncpa.cpl** then **<Enter>**. **Right click** on the connection that will most likely be used to connect to dSPEC and choose **properties**. Ensure properties for IPv4 are set as follows:

- General: **Obtain an IP Address automatically** is checked.
- Alternate Configuration: **Automatic private IP address** is checked.

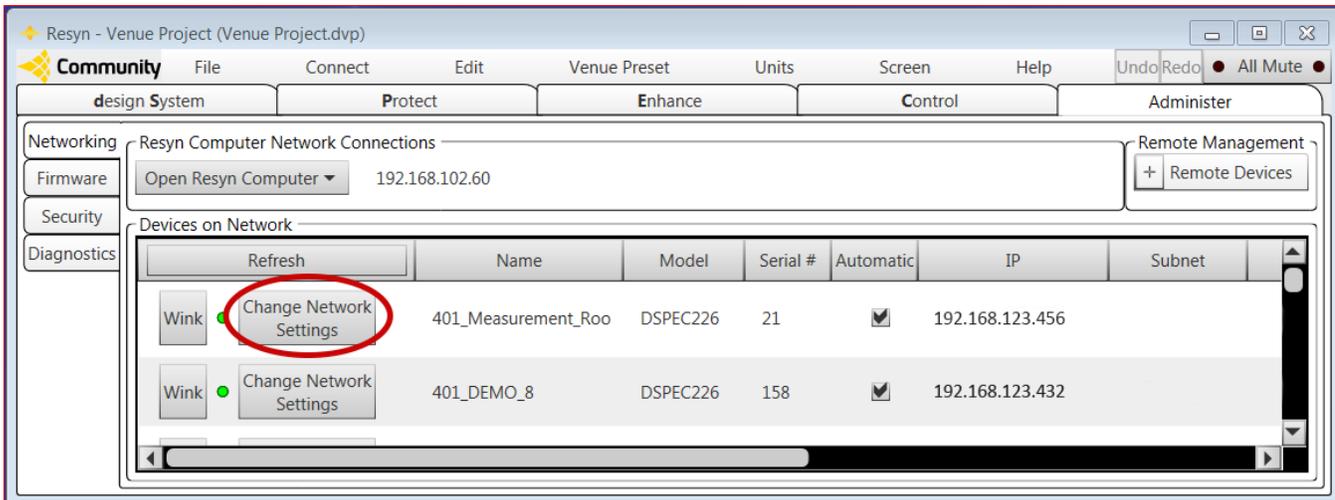
Click **Ok** on the open dialogs to save settings and dismiss the dialogs.



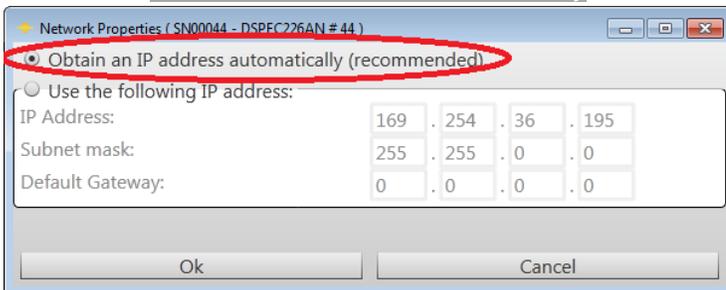
If you are not using automatic IP, configure the static IP appropriately. Make sure that Resyn and dSPEC are on the same subnet. For additional information regarding assigning a static IP address, contact your ISP provider or review [IP Address Tips](#) on page 4.

Verify dSPEC IP Address Configuration

To re-enable an automatic IP addresses IP on dSPEC go to the **Administer | Firmware screen** and click **Change Network Settings** on the dSPEC.

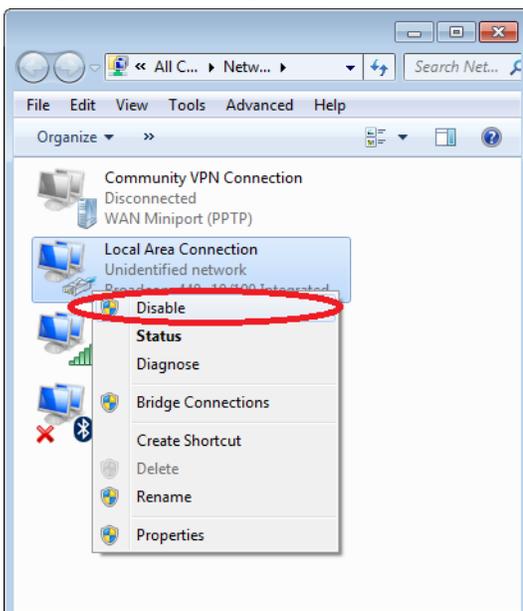


Ensure **Obtain an IP address automatically** is selected and click **Ok**.

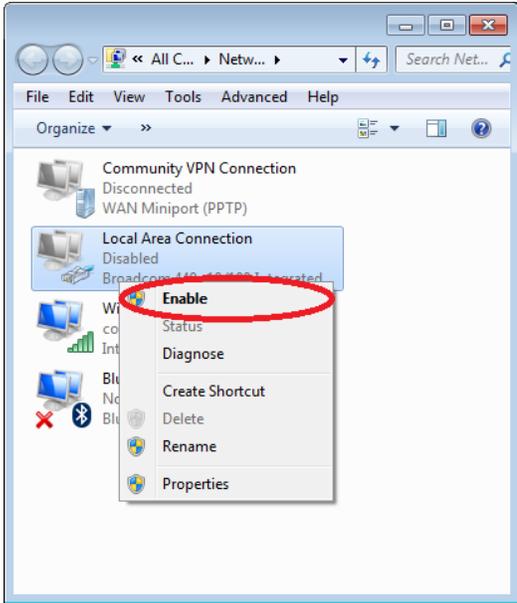


9. Reset the appropriate Windows Network Connection

On Windows Vista or Windows 7/8 click the **Start** button , type **ncpa.cpl** then **<Enter>**; on Windows XP click **Start**, click **Run**, type **ncpa.cpl** then **<Enter>**. **Right click** on the connection that will most likely be used to connect to dSPEC and choose **Disable**.



Re-enable the network connection. **Right click** the connection and choose **Enable**.

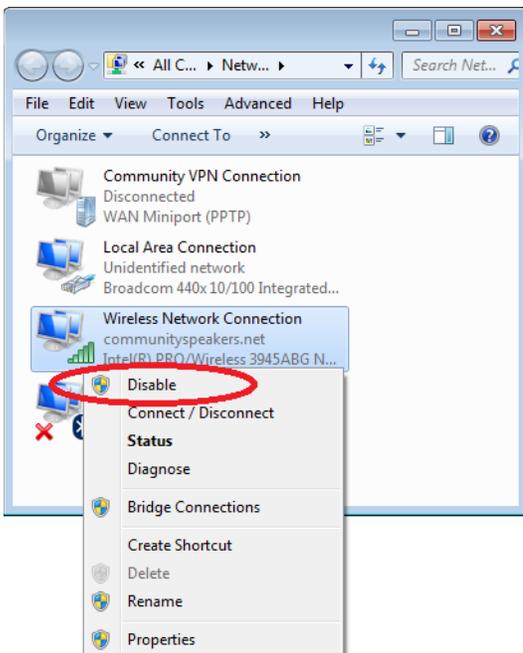


10. Temporarily turn off or disable the Windows wireless adapter

Sometimes a wireless connection can interfere with Resyn's ability to communicate over a separate wired Ethernet connection on that same computer. If you are not using the wireless connection it can be temporarily turned off when using dSPEC. Don't forget to turn it back on when you are done.

Note: Do not turn off the wireless adapter if you know you are actually using it to communicate with dSPEC.

Many computers have an external switch that can be used to turn off the wireless adapter. If yours has a switch - use the switch to disable wireless connections. Otherwise on Windows Vista or Windows 7/8 click the **Start** button , type **ncpa.cpl** then <Enter>; on Windows XP click **Start**, click **Run**, type **ncpa.cpl** then <Enter>. **Right click** on the wireless connection and choose **Disable**.

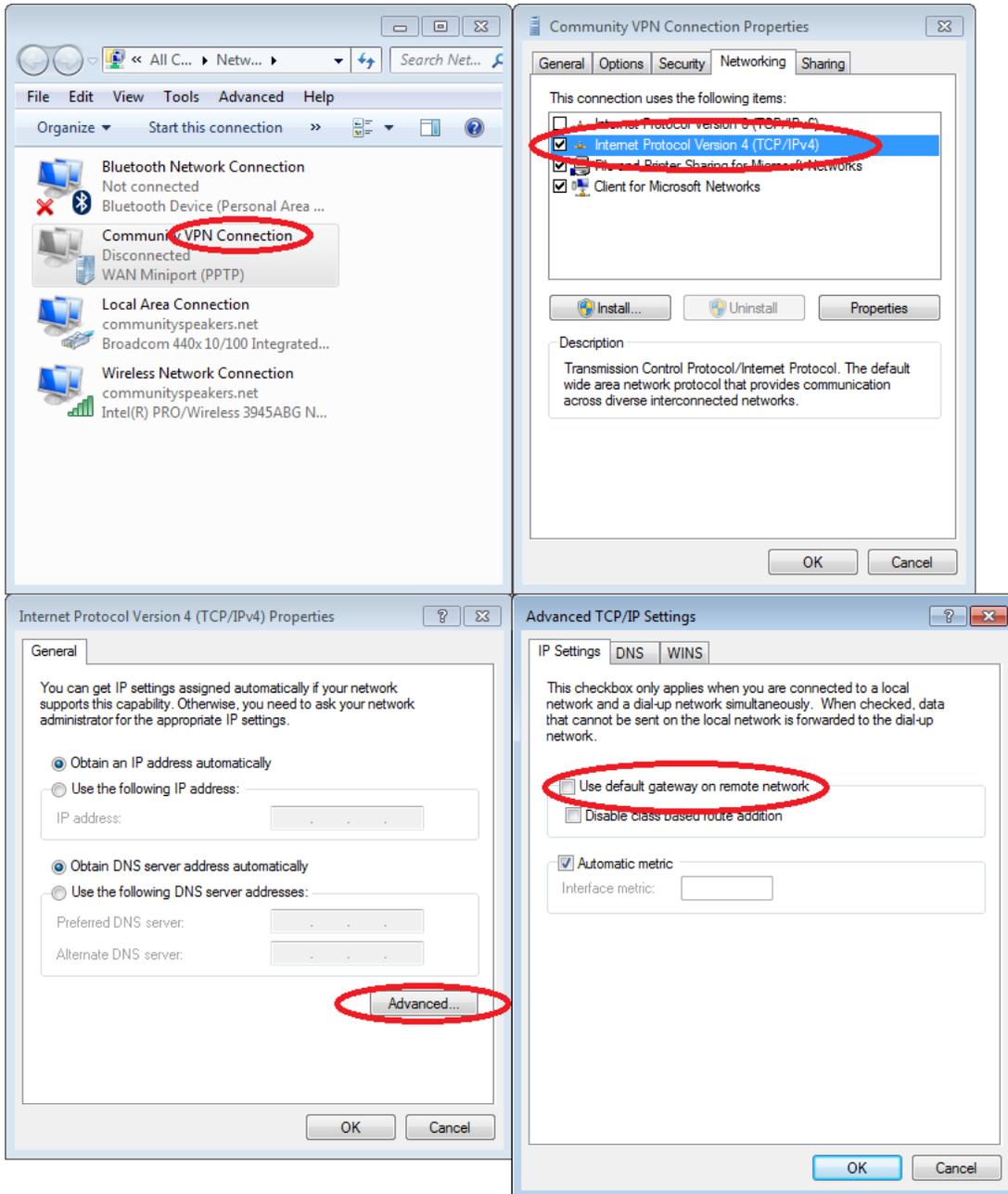


11. Verify a Windows VPN connection is not acting as the default gateway

Is there a Virtual Private Network (VPN) connection on the Resyn computer? If so it must be configured to allow Resyn to locally connect to dSPEC – even if it is not being used for Resyn or dSPEC. Specifically the VPN Connection TCP/IP or TCP/IPv4 Advanced option for **Use default gateway on remote network** should be **unchecked**. To do this on Windows Vista,7 or 8, click the **Start** button , type **ncpa.cpl** then **<Enter>**; on Windows XP click **Start**, click **Run**, type **ncpa.cpl** then **<Enter>**. **Right click** on the VPN connection and choose **properties**. Highlight TCP/IPv4 and click properties. Click Advanced. Ensure IP Settings are set as follows:

- Use default gateway on remote network is unchecked.

Click **Ok** on the open dialogs to save settings and dismiss the dialogs.



12. Temporarily turn off all Windows security software and firewalls

To configure **Windows Firewall** on Windows Vista, 7 or 8, click the **Start** button , type **firewall.cpl** then <Enter>; On Windows XP click **Start**, click **Run**, and type **firewall.cpl** then <Enter>. Follow instructions on screen to turn Windows Firewall off.

Security Software is offered from various vendors has various means by which they can be turned off. Please note that some security software may indicate it is turned off when it is still partially running in the background. If this is suspected try to temporarily run windows in safe mode with networking as described below.

After Windows firewall and all security software is off, begin again at step (1.) to see if Resyn can connect.

If Resyn and dSPEC can connect with the Windows security software and firewall turned off the security software and firewall need to be configured to allow Resyn and dSPEC to operate. Reconfigure the security software and firewall per [Verify Windows Security and Firewall Settings](#) on page 17.

IMPORTANT! Don't forget to re-enable your security and firewall after it is properly configured.

13. Temporarily run in Windows in Safe Mode with Networking

Start Windows in Safe Mode with Networking as follows:

- a. Remove all floppy disks, CDs, and DVDs from your computer, and then restart your computer. Click the **Start** button , click **Restart**, or click the arrow next to the **Lock** button  and then click **Restart**.
- b. Do one of the following:
 - If your computer has a single operating system installed, press and hold the F8 key as your computer restarts. You need to press F8 before the Windows logo appears. If the Windows logo appears, you will need to try again by waiting until the Windows logon prompt appears, and then shutting down and restarting your computer.
 - If your computer has more than one operating system, use the arrow keys to highlight the operating system you want to start in safe mode, and then press F8.
- c. On the **Advanced Boot Options** screen, use the arrow keys to highlight **Safe Mode with Networking**.

After Windows starts begin again at step (1.) to see if Resyn can connect.

If Resyn and dSPEC can connect in Safe Mode with Networking the Windows security software and firewall turned off, the security software and firewall need to be configured to allow Resyn and dSPEC to operate. Reconfigure the security software and firewall per [Verify Windows Security and Firewall Settings](#) on page 17.

IMPORTANT! Don't forget to re-enable your security and firewall after it is properly configured.

14. Verify Windows Security and Firewall Settings

Resyn uses TCP/IP packets to communicate with dSPEC. Many 3rd party security suites such as Symantec Norton, McAfee, and Zone Alarm can block TCP/IP communication between Resyn and dSPEC. With the exception of Windows Firewall, we recommend disabling security software during the installation and initial connection process. Enabling or disabling most security software requires Windows to be restarted to take full effect. Later the software can be re-enabled – and if it does interfere with the connection between Resyn and dSPEC – it can be configured as described below.

Running more than one firewall on Windows is generally not good practice as they can interfere with each other and prevent network communication. Running more than one antivirus program on Windows is also generally not good practice as they also can interfere with each other and prevent normal operation. A simple configuration of only **one firewall** and only **one antivirus** program has been proven effective, i.e. Windows Firewall and VIPRE Antivirus.

Firewall Settings

Resyn works best with Windows Firewall. Simply install Resyn and it will automatically configure Windows Firewall for dSPEC connections.

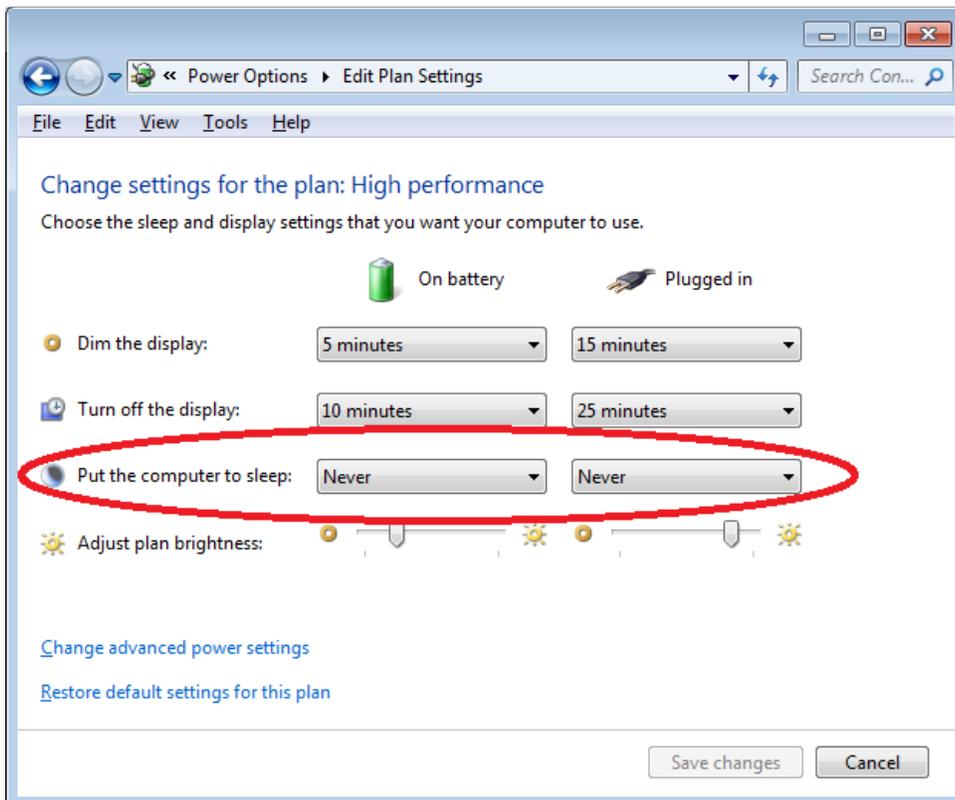
If another firewall is used, which is not recommended, it must be set up to allow Resyn to communicate with dSPEC. It is generally easiest to grant access in broad strokes, i.e. grant Resyn full network access for both outbound and inbound rules. If there are stringent security requirements individual TCP and UDP rules can be set up per the following table.

Table 3 Specific Firewall Rules for Resyn Computer

Protocol	Outbound Rules	Inbound Rules
TCP	Allow Ports 20, 21, 23, 3400, and 1024 through 65523 Allow outbound connections	Allow Ports 1024 through 65535
UDP	Allow Port 3400 Allow IPv4 Broadcast Optional: Allow IPv4 Multicast to 239.255.1.1	Allow Ports 1024 through 65535

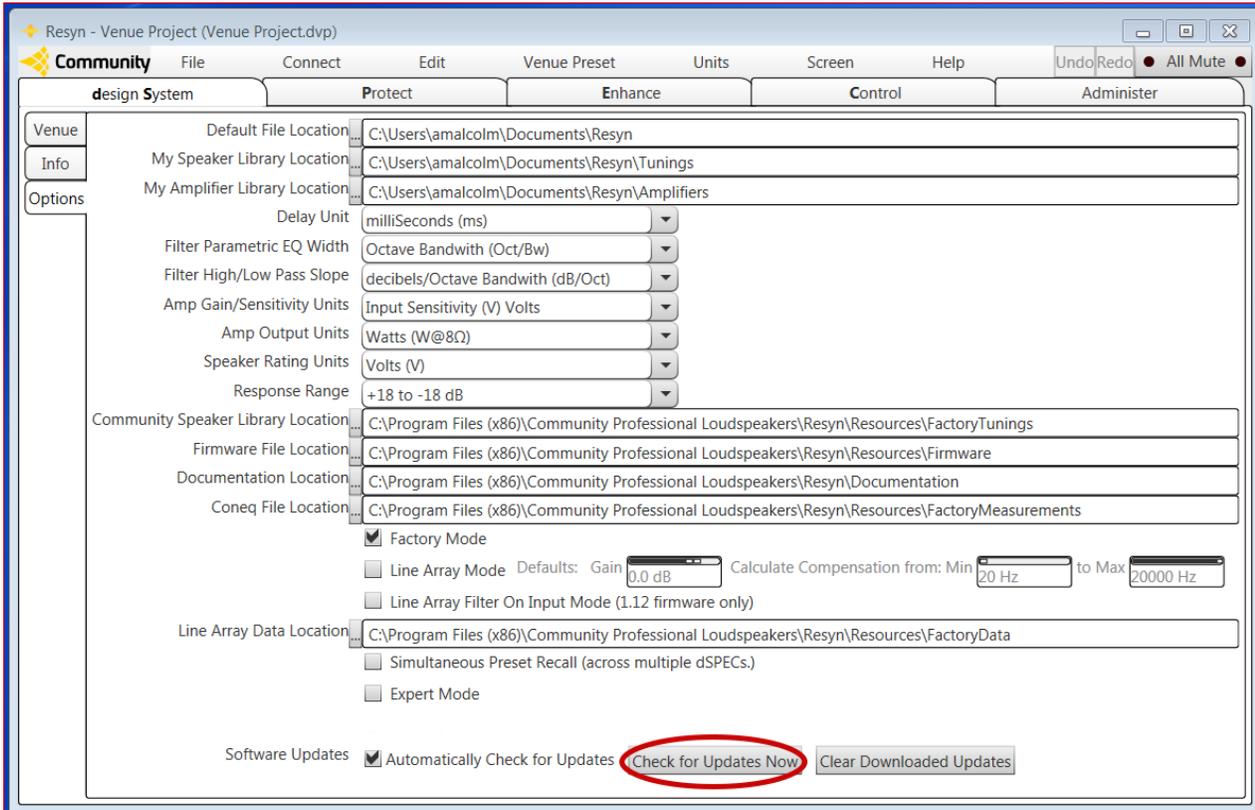
15. Verify Windows Power Options

It is generally best to configure the Resyn Computer to always stay on because if the computer hibernates or goes to sleep dSPEC connections will be closed. On Windows Vista or Windows 7/8, click the **Start** button , type **powercfg.cpl** then <Enter>; on Windows XP click **Start**, click **Run**, type **powercfg.cpl** then <Enter>. Follow instructions on screen to choose a power scheme or plan such as **High Performance** or **Always On**. The important point is to ensure the plan settings are set such that computer is never automatically put to sleep.



16. Check for Updates in Resyn

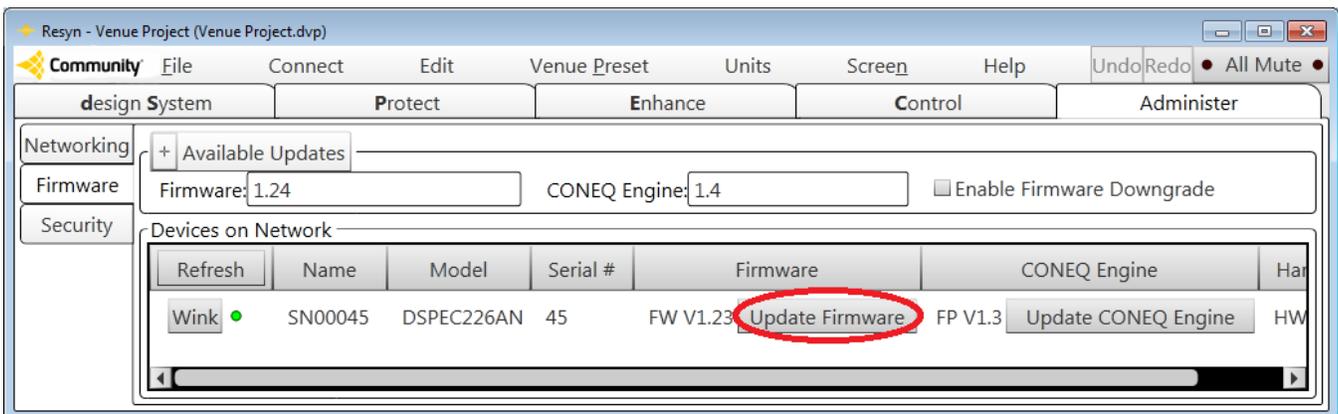
An active Internet connection is required to check for available updates. Go to the **Design System | Options** screen and click **Check for Updates Now**.



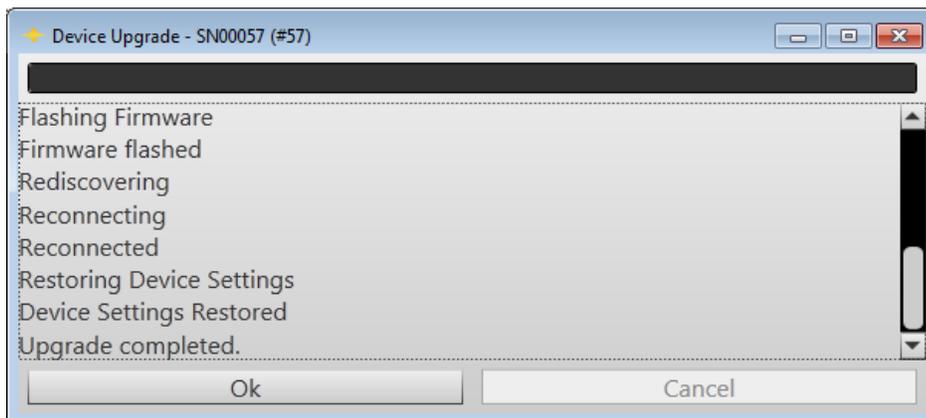
In the event that the Resyn Installer reports an error, or does not update, then click **Clear Downloaded Updates** to clear the files. Close and reopen Resyn and it should automatically then check for updates and install them.

17. Upgrade dSPEC Firmware

Go to the **Administer | Firmware** view. Click **Update Firmware** on the dSPEC to update.



Follow instructions on screen. The dSPEC will restart and pause for long periods of time during the upgrade process.



18. Verify the Resyn Computer Meets Minimum Requirements

Community recommends using Windows Firewall and at most one other antivirus software. Multiple security suites with multiple firewalls and antivirus programs fighting each other can prevent Windows from allowing network connections and are not supported.

Resyn requires the following minimum configuration.

- A Windows® 8, Windows® 7, Windows Vista®, or Windows XP® SP3 PC or compatible machine such as an Apple Mac® running Windows under Bootcamp, Parallels®, or running another VM (Virtual Machine) application. In order to run Resyn on Virtual Machine Software such as Bootcamp, VMware® Fusion or Parallels, your computer's Ethernet connection may need to be bridged to the Virtual Machine. For help with configuring your system you can contact our Technical Applications Group for assistance.
- Intel Pentium 4 CPU or better
- CPU speed of 1.0 GHz or faster
- 512 MB of RAM or greater (1 GB recommended)
- Hard drive space required for Resyn: 20 MB. Additional space required for .Net 4.0 CP: 600 MB for 32 bit; 1.5 GB for 64 bit
- Display resolution of at least 1024 x 768
- Network Interface Card (10/100/1000 Mbps)
- Operating System (OS): Windows 7 (64 or 32 bit), Windows Vista (64 or 32 bit), or Windows XP SP3 (Service Pack 3) or greater (64 or 32 bit)



19. Contact Community

Community Professional Loudspeakers

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 Chester, PA 19013-4511 USA
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 Toll-Free Phone: (800) 523-4934 (USA/Canada only)
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