USER MANUAL (IN-APP, COMPLETE)

Troubleshooting

Online: mergenhub.envest.com.tr/docs/manual-troubleshooting

Diagnostics

Per-device diagnostics: raw packets (Wireshark-style hex TX/RX), read/write durations, error counters. The Event Log is kept for 7 days + a file log. Device dot in the UI status bar: green=connected, yellow=demoted, red=error, gray=idle.

Common Issues

Device "Bad" / not reading	Connection/timeout, block size (industry standard 64), single-socket contention (connecting to the same gateway at the same time as the reference server).
Write is delayed	Reconnect in demand-driven mode; always connected in Eager mode. A write is reflected immediately, optimistically.
Channels are not scanned	In demand-driven mode they are not scanned when there is no consumer; enable Eager mode.
Subscriptions > total shown	_System tags + monitored-item ≥ tags (normal).