

MODULES

Troubleshooting

Device diagnostics and packet traces, common errors and their fixes, where to look first.

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

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Start with the three places that answer most questions: the **Event log** (... > Event Log), the device's **Diagnostics** panel, and the day's **file log** under `C:\ProgramData\MergenHub\logs`. See [Logs and diagnostics data](#).

ZAMAN	SEVİYE	KAYNAK	MESAJ
18:40:40.138	BİLGİ	ChannelWorker	Connected: Simulation Examples.Functions
18:40:31.002	BİLGİ	ConfigApi	POST /auth/v1/login - 200 (-, 11 ms)
18:40:28.516	UYARI	ConfigApi	GET /auth/v1/me - 401 (-, 0 ms)
18:40:22.297	BİLGİ	ConfigApi	POST /auth/v1/login - 200 (-, 53 ms)
18:40:04.535	UYARI	ConfigApi	GET /auth/v1/me - 401 (-, 10 ms)
18:40:02.270	BİLGİ	opcUaServerService	Config değişti - OPC UA address space Y...
18:40:02.269	BİLGİ	opcUaServerService	OPC UA server listening at opc.tcp://localh...
18:40:01.810	UYARI	Kestrel	Overriding address(es) 'http://localhost:80...
18:40:01.777	BİLGİ	ScanEngineService	Scan engine: 1 kanal çalışıyor (1 yeni/yenid...
18:40:01.748	BİLGİ	MergenHub	Dosya loglan: C:/Users/user/AppData/Loca...

Event log with errors filtered – the fastest way to see what went wrong

Device shows Bad quality

CHECK	WHERE
Is the device reachable?	<code>ping</code> , <code>Test-NetConnection <ip> -Port 502</code> from the server
Right unit ID / rack-slot / addresses?	Device settings; the ?address hints
What does the device answer?	Device › Diagnostics : request/response hex, exception codes (Modbus 02 = illegal address, 03 = illegal value)
Too big a block?	Lower <i>max block size</i> on the Modbus device; some RTUs reset above 64 registers
Timeouts on GSM/radio?	Raise request timeout, lower retries, enable demand-driven scanning
Trial window expired?	Top bar shows <i>TRIAL · expired</i> — start a new window or enter a license (Licensing)

OPC UA client cannot connect

- Endpoint URL must match an endpoint in *Settings* › *OPC UA Server* (host name and port).
- Certificate errors: trust the client in *Settings* › *Trusted clients* (or temporarily enable auto-accept); trust the server certificate in the client.
- Anonymous disabled → provide an OPC UA user.
- Port in use → the event log shows *OPC UA server failed to start*; change the port.

Web UI not reachable from other computers

Host is `localhost` (change to `0.0.0.0`), firewall rule missing ([Firewall](#)), or a reverse proxy misconfigured ([Publishing](#)).

Service does not start

`sc query MergenHub` → *STOPPED*: check `logs\mergenhub-YYYYMMDD.log` for the exception at startup (usually a port conflict or a corrupt `settings.json`); Windows Event Viewer › Application › *MergenHub*. Reinstall over the existing installation to repair program files; data is kept.

After an upgrade OPC UA clients say the certificate is invalid

The server certificate was regenerated. Re-trust it in the client, or restore `pki\own` from backup and restart.

Alarms not sending e-mail / SMS

Settings › *E-mail* › *Send test*; check SMTP port/TLS and the user's notification preferences; SMS provider credentials in *Settings* › *SMS*. Failures are logged in the event log with the provider's response.

Historian not logging

The log group must be enabled and the historian service running (*Settings* › *Services*); check the target database connection; with ODBC verify the driver is 64-bit. Quality *Bad* values are stored only if the group allows it.

Performance

- High CPU: too many fast scan rates on serial links or expensive virtual tags; use on-change evaluation.
- High RAM: expected with hundreds of thousands of tags and many OPC UA subscribers; keep 8 GB+ for 100K tags.

- The dashboard's capacity banner and *Settings* › *Services* show CPU/RAM/disk.

Collecting information for support

1. ... › Event Log › **Application Report** (one file with version, settings summary, health and recent events)
2. `logs\mergenhub-<today>.log`
3. Device › Diagnostics trace for the affected device
4. Send via the customer portal (*Support*) — licensed customers with maintenance get priority.