12. Troubleshooting & FAQ

Hardware manual

www.pinetek-networks.com

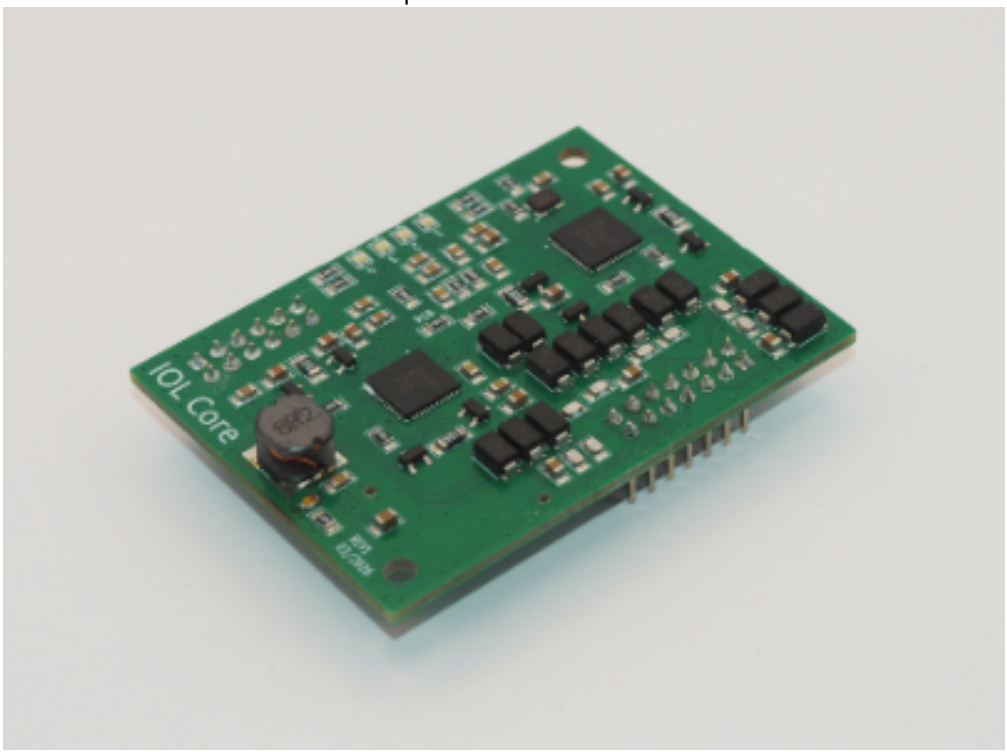


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12. Troubleshooting & FAQ

12.1 No counter data / state stuck

Symptom: counters on the Production Timeline do not advance, or the line shows *Down* although the machine is running.

1. Check the Pinebox: is the device powered, connected and are the sensors counting? → Pinebox Manual [PBX].
2. *Line Config* → *Counters* → **Read**: are the live values reachable and advancing? Unreachable hosts are listed explicitly.
3. Verify the **counter key** and **host/port** of the affected stage's counter (chapter 7.3), a renamed key on the Pinebox breaks the mapping. Re-run **Scan for counters** to compare.
4. Check the stage **timeout** (chapter 7.1): a timeout shorter than the real production rhythm causes false *Down* states (e.g. slow lines, batch transfer).
5. Ping the Pinebox from the network; check cabling/switch.

12.2 Login and permission problems

- **“Invalid email or password”**: check username/e-mail spelling; an admin can set a new password (*System* → *Users*).
- **A menu entry is missing / redirect to Scoreboard**: your access level does not permit the page (see roles matrix, Appendix C). An admin can raise your level.
- **No admin available**: contact Pinetek support.

12.3 Reports are not generated or not e-mailed

1. Is the template **active** and its **trigger** correct (chapter 8.3)?
2. *System* → *SMTP*: settings complete? Send a **test e-mail** (chapter 9.4).
3. Send a **test report e-mail** from the template list, this isolates report generation from dispatch.
4. Run-end reports: were they skipped in the Run Complete dialog (**OK, do not send email**)?
5. Scheduled reports: check *Last Sent* in the template list; verify the device **timezone** (chapter 9.1).
6. Check *Notifications* for error entries.

12.4 License problems

- **License Required screen** although previously licensed: press **Check License** (chapter 9.6). If the check fails, verify the device's internet access to the Pinetek license server.
- **AI Assistant or Pinetek backup “not licensed”**: the corresponding entitlement is not active; contact Pinetek.

12.5 Disk space and database

- Disk-space warnings in Notifications: reduce the **data-retention** period and run **Purge Now** (chapter 9.1); check the backup history for failed backups accumulating locally.
- The daily retention purge runs at 02:30.

12.6 Behaviour after restart / power failure

After a restart, the application resumes automatically. If a production run was active during the outage:

- The run may remain **ACTIVE** without a live line. Close it in *Analysis* → *Production* with **Close Run** (chapter 6.3); the OEE metrics are then calculated.

- The outage period appears as it was recorded; assign a downtime reason where required (chapter 6.1).

12.7 Frequently asked questions

Why is Availability 100 % although the line stood still? Planned stops, changeover and draining do not count as availability losses (chapter 10.2). Only unplanned *Down* time reduces Availability.

Why does the aggregated OEE differ from the average of the run OEEs? Aggregation is time- and volume-weighted (chapter 10.6); long runs weigh more than short ones.

Why does Performance never exceed 100 %? The value is capped; if it would exceed 100 %, the configured ideal cycle time is too long (chapter 7.2).

Can I correct a wrong defect count after the run? At run end via the Run Complete dialog (5.2.4). Later corrections require closing/re-evaluating the run; contact your administrator.

Which browser should I use? A current Chrome, Edge or Firefox. For wall displays, use a **Basic** account with the Scoreboard.