



# Sx Tool Download

## Instructions



Download the **Sx Tool** from this link:  
We always suggest to upgrade your system to the latest software release



Scarica **Sx Tool** da questo link:  
Consigliamo di effettuare sempre l'aggiornamento del sistema alla versione più recente del software



Télécharger le **Sx Tool** de ce lien :  
Nous vous suggérons de toujours mettre à jour votre système avec la plus récente version du logiciel



Descargar el **Sx Tool** desde este enlace:  
Le sugerimos que actualice siempre su sistema a la última versión del software



Laden Sie die **Sx Tool**, von diesem Link:  
Wir empfehlen Sie, Ihr System immer auf die neueste Software-Version zu aktualisieren

## !! Tips & Tricks

See the pages below  
Vedere le pagine seguenti  
Voir les pages suivantes  
Véase a continuación  
Siehe unten

## History

Release name: **7.7.3 - R888**  
Download: [SB Tool](#)  
[SH Tool](#)

Release name: **7.6.31 - R871**  
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[SH Tool](#)

Release name: **7.5.31 - R827**  
Download: [SB Tool](#)  
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Release name: **6.5.33 - R738**  
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Release name: **6.3.3 - R597**  
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# Tips & Tricks

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## Smart building system Sx2WEB24

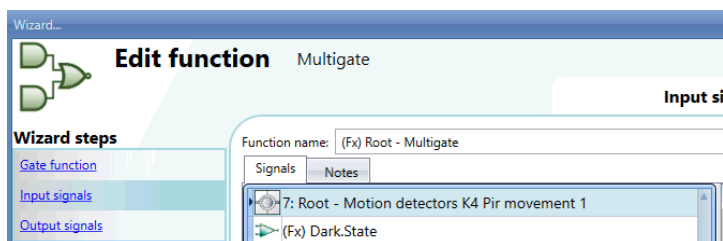
### ***Energy save timer is not reloaded when the light level is above the threshold***

#### **Problem description**

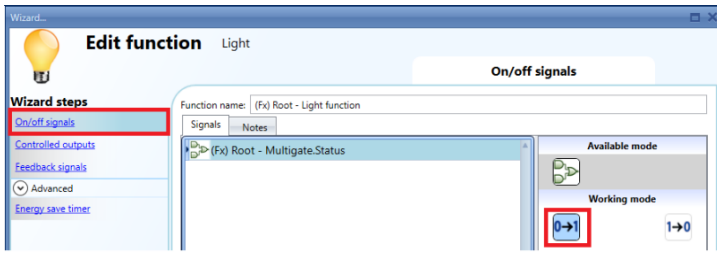
The automation of the light function puts together lux meter, PIR and energy save timer. When the lux value is below the threshold and the PIR detects movement, the light goes on. At this point the lux value goes above the threshold and the energy save timer is not reloaded anymore, therefore the light goes off even if there is presence in the room.

#### **Solution**

Create an external analogue comparator that is used to define the “dark” condition. Use the comparator function as input of a multigate "AND" function combined with the *movement signal* of the PIR sensor.

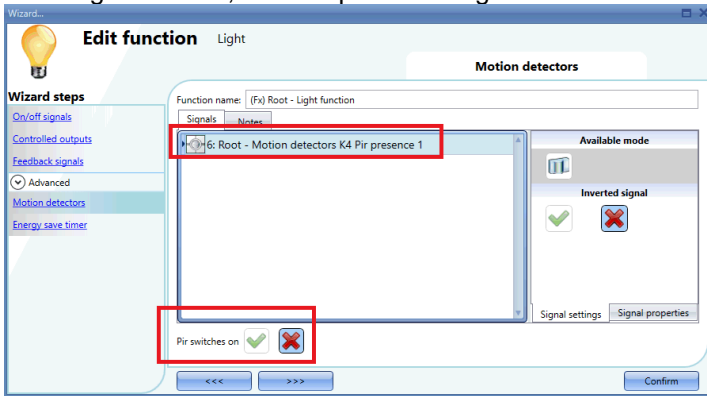


Use the multigate as input signal (*On/Off Signals* tab) of the Light function.





In the light function, add the presence signal of the PIR.



## ***Reports created from web App shows wrong month***

### **Problem description**

In the web app *Reports* window, you have created a template for a report in October 2018 but when you save and create the report, November 2018 data logs are shown.

### **Solution**

You may face this issue if you run a Web browser with Norwegian or Chinese language.

The problem is due to the wrong default language that is automatically set by the Web App.

To fix this issue, navigate the web App settings, select the English language, then select again the correct language and save to apply the settings.



## ***Not possible to edit calendar activity from the web App***

### **Problem description**

When you try to edit a calendar activity from the Web App, you get an error and the login page is shown.

### **Solution**

You may face this issue if you run a Web browser with Norwegian or Chinese language.

The problem is due to the wrong default language that is automatically set by the Web App.

To fix this issue, navigate the web App settings, select the English language, then select again the correct language and save to apply the settings.



## ***Not possible to log additional function status in the Database***

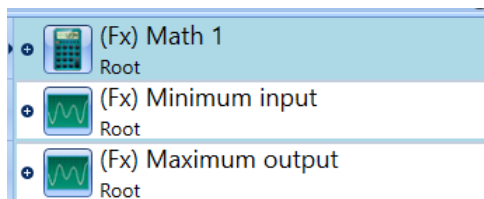
### **Problem description**

In the Database window, the additional function status of a function is not available and it is not possible to log them into the Database of the system.

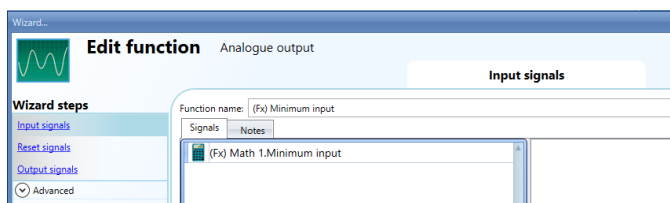
### **Solution**

This procedure has to be followed in order to log the addition status of the functions in the Database (for example the additional status of a math function).

- a. Add to the project one Analog Output function for each additional status not available in the Database.

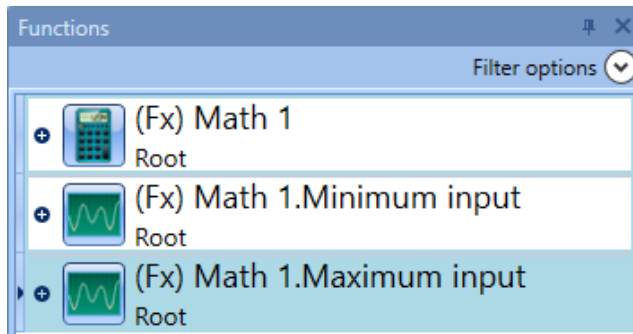


- b. Add to the analogue output function the additional status of the math function.

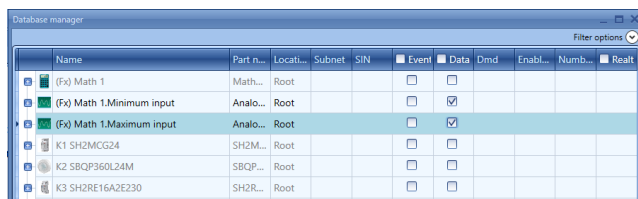




- c. Change the name of the Analog Output functions in order to have a clear description of the additional status (es. function\_name" + "additional\_status").



- d. In the DB Manager add to the Database the Analog Output function.



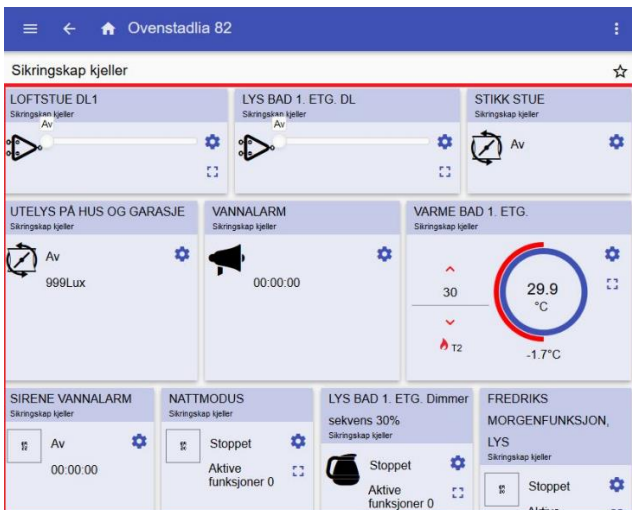
## Wrong icons shown in the web App

### Problem description

After a firmware upgrade of the system the icons in the web App are not correct (the icons are messed up or missing).

### Solution

The error is due to the cache of the web browser, the issue will be resolved cleaning the cache and logging-in again in the web App.



## **Not possible to scan the DALI network “subnet not found” error message appears**

### **Problem description**

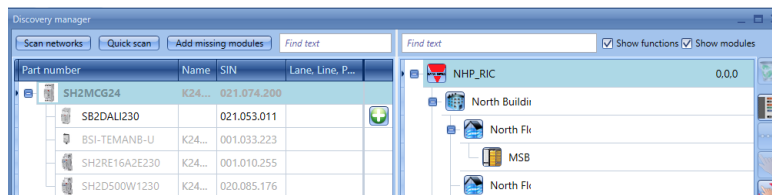
After adding the DALI module to the project, from the DALI module discovery window, the user tries to find the ballast connected, but when the search button is pressed, the discovery ends immediately with an error “Subnet not found”



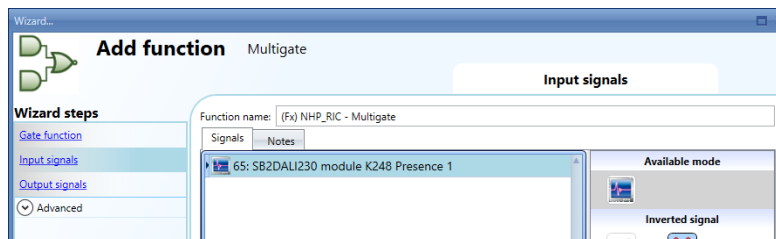
### **Resolution**

This is the list of steps to follow to fix the issue

1. Delete the SB2DALI module from the project and add it again after a discovery.



2. Add a multigate function and use the presence diagnostic signal of the DALI module as input signal of the function.



3. Write the configuration to the Sx2Web controller.
4. When the DALI module is programmed it should be possible to scan the DALI modules from the module “search window”.

## Dupline temperature regulation function deactivates the heating setpoint

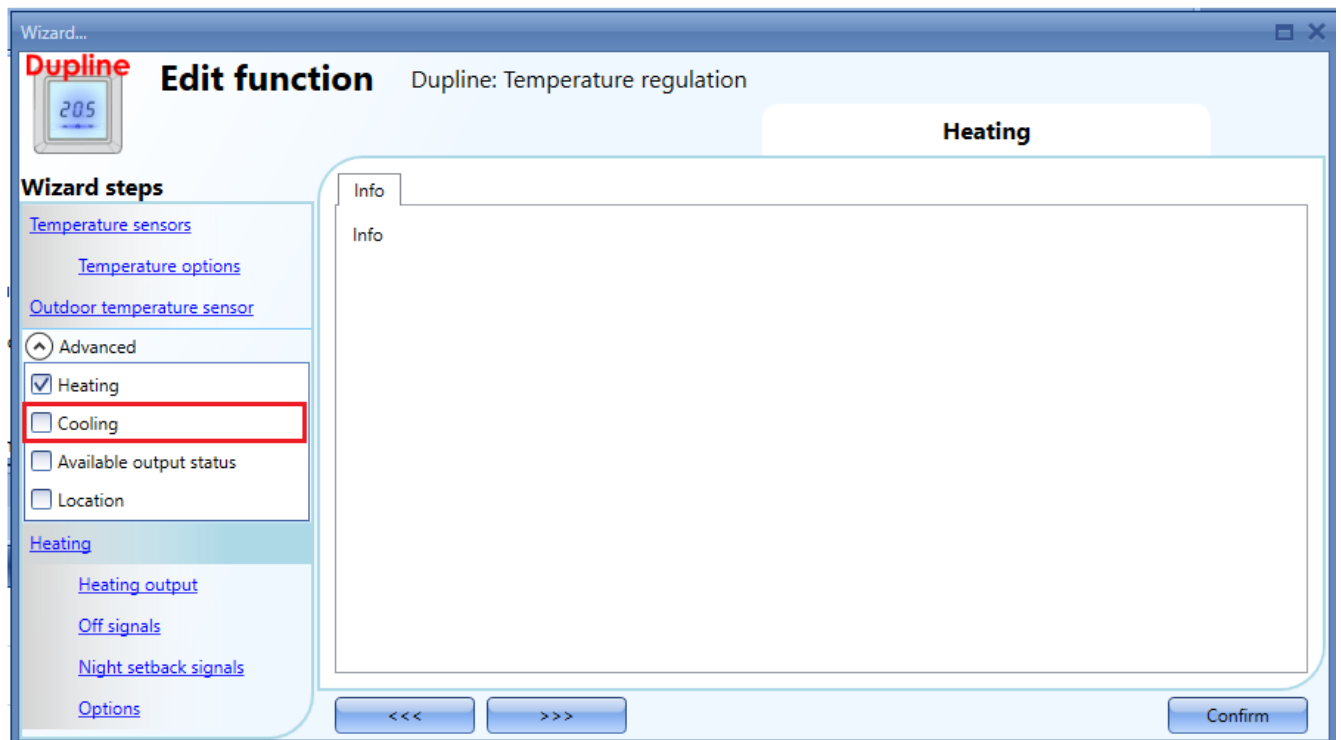
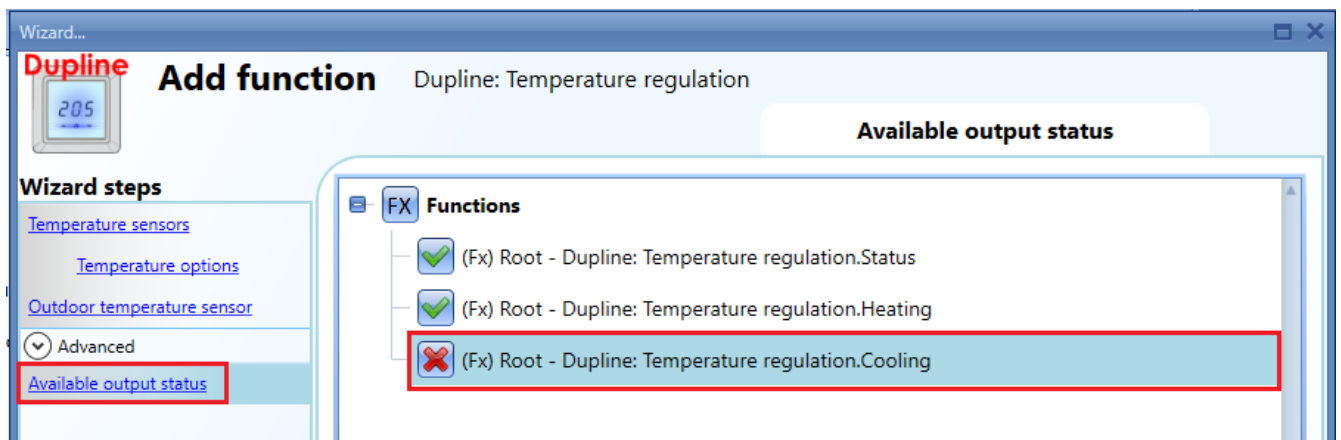
### Problem description

When the advanced field Cooling is selected in the Dupline temperature regulation and there is no output signal used, the temperature function activates the cooling set point every time the configuration file is sent to the controller, consequently the heating function goes from heating T1 to TOFF and stops heating. This problem happens also when the controller restarts because the system loads the configuration at start-up and the cooling setpoint is activated.

### Resolution

In the advanced menu “available output status” the signal *temperature regulation.Cooling* should be deactivated.

The advanced menu “Cooling” should be unselected.





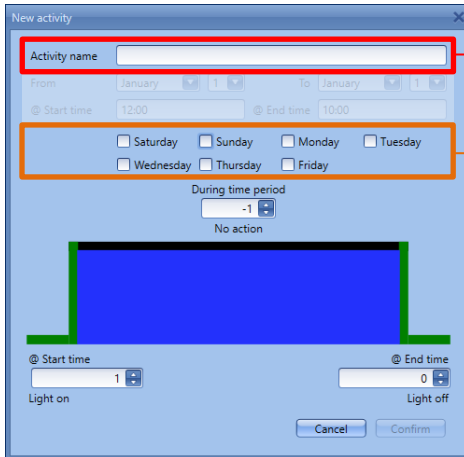
## Calendar activities cannot be added

### Problem description

When a calendar activity is going to be added either in the *Local calendar* of the functions where it is available in the *Advanced* options, or in the *Global calendar* function, after filling the required fields the *Confirm* button cannot be pressed (this is shown in grey colour).

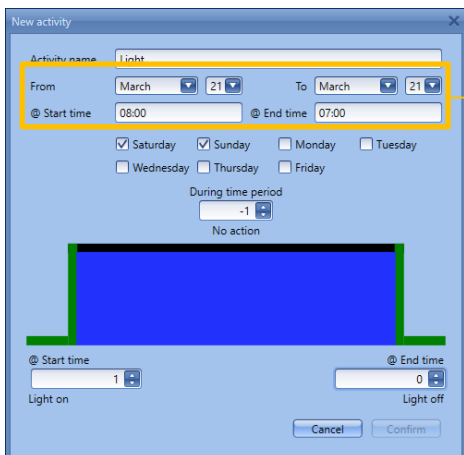
### Resolution

This happens if at least one of the following conditions is verified:

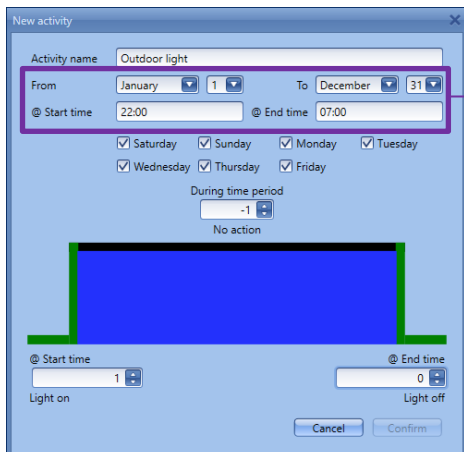


The *Activity name* field has to be entered

At least one week day has to be selected



a) With the same selected interval date (*From... To...*), it is necessary to set *@Start time* chronologically prior to *@End time*



b) Even with a different selected interval date (*From... To...*), it is still necessary to set *@Start time* chronologically prior to *@End time*