



# MultiOne

by  **signify**

configuration tool

MultiOne

## How to solve known issues

As with most software tools, issues with settings, hardware and other environments can occur. This document provides a summary of known issues with instructions on how to solve them.

This document can be found next to the manuals, information's notes, etc., can be found on the website: [MultiOne Configurator | Signify Company Website](#).

On this website you can also find information on other possibilities with MultiOne products, like MultiOne Web, MultiOne Cloud and MultiOne Mobile.

Please find below some of the problems and possible solutions when working with MultiOne Engineering and MultiOne Workflow.

For other questions concerning MultiOne, you can send an e-mail to: [multione@signify.com](mailto:multione@signify.com)

### 1. Good to know

When configuring a driver with MultiOne, please take care that the SimpleSet (NFC) interface will be positioned on the NFC antenna of the driver till the full configuring is finished. When removing the SimpleSet antenna too early, MultiOne will warn and you can try to configure it again.

- MultiOne Engineering will warn by making the icons red or orange.
- MultiOne Workflow will warn by a sound and red cross on the screen.

You must position the SimpleSet antenna on the correct spot of the driver (indicated by the SimpleSet icon). Especially with the small antenna of the LCN9630 this is important.

MultiOne Engineering needs to be updated regularly to give support to new devices and features. For this, when a new version of MultiOne Engineering is available, you will see a message in the upper toolbar.

## 2. USK can only be used on one computer

MultiOne Engineering requires a so-called User Software Key. Such a key can be requested for free on the MultiOne web site.



Only MultiOne Engineering requires a key, MultiOne Workflow does not require this.

Every individual computer requires a key. When the computer you want to use is not connected to the internet, you can create an activation request in the program, and send it to the earlier mentioned e-mail address. You will receive an activation response, which you can use to activate MultiOne Engineering offline.

If a computer is replaced the key can be de-activated on the old system and used on the new one.

When requesting a Software User Key via the MultiOne Configurator website, the system will return this key via an e-mail to the requester. In some cases, the e-mail will end up in the spam box of the receiver. In case the key does not arrive at all, please contact by e-mail to the earlier mentioned address

## 3. Incompatible with anti-virus/anti-malware programs

When using MultiOne on a system on which the anti-malware program "Cybereason" version 20 is installed, we have noticed that this program is not compatible with MultiOne Engineering, MultiOne Workflow, MultiOne Basic and MultiOne Express.

When this incompatibility occurs, MultiOne tooling will not start. There is no error-message shown. An error message is not displayed, a "spinning wheel" will show up during a few seconds.

If this issue occurs, it is advised to contact your IT department since this is not a bug in MultiOne.

Other anti-malware programs might cause a similar issue.

## 4. FEIG drivers do not have the correct version

See application Note: "FEIGv3.26 driver uninstallation". Install the correct version by installing MultiOne again. The correct drivers are included in the package.

## 5. Performance problem with energy saving settings

Put the Power mode of your PC settings in best performance.

## 6. USB bus not powerful enough

When using USB2DALI, and connecting lots of drivers to the DALI bus, the USB bus of your computer might not be strong enough. Please use the extra connector of the USB2DALI interface to connect to a second USB port of your computer. Also, an USB hub with external power can be used.

## 7. Metal parts or other electronic devices in neighborhood of NFC antenna

The NFC interface makes use of electro magnetic waves for the wireless communication to the driver. These waves will be influenced by the presence of nearby metal. The communication might be disturbed.

Take care that your desk is not made of metal, and therefore influencing the proper working of the interface.

Also, the presence of electronic devices, such as keyboards, can influence the communication between interface and driver. Make sure to have sufficient distance between the interface and electronic devices

## 8. USB-bus of NFC device is occupied by another program

When your interface is working Ok, there is a little sign in the right corner below showing green. You can use the device. If the sign is red, the interface is not connected.

When the USB interface is used by another program, MultiOne cannot reach it. Close the other program and unplug/plug the interface from the USB port.

You can refresh the connection by: "Tools/connection settings/refresh"