

Shockspot Troubleshooting Guide v1.0		
Date: 09/04/14		
Error	Error Description	Solution
Shockspot does not connect to PC software: "NO REGISTERED DEVICES FOUND"	The Shockspot fails to connect when the "Connect" button is pressed on the main screen. The connection status displays " NO REGISTERED DEVICES FOUND ". This issue is a result of the PC not recognizing the USB connection between the PC and the Shockspot machine, when the drivers are not properly installed for the Shockspot USB connection or if the proper software version is not installed for the Shockspot machine.	<ol style="list-style-type: none"> 1. Check USB cable between PC and Shockspot machine. Ensure the USB cable is properly connected between the PC and the Shockspot machine. 2. In the device manager, goto the "Ports(COM&LPT)" settings for the "USB serial port". Ensure the COM port setting is set to a number between 1-10. If it is not, right click, select "Properties", select "Port Settings", Select "Advanced" and change the "COM Port Number" to a value between 1-10. 3. If you do not see a "USB serial port" listed in the "Ports(COM&LPT)" settings, contact support@shockspot.net
Shockspot does not connect to PC software: "REGISTERED SHOCKSPOT FOUND" and "SHOCKSPOT NOT CONNECTED"	The Shockspot fails to connect when the "Connect" button is pressed on the main screen. The connection status displays " REGISTERED SHOCKSPOT FOUND " and " SHOCKSPOT NOT CONNECTED ". This issue occurs when the PC recognizes a Shockspot USB connection but the machine does not respond properly to the connection commands. This can occur if there is no power to the Shockspot or the USB Serial COM port is set to a value greater than port "10".	<ol style="list-style-type: none"> 1. Check power to Shockspot Machine. Ensure the LED is illuminated green on bottom side of thruster near cable entry. If the LED is illuminated red, remove power from the Shockspot and reapply power. If the LED appears green, retry the connect, if it appears red, contact support@shockspot.net. 2. In the device manager, goto the "Ports(COM&LPT)" settings for the "USB serial port". Ensure the COM port setting is set to a number between 1-10. If it is not, right click, select "Properties", select "Port Settings", Select "Advanced" and change the "COM Port Number" to a value between 1-10. 3. If you do not see a "USB serial port" listed in the "Ports(COM&LPT)" settings, contact mark@shockspot.net
Shockspot connects to PC software but does not respond to the software commands.	The Shockspot status displays " REGISTERED SHOCKSPOT FOUND " and " Shockspot Connected " but the Shockspot does not respond to commands from the software. This can occur if the speed or depth settings are set to zero or if there is a fault with the Shockspot hardware.	<ol style="list-style-type: none"> 1. Ensure speed and depth settings are not set to zero. If these values are zero, the system may not respond to software commands. Increase the setting to observe motion. 2. Ensure the LED is illuminated green on bottom side of thruster near cable entry. If the LED is illuminated red, remove power from the Shockspot and reapply power. If the LED appears green, retry the connect, if it appears red, contact support@shockspot.net.

		3. Remove power from the Shockspot and gently move the thrust cylinder to the fully extended and fully retracted position by hand to determine if there is binding of the shaft.
Shockspot does not connect to SQL Database: "Unable to connect to any of the MySQL Hosts"	The Shockspot does not connect to the MySQL Database when the "Activate Remote Access" button is pressed. "Unable to connect to any of the MySQL Hosts" is displayed followed by "Bad Shockspot Database connection or your Shockspot is not registered in the Shockspot Database for remote control - Please select Deactivate Remote Access (below) and re-try activating remote access. If you continue to have problems, please contact support@shockspot.net"	1. Ensure the PC has an active connection to the internet. Open a web browser and verify access to google.com or yahoo.com. If a connection to the internet does not exist, contact your network administrator to resolve the connection issue.
		2. If an active internet connection exists, please select "Deactivate Remote Access" and re-try activating remote access. If this does not resolve the issue, please contact support@shockspot.net.
Shockspot does not connect to SQL Database: "Bad Shockspot Database connection or your Shockspot is not registered in the Shockspot Database for remote control - Please select Deactivate Remote Access (below) and re-try activating remote access. If you continue to have problems, please contact support@shockspot.net"	The Shockspot does not connect to the MySQL Database when the "Activate Remote Access" button is pressed. "Bad Shockspot Database connection or your Shockspot is not registered in the Shockspot Database for remote control - Please select Deactivate Remote Access (below) and re-try activating remote access. If you continue to have problems, please contact support@shockspot.net" is displayed. When this message is displayed without the "Unable to connect to any of the MySQL Hosts" message, the Shockspot hardware number is not authorized in the MySQL database or there is an issue with the online database.	1. Contact support@shockspot.net for assistance.
Shockspot Software does not Launch	The Shockpot software does not launch.	1. Re-launch the Shockspt application. 2. Reboot the PC and Re-Launch the software. If this fails, reinstall the software.