

## 1. CHECKING YOUR PA/VA SYSTEM

This support's manual contains some information about the PA/VA for LDA system in order to solve typical issues and problems with amplifiers, software, system control, etc.

### AMPLIFIERS

- **The amplifier haven't audio signal at the outputs.**

If the amplifier of a LDA PA/VA system haven't an audio at output, you should perform the following test:

- Check if there is another computer with the same IP within the network.
  - Check if the audio source is working properly and if the matrix output is playing audio (Status LED in green).
  - Check if the gain of the input signal is correct.
  - Check with the ControlSTV software if the values are correct:
    - General
    - Measures
    - Channel
    - Logs&Errors
  - Disconnect all inputs, outputs and network wiring.
  - Detect if any of the front channel STATUS LED are red / orange flashing or fixed.
  - Enter the audio source directly to the analog input of the amplifier, taking care to keep the positive and negative side of the audio signal.
  - Connect the speakers line to the same output, taking care to keep the positive and negative signal.
  - Check all the channels of the equipment.
  - Connect the network connection.
- **STV channels don't work: there is no audio in some channels with CobraNet.**
    - First, check the connections.
    - Check that CobraNet receives audio and Sime source is routed to all areas.
    - Check if the analog inputs on the audio output has. If there is audio, you can be the control module. If not, it may be the power supply.
    - Open Control STV:
      - Look tabs channels: If there is no input in any of them or input but not output, contact the technical service.
      - On the "Log and Errors" tab, see if the control modules 2 and 1 attempts coincide or not. In this case, the problem is in the control module.
      - If on the CobraNet tab sources routed in Sime appear, the matrix routes correctly and Sime is fine.
    - Open the stage, remove the module and reinsert.
    - Finally, check that the wiring is not damaged.

- **Other problems.**

Refer to the user's manual of STV amplifier and refer to chapter 7 "SYSTEM STATE AND ERROR MESSAGES":

- Are the STATUS lights flashing red or impermanent red?
- Are the ON/STANDBY lights flashing red or impermanent red?

If you can't find the root of the problem, please do as follow:

- Disconnect all inputs and outputs of the amplifier.
- Restart the amplifier.
- Verify if the lights are flashing or impermanent red now.

If YES, please do as follow:

- Download the Control STV app by our website: <http://www.lda-audiotech.com/descargas/SAT/Software/STV.zip>
- Open the Control STV app in the server and put the IP address of the STV amplifier.
- Send us a screen capture of tabs: General, Measures and Log&Errors.

If NO, maybe you have a short-circuit or earth-leakage problem in the speakers line. Please check them.

## SOFTWARE "SIME CONTROL"

- **Sime doesn't start.**

It could be because of one of these reasons:

- The user is not accessing correctly to the system (must use the top right icon)
- Simeapp.exe.CONFIG and Simeclient.exe.CONFIG file from "service" and "browser" paths (C:\Program Files\LDA Audio Tech\SIMEv2\service\) is not correctly configured (IP address and data base name).
- The IP address of the server or the PC where Sime is been executed is not in the correct range.
- There is no ping between the devices.

- **Update Sime database.**

The Sime database updating process is:

- First, you must open the pgAmin3.exe application: Go to C:\Program Files\LDA Audio Tech\SIMEv2\postgres\bin, search for the file pgAmin3.exe and open it.
- On the left menu, double click over PostgreSQL (localhost:5432) and insert the password "Lda2112".

- Next, make a backup copy of the current database: Click on the dropdown “Databases” and then on “Sime” to open the database (it will be connected when the red cross on the left disappears). Right click on Sime and select “Backup” on the menu. Select “Tar” in the “Format” dropdown. Save the database in the folder you want (Desktop, for example).

- Update the database: Once the database backup is done, click with the right button on Sime and select "Delete/Drop". Now, a new empty database must be created. To do this, click with the right button over “Databases” and select "New Database". Name it as “Sime” and click on “OK”. When the database is created, dropdown that “Sime” database and click with the right button over the name and select “Restore” in the menu. Search for the corresponding database and click on “Accept”.

If everything is correct, the message “Process returned exit code 0” will appear. If it's “1”, the process hasn't been done correctly.

- **Sime starting error.**

The problem may be caused by an incorrect installation of the web server when Sime was installed, so an error message should have appeared in that moment indicating that the part of the web server was not installed because another web server (Windows's IIS) was configured. To solve this problem, it is recommended to try to disable the second web server and reinstall the application.

## PA/VA SYSTEM

- **The system doesn't link.**

Do ping to the server.

- **¿Which is the IP address of the server?**

In the schematics diagram or in the configuration file of Sime C:\Program Files\LDA Audio Tech\SIMEv2\service\simeApp.exe.config

- **There is no audio in PA/VA system.**

- List the devices that you have connected in the PA/VA system.
- Verify if the CobraNet switch only has CobraNet signals, not control. If the audio is digital (by CobraNet) you will have to divide the network in two VLANs: one for CobraNet (layer 2) and one for Control (layer 3). Be careful with the configuration of sockets due to hybrid mode isn't able to manage some LDA's equipment.
- You could have problems with switch due to a incorrect configuration after a short circuit or loss power supply, for example. It can be solved by resetting to default values. As we are working in VLAN, the system is very sensitive to network problems.
- Verify if the socket B (CobraNet) in ZES80 is not connected.
- Verify if in the ZES22, socket A for the control and B for CobraNet.
- Verify if in the STV, socket A for the control and B for CobraNet.
- Verify if the microphone is connected to the corresponding input in ZES80, according the diagram connection.

- Verify if the sound card of the server is connected to the corresponding input in ZES80, according to the diagram connection.
- Verify if the auxiliary source is connected to the corresponding input in ZES80, according to the diagram connection.
- Check if you don't have sound in the system, open Sime and go to Prerecorded menu, playing a message in all zones.
- Connect the sound card or auxiliary source directly to one input in STV. Be careful with the polarity signal (positive and negative). By doing this, we will be checking if the analogical audio in STV is working correctly.
- In the STV menu, you can see if the CobraNet is active (digital input).
- To check the matrix, open the app ZesEqualizer and go to the Bundles button.
- Check if you don't have sound in the system, open Sime and go to Prerecorded menu, playing a message in all zones.
- See if bundles are correctly routed.
- Connect the CobraNet cable from the A socket at ZES80 directly to the B socket at the amplifier.
- It is also possible that the ETX amplifier is broken. Open the Control STV app in the server and check the "Log&Errors and Measures" tab.

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In case of detecting an error in the system and not being able to solve it, please contact the technical service and give the following information:

- Equipments constituting the system.
- Wiring.
- If you made any changes in the system.
- Incidence starting calendar.
- Environment actions that triggered the incident.
- Possible interferences in the system.
- Photos of the installation.

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For any question, please contact LDA Support Department.

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