

(Note: This article was exported as PDF from our Support Wiki. We apologize for any imperfect formatting.)

Asentria Product Guide

EventSensor ID

(Revised 11 November 2020)

EventSensor ID

The sensor IDs are associated with the type of unit, so switching to custom firmware or upgrading unit types can create a situation where the unit is not recognizing the slot card. Clearing the EventSensor id should clear the issue.

This issue occasionally happens when downloading settings from another unit with the Sensor IDs in the SK file. We recommend removing the sensor IDs before uploading the sk to a new unit. If an expansion card should go unresponsive after an settings upload the fix is the same.

If you are in the command line you can just clear the slot ID from the command prompt:

- 1) sk event.sensor[1].id-
- 2) sk event.sensor[2].id-
- 3) Restart All

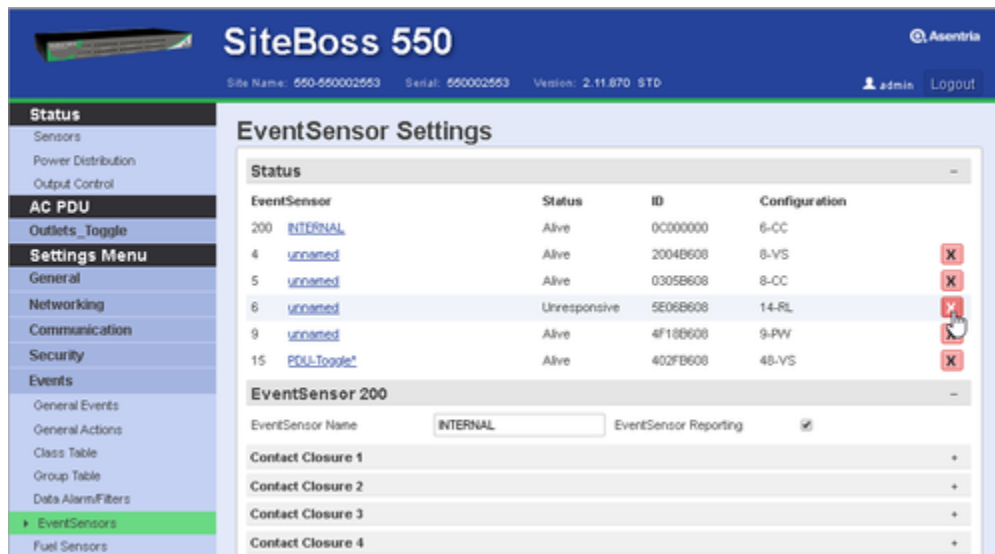


```
COM3:19200baud - Tera Term VT
File Edit Setup Control Window Help
>sk event.sensor[6].id-
COMPLETE
>RESTART ALL
```

Or from the GUI:

- 1) Save the non-default settings for the unit using the Administration/System Administration page.
- 2) Clear the affected slots by clicking the red X associated with the unresponsive sensor card

from the Events/EventSensor menu.



- 3) Confirm the 'are you sure' pop up? by clicking OK.
- 4) Restart All from the Administration/System Administration page (or power cycle).
- 5) Once it reboots see if the card is now showing as Alive, and if so, reload your settings using the Administration/System Administration transfer settings to unit option.

History Table

Date	Description
11 Nov 20	Added History Table
11 Nov 20	Updated wiki formatting

If you have other questions regarding Asentria products, please contact:

Asentria Technical Support
1200 North 96th St.
Seattle, WA 98103
+1 206-344-8800
seattle-support@trystar.com
www.asentria.com