Customer Network Access (CNA) – Troubleshooting Guide/FAQs

Please use this guide as a reference to help troubleshoot common issues related to Customer Network Access (CNA). If your issue still hasn't been resolved after following these tips, please contact your company administrator or Emerson's Zedi Cloud SCADA Solutions Customer Care team at 866 732 6967 or email them at zedi.support@emerson.com.

Issue: I am a new Customer Network Access (CNA) user and I can't download the Edge Client

- Do you have a Zedi Access user account?
  - If not, please contact your administrator to be set up with a Zedi Access user account.
- Ensure you have the administrative privileges to install programs onto your computer.
- Contact Emerson's Zedi Cloud SCADA Solutions Customer Care team at 866 732 6967 or email them at zedi.support@emerson.com

Issue: I can't login into the Customer Network Access (CNA) Edge Client

- Can you login to Zedi Access?
  - Yes, retry logging into Customer Network Access
  - No, reset your password/account expiration
- Try changing your Zedi Access password and attempt your login again
- Avoid using these special characters in the **Username** (&, %, #, *, ?, @) as they will work in Zedi Access but not in Customer Network Access

Issue: I've logged into the Customer Network Access (CNA) Edge Client, but I get the following message:

Oops, it appears you're missing permissions to use Customer Network Access. For assistance, please choose one of the following:
- Refer to the 'Customer Network Access Troubleshooting Guide' found here: http://www.zedisolutions.com/support/resources
- Contact your Zedi Access company administrator
- Contact Emerson's Zedi Cloud SCADA Solutions Customer Care team at 866 732 6967 or email them at zedi.support@emerson.com

To use Customer Network Access (CNA), you must have both the "Allow Customer Network Access" web permission and at least one location with "Customer Network Access" well permission assigned to your user account. If you need help obtaining these permissions, please contact your company administrator or Emerson Zedi Customer Care.

Issue: I'm not sure exactly which locations/devices I'm able to connect to via CNA

The 'My CNA Locations' report found in Zedi Access will tell you exactly which locations you've been granted access to. To access this report login to Zedi Access and from the [Reports] menu go to the [Customer Network Access] option.

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Issue: I don't have access or I'm not seeing the 'My CNA Locations' Report

You're missing the "Allow Customer Network Access" **web** permission.
This permission will grant you access to this report. Contact your administrator/Emerson Zedi Customer Care to be given this permission.

Issue: On 'My CNA Locations' report I don't see any locations listed or the location(s) I should have access to aren't listed on the report

Check to make sure you have the 'Customer Network Access' **well** permission checked off for each location you require access to. Contact your administrator/Emerson Zedi Customer Care to be given this permission.

Issue: I've successfully logged in and connected to the CNA Edge Client and have the appropriate permissions assigned to my account but I'm not able to connect to the end device

- Check the devices' communication status, the device must be actively communicating
- Check you have the correct IP address for the device you are trying to connect to
- Check you are still connected to the CNA Edge Client
- Contact Emerson's Zedi Cloud SCADA Solutions Customer Care team at 866 732 6967 or email them at zedi.support@emerson.com for further troubleshooting

Issue: I keep getting disconnected repeatedly from CNA Edge Client shortly after logging in.

- Restart your computer
- Uninstall, then reinstall CNA edge client to your computer. Once installed, restart your computer before attempting to login
- If issues persist, please contact Emerson Zedi Customer Care

Issue: I'm randomly disconnected from CNA edge client without physically disconnecting on my own.

If you haven't performed any activity in the last 20 minutes using CNA, your session will expire, and you will be disconnected. There is also a 24-hour maximum session limit where you will be disconnected regardless of your activity in CNA.

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