



HCA Tech Note 614

Working with technical support for additional Hubitat / SmartThings support

Hubitat and SmartThings support many different devices and HCA Central doesn't have one of everything. To see if you have a device that is supported by one of those hubs but not by HCA do this: Open the properties of the device and select the "Tags" tab. If the ""ST_Type" (or HE_Type for Hubitat) is "Unknown" then HCA doesn't yet have support for it.

But all is not lost! You can request that HCA support be added. But you must do your part by collecting information that is needed to add that support. These are the instructions.

Step 1. Use the Aux Log tool ("Tools" ribbon category, "Log" panel, "Aux Log Setup" button) and enable logging for HTTP elements in the package program that adds devices to your design. Click the "Select" button.

Aux Log Setup

Unlike the main logs that show actions for devices and programs, there are auxiliary logs that are mainly used for determining if a specific HCA feature is working or a program interacting with an external service is functioning as you expect.

Logs for HCA features

Messaging send	Disabled	
Messaging receive	Disabled	
HUE devices	Disabled	
NEST devices	Disabled	
Network devices (ping)	Disabled	
Weather provider	Enabled	<Logs folder> Weather_mmdd.log
Inbound Service Msgs	Disabled	

Logs for Program elements

Camera element	Select	
HTTP element	Select	<Logs folder> <Target IP address or DNS Name>_mmdd.log
Port I/O element	Select	

Internal

Cloud Agent	Enabled	<Logs folder> HCACloudClient_mmdd.log or HCACloudServer_mmdd.log
Library actions	Disabled	
Server callback	Enabled	<Logs folder> ServerCallbacks_mmdd.log
Token sync	Enabled	<Logs folder> TokenSync_mmdd.log
DDNS	Disabled	

Close

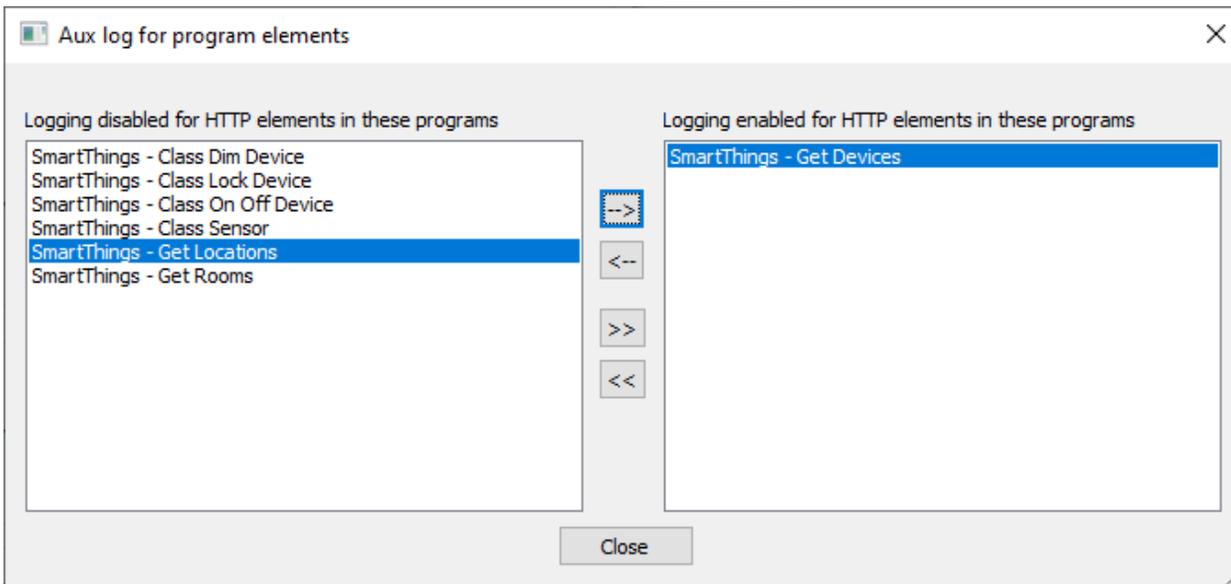
TechSup@HCATech.com

www.homecontrolassistant.com



HCA Tech Note 614

In the selection popup, move the “Get Devices” program to the right list and then close that dialog and the aux log dialogs with Close.



NOTE: For Hubitat the name of the folder is “Hubitat Elevation” and “not “SmartThings” and the program is called “Hubitat Get Devices”.

Step 2. Run the Get devices program by right-click on it in the left [pane and choosing “Start” in the popup menu.

Step 3 (SmartThings). You should now have a file named api_smarththings_com_443_mmdd.log. This file is in the HCA documents area logs folder – if client-server then it is on the computer running the sever. “mm” and “dd” are the month and day.

Step 3 (Hubitat). You should now have a log file named 192_168_xx_yy_zz_mmdd.log. This file is in the HCA documents area logs folder – if client-server it is on the computer running the sever. The xx and yy are the other two parts of the Hubitat IP address and the zz is the port number you use. Probably is 80 if you didn’t do anything special for the port #. “mm” and “dd” are the month and day.

At this point you can just send the file to technical support along with the name of the device you want to investigate for support.

If you want to do some extra work and save support the trouble of doing the extra work then, follow these instructions

Step 4. Open the file in some text editor that can handle long lines and show line numbers. Notepad++ <https://notepad-plus-plus.org/> is a good choice. Works good and is free.

TechSup@HCATech.com

www.homecontrolassistant.com



HCA Tech Note 614

Note: The example below is from Hubitat. SmartThings will look a bit different, but it is the same process to eliminate the gibberish and glue the lines back together.

Using the editor, you need to remove the starting gibberish and the FIRST quote on the first data line.

```
192_168_1_187_80_0405.log x
1
2
3 ##### 4/5/2020 2:31:29 PM
4 14:31:29 InternetHttpOpen
5 14:31:29 InternetHttpSetTimeouts
6 14:31:29 Connect 192.168.1.187:80
7 14:31:29 Initialize ok
8 14:31:29 Send "/apps/api/4/devices/all?access_token=99b4c31b-112b-4767-a4af-d0b6f761a6ad"
9 14:31:29 Headers ""
10 14:31:29 Data ""
11 14:31:29 Send:InternetHttpOpenRequest
12 14:31:29 Send:InternetHttpSendRequest
13 14:31:34 Send:InternetHttpReceiveResponse
14 14:31:34 Send:InternetHttpQueryDataAvailable
15 14:31:34 Response cbData: 3781 [{"name":"Ecobee Sensor","label":"Office","type":"Ecobee
Sensor","id":"2","date":"2020-04-05T18:10:01+0000","model":null,"manufacturer":null,"capabi:
DeviceStatus":"online","dataType":"NUMBER","values":null,"motion":"active","temperature":"6'
```

Delete all that is shown highlighted.

Now scroll down until you see a new data line start.

```
192_168_1_187_80_0405.log x
Sensor","id":"7","date":"2020-04-05T18:10:01+0000","mode:
DeviceStatus":"online","dataType":"NUMBER","values":null,
Room","type":"Ecobee
Sensor","id":"8","date":"2020-04-05T18:25:02+0000","mode:
DeviceStatus":"online","dataType":"NUMBER","values":null,
Shop","type":"Ecobee
Sensor","id":"9","date":"2020-04-05T18:10:01+0000","mode:
DeviceStatus":"online","dataType":"NUMBER","values":null,
Counter","type":"Generic Zigbee
Outlet","id":"10","date":"2020-04-05T07:41:29+0000","mode:
er":"0","dataType":"ENUM","values":["on","off"],"switch"
sh"}]}, {"name":"Zooz Double Plug Zen25","label":"Zooz Dou
Plug","id":"11","date":"2020-03-31T06:33:09+0000","model'
geMeasurement", "
16 14:31:34 Send:InternetHttpQueryDataAvailable
17 14:31:34 Response cbData: 8192 [{"Outlet"},"attributes":{"
Days","power":"0","powerHigh":"3.2","powerLow":"0","switc
ff"}, {"command":"on"}, {"command":"on"}, {"command":"refres
```

TechSup@HCATech.com

www.homecontrolassistant.com



HCA Tech Note 614

You want to delete the LAST QUOTE on the previous data line, and then all the gibberish including the FIRST quote on the next data line. This “glues” the two lines back together. In the above image delete all that is highlighted.

Depending upon how many devices you have, you may need to do this more than once until you get to the end.

```
20 14:31:34 Send:InternetHttpQueryDataAvailable
21 14:31:34 Op Complete 0
22 14:31:34 Terminate
23
```

For the last step, delete the final quote on the last data line and all the remaining gibberish.

Then you should have one very long line. Save the file and send it to Technical Support.

If you want to look at it, select all the text and copy to the clipboard. Start a browser and go here:

<http://json.parser.online.fr/>

Paste into the left side of the window. If you did all the line gluing and the copy and paste correctly, then your JSON will appear in the right display decoded.

If it shows errors, go back and make sure you did all the line gluing correctly.

If you have lots of devices, the display will be big. You can collapse/expand parts by clicking on the plus or minus signs in the display. It expands or contracts one device worth of display. This lets you focus on the device you care about.

String parse

```
[
  {-},
  {-},
  {-},
  {
    "name": "Ecobee Sensor",
    "label": "Family Rm",
    "type": "Ecobee Sensor",
    "id": "5",
```

##end##

TechSup@HCATech.com

www.homecontrolassistant.com