Home Tickets list

Being Processed since 62 days 18 hours

#2808 ICU disconnecting from Radio when in position to lock on target

D

Dan Dee, reported 2 months ago

When system is powered up it goes into it's scanning sequence this seems to work fine when powered up. When radio is in position to lock onto an AP the radio disconnects and scanning continues. The radio tried registering to the AP but QDP did not stop. I have attached support file. Why does scanning not stop?

CommandBus-V...

(733 KB)

Jared Keyser, said 2 months ago

Cc: dwhitt@batswireless.com, tfoster@batswireless.com

Dan,

I've looked through the logs you sent. I can see the radio disconnecting. It appears to be the watchdog program running on the Cambium 450 radio, which will reboot the radio if it has not received signal in a while, or if the signal fades away (it assumes it is the radio itself having an issue, and reboots in order to fix it). When the radio was connected, it was reporting that it was not seeing any RF from the other side, as the RSL level in the logs showed -100 for most of the day, which is the value it shows when it's not seeing anything. Was there a clear line of site with the tower location? If the BATS system does not meet the acceptable RSSI level, it will continue with scanning for a target. The Acceptable RSSI can be changed in the Advanced Menu in the Target Configuration. If you manually align the antenna using the system (by doing manual moves) instead of scanning, do you get a link?

Jared

D

Dan Dee, said 2 months ago

I have target thresholds set for -90. It was a direct line of site. I tried manually moving and it did not show rssi change.

D

Dan Dee, said 2 months ago

Here is the support file from when I tried to align manually.

CommandBus-V...

(505 KB)

Jared Keyser, said 2 months ago

Dan,

I just looked through the last log that you sent.

I am seeing a lot of radio disconnected errors in the log, which means that the ICU can not communicate with the radio. Are you losing web page access to the radio frequently as well? The ICU is reporting the disconnects, and also reporting that it can't ping the IP of the radio. If you could, from your laptop, try to ping the radio when you are running the scan, and see if your laptop drops the pings as well.

Jared

Jared Keyser | Support Engineering Manager

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