Xplornet Tech Tool 1217

Common Installation Issues with HV2

This Tech Tool is to advise of commonly reported issues with HV2 installations and recommended solutions to correct them.

Common Issues

Guidance

We recommend that modems be proactively updated on a demo system that's already pointed. Modem just needs to be keyed for the beam, and then, after the ODU Check, click 'Finish' on pointing page to make network entry and update software. No need to complete pointing.

Before attempting to access the installer portal it is important to confirm the firmware is updated. Should an update occur while you are attempting to activate the service it will likely cause an error. An easy way to see if an update is occurring is by checking the RG1000 LED. A blinking blue LED indicated the modem is currently performing a software upgrade.

MITe App Issues

Symptom	Cause	Resolution Steps
Only able to enter 16 characters for beam key.	The MITe App is not communicating with an RG1000 HV2 modem.	Ensure your device has active connection to the modem.
The MITe app is not registering sweep stages as they are completed.	Starting the pointing process from the Modem GUI and then attempting to use the MITe app to point.	Start pointing process from the MITe app. Do not switch between pointing interfaces.

Router Issues

Symptom	Cause	Resolution Steps
Customers reporting issues with their 3rd party router and the HV2 modem.	In most cases this has been a result of incorrect router configurations.	• Ensure the router is not in bridge mode. • Ensure the router is set to DHCP. • Ensure the Ethernet cable from the modem is correctly connected in the WAN port.

Hardware Issues

Symptom	Cause	Resolution Steps
GPS co-ordinates inaccurate or no tone heard. **Note**: This is only an issue with our initial shipment of modems, and should be a temporary issue.	A software incompatibility between theRG1000 Modem and the pTRIA. Modems with firmware 3.7.4.7.29 will not recognize pTRIA firmware 0.0.3.200, so normal tones will not be heard.	Follow the steps in Tech Tool 1215 to point at satellite blind. Once you think you are on the satellite, click finish on pointing and see if RG1000 modem moves past syncing. • If it does, wait for it to go online and update firmware. • If it does not move past syncing, then repeat blind point for slightly different location
The RG1000 Modem is updating its' software when first connected to the network.	Software in the RG1000 modem is not current.	Check the RG1000 modem software prior to entering beam key. If it is not current, the software will need to update fully and the modem reboot before launching the Installer Portal. This should start after network entry has commenced and you will see a flashing blue LED on the modem. We recommend that modems be proactively updated on a demo system that's already pointed. Modem just needs to be keyed for the beam, and then, after the ODU Check, click 'Finish' on pointing page to make network entry and update software. No need to complete pointing.

Installer Portal Issues

Symptom	Cause	Resolution Steps
Error - Error creating STM records	Provisioning completed, but a final record update failed.	Swap the modem. Contact Channel Support (1-866-841-6004) to have the modem reconfigured for another install.
Error 4000 - Cannot Determine Satellite ID Mapping for NTD reported Satellite ID	The RG1000 modem did not properly load onto the network.	Contact Channel Support (1-866-841-6004).They will take steps to correct the issue manually. The modem will need to be left online until this is completed.
Error – 2005 - Cannot transition FixedNTD 00A0BCXXXXXX from ACTIVE to CONFIGURING	The RG1000 modem has a package already mapped to it.	Swap the modem.

Error - *InterrogateDevice: FAILED - 2002: Device unreachable*	Modem is offline	Troubleshoot why modem is offline, and then retry.
	If you are able to browse the internet. The Modem was not properly loaded in the Network backend.	Perform a Factory Reset of the modem. 1. Press the reset button on the back of the modem with a paperclip, or similar object, for about 10 seconds. 2. The Modem should reboot. 3. Once the reboot is complete perform a Powercycle of the unit. 4. Start the installation point & peek process over by rekeying the modem. If the above steps not correct the issue Contact Channel Support (1-866-841-6004).They will take steps to correct the issue manually. The modem will need to be left online until this is completed. As this may take some time, if you are unable to wait, swap the modem. Note: The modem will have to be brought online at another site for this to be corrected. You can leave modem running online at a demo system while this issue is corrected.

Contact us

If you have questions about this bulletin, contact Xplornet Dealer Support at 1-866-841-6004 or dealer.support@corp.xplornet.com.