

Restoring Service to DCB Customers on Vacation Hold

Synopsis: We have discovered an issue with not being able to get Door County Broadband customers online after they come off of Vacation Hold. This is the result of Powercode pushing out an extremely low QoS value of 56k to the radio rendering it inaccessible. This document is to detail steps that should be taken to attempt to get them back online.

Who this impacts:

Customers who have been placed on Vacation Hold and have some version of a PMP450/450b radio.

This does NOT impact customers on the ePMP platform (most 5GHz DCB customers) or if they are in an MDU and do not have a dedicated radio just for them. Those customers should reconnect within a few minutes of them coming off Vacation Hold and if they do not, standard troubleshooting should be done via the normal steps.

Equipment + Add

0A003EBDB28B	PMP450 5.6GHz SM	0A:00:3E:BD:B2:8B	10.96.38.87	Down	cnMaestro	More...
BCE67CE17861	Cambium r195w	BC:E6:7C:E1:78:61	100.64.38.111	Down		More...

Tickets + Add 💬 View All Tickets

Install / Service Calls + Add

Start Time	Completed	Success/Fail	Type	Template	Technician
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Monthly Services + Add

1	Auto-Pay Discount - (Auto-Pay Discount)	-\$5.00	Monthly Discount
1	Plan - Router Rental Plan - (Plan - Router R...	\$6.95	Monthly
1	Vacation Hold - (Vacation Hold)	\$15.00	Monthly Internet

This also should not impact customers who were on Vacation Hold Plus which had enough bandwidth for the radio to be accessible..

Assuming they kept their equipment plugged in, if a customer contacts us saying that they will be up here on a given day and they want internet turned back on, it would be good to take them off of vacation hold ahead of time to try to make sure the radio is accessible (just don't pro-rate the service when making the change).

Symptom: The radio's IP may or may not be pingable but the radio itself will not be accessible through the GUI. It will usually be visible on the AP but may frequently disconnect and it will not be possible to proxy to the radio from the AP.

Steps:After coming off of Vacation Hold, if their radio is not accessible within about 5 minutes the following steps should be taken to attempt to access the radio and update the QoS: Make sure their account is no longer on vacation hold or the radio's QoS will just get set back to 56k..

1. First, unplug the router from the power injector. This will prevent it from trying to push data through the limited connection. You should start a ping to the radio's IP address.
2. Second, have them power cycle the radio. It should become accessible when it reconnects to the AP.
3. If the radio appears or starts becoming pingable log in to the radio (root/fgh601) and click on the "Configuration" and "QoS" tab. Update the sustained and burst from the 56k value to something faster (you can max them out if you need to, it won't matter). "Save Changes" and then Reboot the radio.

Home
Configuration
Statistics
Tools
Logs
Accounts
PDA
Copyright

Account: none
Level: ADMINISTRATOR
Mode: Read-Write

CANOPY®

General IP Radio Custom Frequencies SNMP cnMaestro **Quality of Service (QoS)** Security VLAN DiffServ Filters Port Configuration

Unit Settings

: Configuration → Quality of Service (QoS)

4.9/5.9GHz MIMO OFDM - Subscriber Module - 0a-00-3e-7a
No valid accounts configured. Using default user account

Security Warning: Configure login credentials to prevent unauthorized access

Save Changes Reboot

MIR BANDWIDTH SETTINGS

(Downlink + Uplink) Sustained Data Rate <= 310000 kbps

Sustained Downlink Data Rate :	155000	(kbps) (Range: 0— 310000 kbps)
Sustained Uplink Data Rate :	155000	(kbps) (Range: 0— 310000 kbps)
Downlink Burst Allocation :	2500000	(kbits) (Range: 0 — 2500000 kbits)
Uplink Burst Allocation :	2500000	(kbits) (Range: 0 — 2500000 kbits)

4. After the SM reboots it will actually reboot multiple times as Powercode pushes out updated settings to the radio (I have seen it happen 3-4 times before). During this time the router can be plugged back in.
5. Once the pings to the radio have remained consistent for several minutes the customer should be good.
6. If the radio remains inaccessible then a service call may be necessary to update the QoS and make the radio accessible. Unless some other issue is found such as a chewed or damaged cable requiring repair or replacement there will be no charge for this service call.