

## Expected capacity is not met



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Problem	Debugging steps; possible cause & solution
The wireless link is operational but the expected capacity is not met	<p>1) Go to the "<a href="#">Maintenance</a>" page and click the «<b>Check Latest Release</b>» button. If a newer firmware version is available, proceed with the firmware upgrade in order to benefit of the latest radio features and improvements</p> <p>2) Go to the "<a href="#">Maintenance</a>" page, click the «<b>View Current License</b>» button and check if the maximum transmit rate, power levels or channel width are limited to lower values compared to the expected configuration</p> <p>3) Go to the "<a href="#">Switch</a>" page. Check the Rate limit and the Port mode. In case of GE connection, if one unit has auto negotiation enabled and the other has a manual setting, put both units in auto negotiation. If the rate is lower than the expected one, adjust accordingly or set to unlimited</p> <p>4) Go to the:</p> <ul style="list-style-type: none"> <li>• "<a href="#">Status</a>" page and check the radio link status (CINR, RSSI): <ul style="list-style-type: none"> <li>• In case of CINR values are significantly differed from the initial, and RSSI values - are not, it may indicate the noise appearance. It is recommended to use the "<a href="#">Spectrum Analyzer</a>" tool to determine the noise level on the current channel and to select a new frequency channel</li> <li>• In case of CINR and RSSI values are significantly differed from the initial, it is required to check the antennas alignment, RF-cables condition and barriers appearance in the first Fresnel zone or optical visibility lock</li> </ul> </li> <li>• "<a href="#">Radio</a>" page and check the the radio link configuration: Maximal MCS, Frame Period, AMC Strategy and Traffic Prioritization (take as reference the throughput values available in <a href="#">Operation &amp; Administration</a> chapter, <a href="#">Wireless Link Statistics</a> section to compare the configuration settings with the expected capacity)</li> <li>• "<a href="#">Alignment</a>" page and check the values from the the antenna alignment tool</li> <li>• The recorded statistics should be cleared for both units and the wireless link situation must be monitored again. In order to clear statistics go to the "<a href="#">Status</a>" page and click the "<b>Clear All Counters</b>" button.</li> </ul> <p>Redo the radio planning activities if the values does'n correspond to the values from the initial deployment</p> <p>5) Go on site and:</p> <ul style="list-style-type: none"> <li>• check the Ethernet or SFP connections, replace the cables if necessary</li> <li>• check the RF-cables if an external antenna is used. Tighten the connectors and check also the integrity of the antenna</li> <li>• perform proper antenna alignment on site. If after the alignment the CINR level is still low, it indicates that external interferences are present. Try to use another frequency if available or perform a spectrum scanning</li> </ul> <p>6) Report the problem to Infinet Wireless support team with the Diagnostic card.</p> <div style="border: 1px solid #f9e79f; padding: 10px; margin-top: 10px;"> <p> <b>NOTE</b></p> <p>Diagnostic card can be created in the web-interface in "<a href="#">Maintenance</a>" or with <a href="#">Commands for diagnostic card creation</a>.</p> </div> <p><a href="http://support.infinetwireless.com">http://support.infinetwireless.com</a></p> <p><a href="mailto:support@infinetwireless.com">support@infinetwireless.com</a></p> <p>+7 343 253-15-33</p>

Table - Expected capacity is not met