

## Errors on the wireless link, throughput fluctuations



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| Problem   | Debugging steps; possible cause & solution  |
|---|---|
| The wireless link is operational but there are errors on the wireless link, throughput fluctuations | <p>1) 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>2) Go to the "<a href="#">Status</a>" page and check the CINR and RSSI levels:</p> <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 "Spectrum Analyzer" 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> <p>3) 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 connectors 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>4) 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 - Errors on the wireless link, throughput fluctuations