No access to the local unit

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Make sure that the connectivity is provided between the control center and the device's installation point. If the access is missing only for the InfiNet device, further actions must be performed at the device's installation site.

Indicators

Pay attention to the LED indicators on the device's enclosure.

NOTE

The LED indication on the device can be disabled administratively. Make sure there is no "system no indicator" command in the last saved device configuration. We recommend to save backup configurations to the internal memory of the device and to a folder on your PC. The device can store 8 configuration backups. When saving the current configuration, its previous version is automatically added to the backup list with record number 0. All operations with the device configurations are performed using the "config" command.

If the power and Ethernet indicators are off, check the integrity of the power supply, the Ethernet cables and the RJ-45 connectors. Replace the power supply and the cables if necessary.

R5000-Mmx, R5000-Qmx and R5000-Omx

The R5000-Mmx, R5000-Qmx, and R5000-Omx have two LED indicators (red and green) located in the console port. These indicators help to monitor the device's status during the installation. The correspondence between the state of the indicators and the current device state is shown in the table below.

Figure - LED indication of R5000-Mmx, R5000-Qmx, R500-Omx devices

Red indicator	Green indicator	Device status

Off	Off	The device is switched off or in the process of start-up booting
Off	Blinking	The device has booted, but it has no radio connection. Searching for another device to establish the radio connection
Blinking	On	Radio connection established. The more data is being transmitted through the radio channel the more frequently the red indicator is blinking

Table - LEDs modes and device status of R5000-Qmxb, R5000-Mmx and R5000-Omx models

R5000-Smn and R5000-Lmn

The R5000-Smn and R5000-Lmn devices have a special LED indicator set located at the back of each device, displaying the current device state.

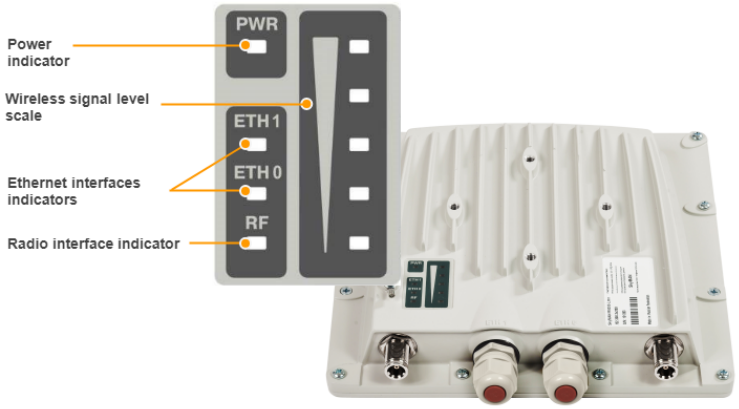

Figure - LED indication of R5000-Smn, R5000-Lmn devices

Indicator	Status	Device status
PWR	On	The device is powered on
RF	Blinking	The RF-link is being established
	On	The RF-link is established
ETH	On	Wired link established
Signal level		This scale displays the current RF signal level and is designed to provide assistance for the radio link alignment and to estimate the link quality. The scale is based on the SNR RX level, with the threshold values for the indicator: 4, 8, 16, 30, 40 dB. The more often the indicator flashes, the better is the quality of the connection.

Table - LED indicators modes and device status of R5000-Smn and R5000-Lmn models

Access recovery

If the power indicator is on and there is connection via the Ethernet interface, connect to the device directly as it is shown in the scheme below. Make sure that the IP address of the PC is in the same subnet as the IP address of the device. You can restore the IP address and reset the device to the factory settings using the ERConsole utility.

The factory reset process using the ERConsole is described in the "Emergence Repair Console" article.

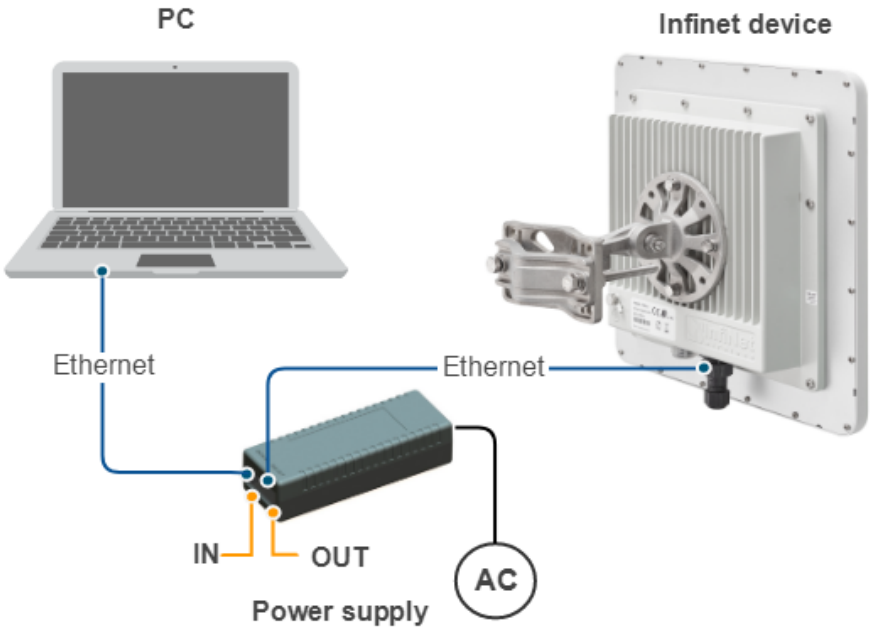

Figure - The recommended connection scheme

Checking the status of the Ethernet interface

Wired interface statistics

Web interface

If you were able to access the device by connecting directly, try to determine the possible reason for the unavailability through the network. Pay attention to the wired interface statistics. In order to do this, go to the "Device status" section of the web interface and open the "General statistics" window for the Ethernet interface in the "Interface statistics" section. Pay attention to the CRC errors number, as they indicate a violation of the data integrity during the transmission over the wired segment. Also, the problem can be caused by a queue overflow or an inappropriate frame size (Out of range).

Receive statistics		Transmit statistics	
Packets	82534	Packets	20511
Bytes	10887256	Bytes	6145409
Load (kbps)	12	Load (kbps)	33
Load (pps)	8	Load (pps)	7
Frame size (bytes)	187	Frame size (bytes)	589
CRC errors	0	CRC errors	0
Pause packets	0	Carrier lost	0
Bad packets	0	Excessive deferrals	0
Runts	1	Excessive collisions	0
Short packets	0	Late collisions	0
Alignment errors	0	Multiple collisions	0
Long packets	0	Single collisions	0
Out of range	0	Underruns	0
In range errors	0	Queue overflow	0
Format errors	0	Descriptor errors	0

Close Reset Auto Refresh:

Figure - Interface statistics

The description of the parameters for a complete diagnostic is available in the "Device status" article.

Command line interface

If there is no access to the device's web interface, run the "*ifconfig eth0*" command to get statistics via CLI.

The description of the parameters for a complete diagnostic is available in the "Ifconfig command (interfaces configuration)" article.

Duplex mode

Pay attention to the duplex mode on the network devices connected to the wireless router. This information is available in the the web interface. Proceed to the "Device status" section - "Interface statistics" and open the "General statistic" for the Ethernet interface, or run the "*ifconfig eth0*" command in the command line interface.

Physical link is UP, 100 Mbps Full-duplex, Auto

PHY chip: Marvell 88E1118 ID: 0e110141

Supported modes	Self	Peer
Auto-Negotiation	yes	yes
10 Mbps Half-duplex	yes	yes
10 Mbps Full-duplex	yes	yes
100 Mbps Half-duplex	yes	yes
100 Mbps Full-duplex	yes	yes
1000 Mbps Half-duplex	yes	-
1000 Mbps Full-duplex	yes	-

Figure - Duplex mode

We recommend to set the auto-negotiation mode provided by the Ethernet standard. The problem can occur due to the connection between two devices with different duplex settings. For example, if one device is in auto-negotiation mode and the other is in fixed full duplex mode.

Title

Red value of this parameter in the interface statistics "Mode" column informs that transmission is performed in a half-duplex mode.