

BreezeACCESS ***GFSK***

System **Messages Guide**



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BreezeACCESS GFSK System Messages Guide

About This Guide

This guide describes several of the common messages that can appear on the monitor and, in version 4.0 or later, in the event log. Most of the messages are classified into the following severity groups.

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Reset Messages

These are messages that usually appear after the unit is reset and describe the cause of the last reset. Reset messages are not associated with a specific class.

✦ **The last hardware reset was caused by: the software watchdog.**

Appears in: All Units, all versions.

The software detected an illegal situation and reset the unit. This mechanism auto detects abnormal situations and enables the unit to auto recover by resetting.

✦ **The last hardware reset was caused by: a loss of frequency reference.**

Appears in: All Units

This message is rarely seen. The CPU lost the accuracy of the clock signal supplied. This might be seen if the unit is utilized in conditions outside the specified temperature range or in cases of hardware failure. For IF units this is relevant for indoor units only.

FATAL (FTL) Messages

◆ **FTL: file src\wpscan.c line 285 Too large number of scanning attempts**

Appears in: SU Units, all versions.

Auto resets the unit if it doesn't associate with an AU within a certain period of time. In versions prior to 3.1.1 this time is 70 scanning attempts * number of frequencies * 15msecs at frequency. The time duration in 2.4 ETSI comes to 1 minute.

In versions after 3.1.1 the same algorithm operates but it also checks to see if more than 5 minutes has passed. The unit will auto reset if more than 5 minutes has passed without an association.

Versions later than 4.0 have a scanning time of 19msec instead of 15msec.

◆ **FTL: file src\wpwlanm.c line 502 Periodic synchronization loss**

Appears in: SU Units, all versions.

The cause of this error is consecutive "association" & "loss of association" (10 consecutive times).

It usually occurs in cases where the SU doesn't match the frequencies used in the AU unit or in cases where the association process is not completed successfully (asymmetrical or poor link).

When the SU unit detects drift between the AUs and it's internal clock the unit auto resets.

◆ **FTL: file src\wpwlanm.c line 502 Periodic association timeouts**

Appears in: SU Units, all versions.

The cause of this error is consecutive "association/authentication timeouts" during the association process. If the SU doesn't receive a response (Authentication/Association Response) 10 consecutive times it will auto reset.

It usually occurs in cases where the SU doesn't match the frequencies used in the AU unit or when the AU can't hear the transmission from the SU. It may also occur in case of a mismatch between the RX/TX Inverse parameters in the AU and in the SU, where this is relevant.

◆ **FTL: file src\hotswap.c line 127 Hot Swap Status Fault**

Appears in: BS-AU Units, all versions.

This usually occurs in BS-AU IF units when there is a problem with the 12VDC.

This can happen when the 12VDC is short-circuited (someone connects the IF cable to the antenna port instead of to the IF port on the outdoor unit).

This causes the indoor unit to be burnt out when the unit is previous to hardware rev H or was produced prior to October 1st, 2001. Later hardware revisions have enhanced protection.

◆ **FTL: file src\cpld.c line 1453 CPLD busy error.**

Appears in: IF-based Units, all versions.

This message can occur when the unit tries to write to the CPLD (Control Programmable Logic Device, which acts as the interface to the ODU and is responsible for sending all control commands) but it is busy for some reason. It should not happen during regular operation of the unit.

Version 4.0 and later includes serious improvements that should overcome most of the scenarios that cause this to happen.

If the unit is upgraded to the latest software version and this continues to happen very frequently than there might be a HW failure in the unit.

◆ **FTL:file src\ra.c line 412 raAdd:stack H.323 memory problem"**

Appears in: SU Voice Units.

This message is very rare. It can be caused in cases where a high error rate is present on the wireless side and a large number of wireless frames are lost, affecting the normal operation of the H.323 stack.

◆ **FTL: file src\bori_cmd.c line 211 No Carrier Detection.**

Appears in: All Units, version 4.0 and later.

This message appears after 10 consecutive “No Carrier Detection” errors, caused when the modem provides false information about “end of frame receive” but there was no reception at all. In versions prior to 3.1.11 this error message appears frequently.

◆ **FTL: file src\error.c line 23 General Drivers Error: SER PROM NUMBER CRC ERROR**

FTL: file src\error.c line 23 General Drivers Error: CPM_GetPortBBit I

FTL: file src\error.c line 23 General Drivers Error: CPM_GetPortBBit II

FTL: file src\error.c line 23 General Drivers Error: CPM_GetPortBBit III

FTL: file src\error.c line 23 General Drivers Error: SP_ReadDataByte

Appears in: All units.

There was problem reading the MAC Address of the device, located on the PROM chip (mfc. Dallas).

Usually this requires the unit to be sent for repair as it means that there is a hardware problem.

◆ **FTL: file src\hwb_init.c line 270 Boori init: Calibration failed!**

Appears in: All units.

The calibration process failed. If it occurs 5 consecutive times, the auto reset is bypassed and the output of the calibration is printed to the screen.

This error message can appear in cases where the unit is/was utilized in abnormal environmental/temperature conditions.

If this message is displayed consistently the unit needs to be sent for repair.

◆ **FTL: Invalid checksum for Number_of_Dwells_to_Retransmit**

Appears in: All Units, version 4.0 and later.

An incorrect checksum was detected for the parameter in RAM. This occurs due to possible memory overwrite in the RAM area when the device decides to switch sectors. The unit checks for incorrect writing to flash on a per parameter basis and auto resets the unit to prevent it.

◆ **FTL: -e_pool_malloc- Pool overflow : file src\xbuf_utl.c, line 143**

Appears in: SU Voice Units, versions prior to version 4.0

This occurs when a voice call is opened from/to an H.323 device connected at the Ethernet port of the SU Voice unit. The SU will auto-reset. Fixed in versions later than 4.0.

◆ **FTL: Too many beacons lost.**

Appears in: AU units.

The AU failed to transmit 100 consecutive Beacons, causing the unit to auto reset. Usually this happens when the media is busy (RF signal higher than the “Carrier Sense” value is detected by the receiver). This message is most common in BreezeACCESS II.

ERROR (ERR) Messages

✦ **ERR: Calibration params out of boundaries**

Appears in: IF Units, versions 3.1.1 and below only.

The RSSI calibration has illogical values. This will affect the accuracy of the RSSI display.

✦ **ERR: Index 20 is greater than the number of indexes inserted (5). Ignore input!**

Appears in: All Units, version 4.0 and later.

A Flexible Hopping feature. This occurs when “Manual Scrambling” is used and a miss-configuration is detected based on the input indexes

✦ **ERR: Flash Reading was delayed (2).**

Appears in: All units, version 4.0 and later.

If writing to flash is in progress and simultaneously, a read from the flash is performed, the flash write task will be increased (in order to finish faster). The error message is displayed when the prioritization didn't help the first time. This usually occurs when there is Firmware upload in progress.

WARNING (WRN) Messages

- ◆ **WRN: ESASG: An unknown IAPP message received (check memory overwrite)**

Appears in: AU Units, version 3.1.1 and earlier (fixed in v 4.0).

This message doesn't cause any problem to the normal operation of the AU unit. It occurs when a SNAP (Sub Network Access Protocol, Alvarion Proprietary multicast frame intended to update all AUs of new SU associations) frame from another AU connected to the same Ethernet segment of the AU is received and is tagged with VLAN.

Usually upon reception of such a frame the AU that received it will delete the MAC Address of the SU from its internal Association Data Base (if it was listed there).

- ◆ **WRN: ESASG: Sta 00-20-D6-9C-E8-51 disasc (drops)**

Appears in: AU Units, versions after special version 3.1.11

The unit is deleted from the association database after 50 unsuccessful consecutive (unicast) frames are sent to the unit. The AU sends a Disassociation frame.

- ◆ **WRN: ESTM: Received an AUTHENTICATION, not from the required AP**

Appears in: SU Units.

The Subscriber Unit received an authentication response after it issued an authentication request, but from a different AU. This can happen when there are several AUs working with the same ESSID and the SU didn't hear the authentication response from the AU it was expecting.

- ◆ **WRN: tftpLogReadFun: abort acknowledged**

Appears in: All Units, version 4.0 and later.

The Event Log wasn't successfully transferred through TFTP and was aborted.

- ◆ **WRN: Wrong SID in disassoc.**

Appears in: AU units.

Occurs when too many disassociations (around 2000) were transmitted due to the fact that the SU doesn't receive the AU unit well. Fixed in 4.0.

◆ **WRN: MAC address is not in the list!!! 67:EB:00:E0:7D:72**

Appears in: All Units

The unit tried to delete an entry in the MAC Forward Database of the bridge but it wasn't found there.

Deleting entries from the MAC database is a normal task of the bridge that takes place every few minutes according to the aging time of the bridge (Every 30 minutes for SU-1D and every 5 minutes for all other devices).

There is an internal hash table which has 65536 entries and is sorted according to the last 2 bytes of the MAC address.

Example:

```
Leaf 0:      00 00 - MAC1: 00 20 D6 89 00 00 MAC2 : 00 20 D6 03 00
00 MAC3: 00 20 D6 B1 00 00
```

```
Leaf 1:      00 01 - MAC1: 00 20 D6 89 00 01 MAC2 : 00 20 D6 03 00
01 MAC3: 00 20 D6 B1 00 01
```

```
Leaf 2      00 02 - MAC1: 00 20 D6 89 00 02 MAC2 : 00 20 D6 03 00 02
MAC3: 00 20 D6 B1 00 02
```

•
•
•

```
Leaf 65535:  FF FF - MAC1: 00 20 D6 89 FF FF MAC2 : 00 20 D6 03 FF
FF MAC3: 00 20 D6 B1 FF FF
```

The MAC Address is searched in the appropriate leaf and if MAC address isn't found the message will be displayed.

Units with version 4.0 and above also display the MAC address that wasn't found.

It is not currently known what causes this during normal operation. If this message is seen frequently in a specific scenario the information required in order to debug the problem is: Version number, unit type, full Forward Database capture and the explicit scenario in which this happens.

Network diagnostics are suggested in order to determine the listed network device MAC address.

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- ◆ **WRN: MAC address is not in the list!!! 67:EB:00:E0:7D:72**
WRN: there is an Over Head,MACAD_DeleteEntry

Appears in: All Units

Both messages appear, one after the other.

The MAC address wasn't found after 20 consecutive search attempts with of a leaf, according to the explanation in the previous message. This can occur when there are too many devices (over 20) with the same 2 byte value at the end of the MAC Address, which is highly unexpected.

It is not currently known what causes this during normal operation. If this message is seen frequently in a specific scenario the following information is required in order to debug the problem: Version number, unit type, full Forward Database capture and the explicit scenario in which this happens.

Network diagnostics are suggested to determine the listed network device MAC address.

- ◆ **WRN: ESASG: Station 00-20-D6-9C-E8-51 authentication rejected**

Appears in: All Units

The SU unit has been rejected when trying to authenticate with an AU unit.

◆ **WRN: Prioritized channel limit exceeded.Request dropped.00-20-D6-B4-6D-46**

Appears in: AU Units.

The SU Unit attempted to open a voice call and the AU didn't allow it since the number of simultaneous voice calls exceeds the maximum number configured in the AU. In this case the SU receives busy tone.

MESSAGE (MSG) Messages

✦ **MSG: Startup: Initializing. At -prs_init-.**

Appears in: All Units.

The Print Screen task has been initialized. This occurs when the system starts up.

✦ **MSG: Searching Another AU**

Appears in: SU Units.

This occurs when the Subscriber Unit enters scanning mode. It can also happen if the SU didn't receive 10 beacons from the AU. In Non ACSE = $10 \times 128 \times 2 = 2.56$ sec. This usually occurs in marginal signal strength links or where the AU or SU are suffering serious interference.

✦ **MSG: ESTM: Successful Association with new BSS**

Appears in: SU Units.

The Subscriber unit was associated with an AU.

✦ **MSG: ESASG: Station 00-20-D6-8C-57-1C authenticated**

Appears in: AU Units.

A unit with the MAC address given was authenticated.

✦ **MSG: ESASG: Station 00-20-D6-8C-57-1C associated**

Appears in: AU Units.

A unit with the MAC address given was associated.

✦ **MSG: Ethernet Link Recovered !!**

Appears in: All Units, version 4.0 and later.

The unit detected Ethernet Integrity on its Ethernet port, meaning that the correct cable is connected and an Ethernet Link exists.

◆ **MSG: Ethernet Link Broke !!**

Appears in: All Units, version 4.0 and later.

The unit detected that there is a lack of Ethernet Integrity on its Ethernet port, meaning that the cable is disconnected and an Ethernet Link doesn't exist.

◆ **MSG: Version changed to 4.0.57.**

MSG: Running Version Date: Thu Apr 11 14:23:09 2002

Appears in: All Units, version 4.0 and later.

The Current Firmware version has been set to be active after the next reset and the compilation date.

◆ **MSG: UP Image FLASH will be operational...**

Appears in: All Units.

This occurs when the "Set current version as default" command is issued.

◆ **MSG: Download operation has started - Please wait...**

Appears in: All Units.

The Firmware file transfer has been detected and is in progress.

◆ **MSG: Switch active sector 31->28**

Appears in: All Units, version 4.0 and later.

The Flash was updated to define the location where the firmware should be loaded from after the next reset. This occurs after issuing the "Use Current Version after reset" command.

◆ **MSG: Sector erase at address 1c0000**

Appears in: All Units, version 4.0 and later.

During FLASH write a certain sector was deleted. This usually occurs during a firmware upgrade or some parameter(s) change and update to flash memory is required. The Flash address is given for possible debugging.

◆ **MSG: Log File Error - 'LF_ReadLog'**

Appears in: All Units, version 4.0 and later.

It was impossible to read the EVENT log stored on the FLASH memory in the device.

◆ **MSG: 1 PPS pulse is active**

Appears in: GU Units.

The GPS Antenna located 3 or more satellites that are necessary to supply synchronization information to the Base Station.

◆ **MSG: 1 PPS pulse is inactive**

Appears in: GU Units.

The GPS Antenna didn't locate enough satellites to supply synchronization information to the Base Station. The UTC clock might be available (from just one satellite) but it is not accurate enough to supply synchronization information. In that case a better location for the GPS is needed and the GU-BS unit will generate internal synchronization information only.

◆ **MSG: Hop Sync Update Performed !**

Appears in: SU Units.

The SU unit received a synchronization update in the beacon from its AU unit indicating clock update was performed in the AU unit to match the master AU. This updates the timing of the dwell.

This usually occurs when the Slave SU noticed that the Master AU had started to operate (after reset or power off). The AU sends the information to all its SUs in a special element in a beacon.

Several problems in version 3.1 make this message appear often which were solved in version 4.0 and later.

◆ **MSG: Seq Sync update Performed !**

Appears in: SU Units.

The SU unit received synchronization update in the beacon from its AU unit indicating clock update was performed in the AU unit to match the master AU.

This updates the hop index in the sequence (“changing to the first index in the sequence”).

This usually occurs when the Slave SU noticed that the Master AU had started to operate (after reset or power off). The AU sends the information to all its SUs in a special element in a beacon.

Several problems in version 3.1 make this message appear often which were solved in version 4.0 and later.

◆ **MSG: tftpLogReadFun transfer complete: 37165 octets**

Appears in: All Units, version 4.0 and later.

The Event Log file has been downloaded through TFTP. Its size is indicated in bytes.

◆ **MSG: Download operation has been completed successfully**

Appears in: All Units.

The Firmware file has been successfully transferred to the device's flash memory.

◆ **MSG: Hopping Sequence Shift has been forced 1**

Appears in: 2.4 GHz SU Units operating with Site Proprietary Hopping Standard, versions previous to 4.0.

The SU learns the Hopping Sequence (Shift) and Hopping Set from the beacon of the AU unit.

If the SU is not associated, the above message appears constantly as the unit is unable to set the proper shift. This display doesn't cause any problem. This issue has been fixed in versions later than 4.0.