

N720 - Debugging

1.0 General info

This document describes how to proceed when there are customer complaints regarding the Gigaset N720 multi cell solution.

Criteria for an optimum DECT wireless network.

A carefully planned DECT wireless network with adequate coverage is the **prerequisite** for operating a telephone system that offers good call quality and sufficient call options for all subscribers in all buildings and areas belonging to the system.

It is difficult to assess the technical wireless conditions of a DECT installation in advance as they are influenced by many environmental factors. Therefore, the specific circumstances on-site **must** be determined by taking measurements using the Gigaset Site Planning Kit (SPK). This produces a reliable statement about the materials required as well as the locations of the wireless units.

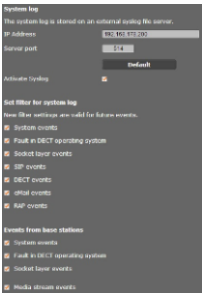
More info can be found in our [N720 DECT IP Site Planning and Measurement Guide](#).

Checklist

	Description	Result
Software version Gigaset N720	Check if the Gigaset N720 has the Latest software version .	
	The DECT manager and DECT base-stations must have the same Software versions	
Handsets	Only Gigaset PRO Handsets are supported .	
	Check if the handsets have the latest software version, Use Gigaset quicksync to check and upgrade your handset	
DECT measurement	DECT measurement is done using the Gigaset SPK. Signal strength between 2 basestations is > -65dB	

Provide the following info for support

Description		Result
Detailed description of problem		
Software version Gigaset N720		
Number of Base-stations		
List with used number of handsets and software version		
DECT Measurement done using Gigaset SPK		
Floor-plan of the location with info about DECT measurement and synchronization levels.		
Photo's of the DECT base-station locations.		

Enable syslog server to collect syslog messages and provide the syslog traces		
<p>In case of reboots, the last 4 reboot causes can be read via an handset.</p> <p>Menu -> *#05# > handset shows a '9' > continue with 6 2 > continue with admin password ></p> <p>Then handset will show the last 4 reboot exceptions.</p>		
<p>Send SYSDUMP using hidden page (<device IP address>/sysdump.html), press on send button.</p> <p>Wait 2 Minutes before closing the web-session!</p>		

Syslog message overview

- DECT manager 192.168.178.17
- DECT Base-station 1 (Level 1) 192.168.178.26
- DECT Base-station 2 (Level 2) 192.168.178.13

Situation	Time	IP address	Syslog message
Start DECT Manager / Reboot after Power failure	15:44:43 +02:00	192.168.178.17	2110-02-102T37:11:00.00Z 192.168.178.17 - - - System boot after power on. Version=69 Variant=70 Revision=0 Wd-Reset=0
	00:00:00 Z	192.168.178.17	-- [SOCKET:] SL_ME_SOCUP
	00:00:00 Z	192.168.178.17	-- IP-Config: Mode:DHCP, IP:192.168.178.17, Subnet Mask: 255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, VLAN: Disabled
	00:00:00 Z	192.168.178.17	-- Autoprovisioning: Transmission error
	15:44:52 +02:00	192.168.178.26	- 192.168.178.26 - - - [SOCKET:] SL_ME_SOCDOWN
	15:44:52 +02:00	192.168.178.26	- 192.168.178.26 - - - [SOCKET:] SL_ME_SOCUP
	15:44:52 +02:00	192.168.178.26	- 192.168.178.26 - - - IP-Config: Mode:DHCP, IP:192.168.178.26, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:44:52 +02:00	192.168.178.27	- 192.168.178.27 - - - [SOCKET:] SL_ME_SOCDOWN
	15:44:52 +02:00	192.168.178.27	- 192.168.178.27 - - - [SOCKET:] SL_ME_SOCUP
	15:44:52 +02:00	192.168.178.27	- 192.168.178.27 - - - IP-Config: Mode:DHCP, IP:192.168.178.27, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:45:00 Z	192.168.178.17	-- RPN 0x05: busy-state #00001

Handset out of range			-- RPN 0x02: link failure #00001 PMID 0xe4d34
Reboot DECT manager via web-interface	15:28:00 Z	192.168.17.8.17	-- System boot after power on. Version=69 Variant=70 Revision=0 Wd-Reset=1
	15:28:00 Z	192.168.17.8.17	-- Boot-Except=0x5=S_EXCEPTCLASS_RESET Place=0x56=S_EXCEPTPLACE_SC_EXCEPT_LOC Code=0x21=S_EXC_CUSTOMER_RESET PrcNr=507 LinkAdr=0xAAAAAAAA File=sc/middleware/system/s_excloc.exc
	15:28:00 Z	192.168.17.8.17	-- [SOCKET:] SL_ME_SOCUP
	15:28:00 Z	192.168.17.8.17	-- IP-Config: Mode:DHCP, IP:192.168.178.17, Subnet Mask: 255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, VLAN: Disabled
	15:28:00 Z	192.168.17.8.17	-- Autoprovisioning: Transmission error
	15:29:00 Z	192.168.17.8.17	-- RPN 0x02: busy-state #00001
Power failure base-station level 1	15:42:10 +02:00	192.168.17.8.26	- 192.168.178.26 - - - System boot after power on. Version=69 Variant=71 Revision=0 Wd-Reset=0
	15:42:10 +02:00	192.168.17.8.26	- 192.168.178.26 - - - [SOCKET:] SL_ME_SOCUP
	15:42:10 +02:00	192.168.17.8.26	- 192.168.178.26 - - - IP-Config: Mode:DHCP, IP:192.168.178.26, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:42:10 +02:00	192.168.17.8.27	- 192.168.178.27 - - - System boot after power on. Version=69 Variant=71 Revision=0 Wd-Reset=0
	15:42:10 +02:00	192.168.17.8.27	- 192.168.178.27 - - - [SOCKET:] SL_ME_SOCUP
	15:42:10 +02:00	192.168.17.8.27	- 192.168.178.27 - - - IP-Config: Mode:DHCP, IP:192.168.178.27, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:42:00 Z	192.168.17.8.17	-- RPN 0x04: dpc disconnected #00001
	15:42:00 Z	192.168.17.8.17	-- RPN 0x05: dpc disconnected #00001
Power failure base-station level 2	15:34:21 +02:00	192.168.17.8.13	- 192.168.178.13 - - - System boot after power on. Version=69 Variant=71 Revision=0 Wd-Reset=0
	15:34:21 +02:00	192.168.17.8.13	- 192.168.178.13 - - - [SOCKET:] SL_ME_SOCUP
	15:34:21 +02:00	192.168.17.8.23	- 192.168.178.23 - - - System boot after power on. Version=69 Variant=71 Revision=0 Wd-Reset=0
	15:34:21 +02:00	192.168.17.8.13	- 192.168.178.13 - - - IP-Config: Mode:DHCP, IP:192.168.178.13, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:34:21 +02:00	192.168.17.8.23	- 192.168.178.23 - - - [SOCKET:] SL_ME_SOCUP
	15:34:21 +02:00	192.168.17.8.23	- 192.168.178.23 - - - IP-Config: Mode:DHCP, IP:192.168.178.23, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS: 192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:34:00 Z	192.168.17.8.17	-- RPN 0x02: dpc disconnected #00001
	15:34:00 Z	192.168.17.8.17	-- RPN 0x03: dpc disconnected #00001

No network connection base-station level 2	15:38:20 +02:00	192.168.178.13	- 192.168.178.13 - - - [SOCKET:] SL_ME_SOCDOWN
	15:38:20 +02:00	192.168.178.13	- 192.168.178.13 - - - [SOCKET:] SL_ME_SOCUP
	15:38:20 +02:00	192.168.178.13	- 192.168.178.13 - - - IP-Config: Mode:DHCP, IP:192.168.178.13, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS:192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:38:20 +02:00	192.168.178.23	- 192.168.178.23 - - - [SOCKET:] SL_ME_SOCDOWN
	15:38:20 +02:00	192.168.178.23	- 192.168.178.23 - - - [SOCKET:] SL_ME_SOCUP
	15:38:20 +02:00	192.168.178.23	- 192.168.178.23 - - - IP-Config: Mode:DHCP, IP:192.168.178.23, Subnet Mask:255.255.255.0, Default Gateway:192.168.178.1, Primary DNS:192.168.178.1, Secondary DNS:0.0.0.0, SCP Server IP:192.168.178.17, VLAN: Disabled
	15:38:00 Z	192.168.178.17	-- RPN 0x02: dpc disconnected #00002
	15:38:00 Z	192.168.178.17	-- RPN 0x03: dpc disconnected #00002

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