CYPRESS
ENVIROSYSTEMS™

PRODUCT BULLETIN (PBN1043-02)
November 30, 2010

Products Affected: WPT-800-RWAL (rev. 16 – 22),
WPT-800-RWAL24V (rev. 1 – 8), WPT-800-HUSB (rev. 17 – 20)

Issue:

Under certain conditions, the repeaters can potentially re-organize to create a wireless loop. This loop will prevent WPT data from reaching the HUSB.

Symptoms:

The following symptoms may indicate a repeater loopback issue.
1. Data is no longer updating on the WPT web application
2. RWALs are listed as "defective" on the "Network Status" page on the WPT web application, but they appear to be powered and working correctly
3. There was a gap in data recorded by the SBAC/GBC

Solution:

The following steps may be taken to resolve the looping issue if it occurs.
1. Make sure the HUSB is connected and the SBAC/GBC is powered
2. Turn off power to all repeaters
3. Turn on the power to the repeaters starting at the repeater closest to the HUSB and continuing in order of distance from the HUSB
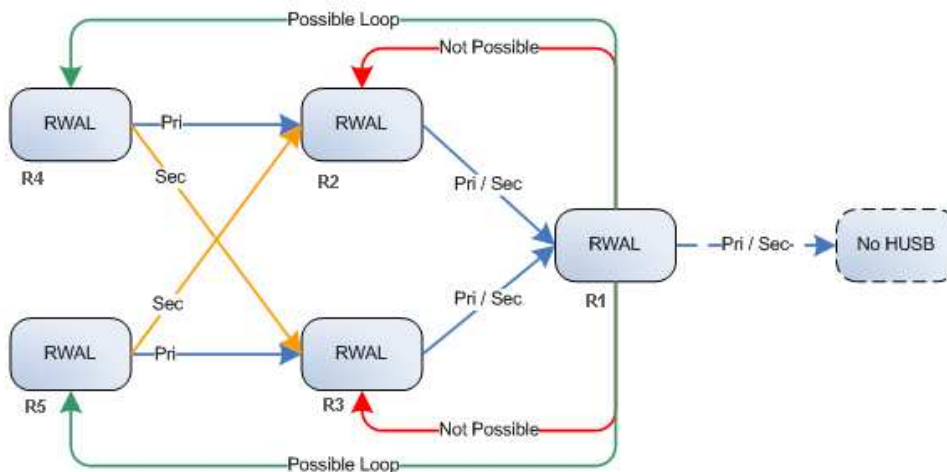

Figure 1. Sample HUSB and repeater layout

Once the HUSB regains power, all repeaters should be powered off, then they should be turned back on starting with R1 then R2 and R3, then R4 and R5.
A firmware update for RWALs and HUSBs is currently being tested and is expected to be released in early January

If you are experiencing these issues, or if you have any questions, please contact us to arrange for a firmware upgrade at 1-888-987-3210 or by email at cys_support@cypress.com. Thank you.