Troubleshooting

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The only regions of the glider intended for user access are the transition region between long-section hull and nose (when nose is removed), battery compartment of the long-section hull, and bulkhead wall of the assembled nose (where the connector is located).

No other regions of the glider are intended for user access and/or modification. No user-serviceable components exist inside.

It is the responsibility of the operator(s) to inspect all cabling to the nose every time the nose is removed, and verify the overall proper condition of the glider / batteries.

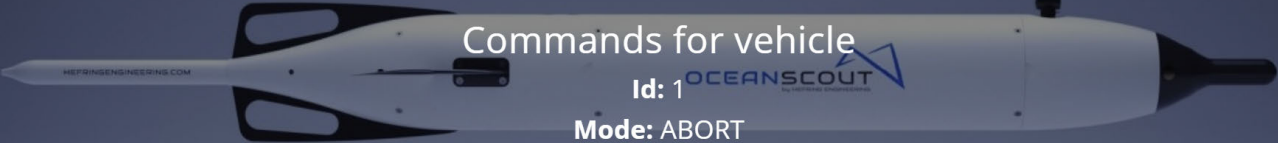The **only** approved troubleshooting techniques are:

- Update the glider's software / firmware
- Power-cycle the glider using the remote

Do not try to troubleshoot / debug the glider if problems occur - please contact Hefring.

Common problems

1. **Glider LED not illuminated**. The glider is likely not being powered. Make sure batteries are installed correctly, use the remote to turn glider on. If remote does not turn on the glider, please contact Hefring (batteries may be fully depleted).

2. **SSID "hefringglider" is visible, but I can't connect (even with the right password)**. This is a known bug - power-cycle the glider and try again.

3. **While operating the glider normally, it suddenly surfaces (and LED is blinking red)**. Glider has automatically gone into "abort mode". Always be sure before telling the glider to continue that the reason for abort is not serious (i.e. battery level low, leak detected, etc.). Use the button CLI in the Cloud UI an d type "mission.switchOperation Route" then click "Send". This should restart the glider on its mission within a few iridium messages. Always be sure before telling the glider to continue that the reason for abort is not serious (i.e. battery level low, leak detected, etc.). If this becomes a persistent problem, temporarily stop using the glider and contact Hefring.

4. **After powering up the glider, the LED remains blinking red**. Try updating the glider's firmware. If this does not fix the issue, there is likely a serious fault - stop using the glider and contact Hefring.

5. **Approx. 30 seconds are missing from start / stop of PAM recordings**. PAM hardware buffers 30 seconds of data before writing to disk - therefore for critical recordings wait approx. 35 seconds after enabling PAM module for "official" start of recording (and similarly, wait 35 seconds after mission is over before shutting off PAM module).

6. **After powering on the glider, an audible constant tone is heard from the glider.** Battery assembly is pushing against the nose cone cable. You will need to turn the vehicle off again, release the vacuum, remove the nose cone and reattach it so that the cable is no longer blocking the battery assembly.

7. **Vehicle 'NACKS' (red block in cloud UI under executed) a mission when no mission was running on the glider before turning it on.** The glider likely has not yet synced the proper time/date stamp from the gps and has refused a mission with a time/date too far from the time/date on the vehicle. You can force the time to update on the local wifi page by clicking "Set to UTC" on the maintenance page.

Commands for vehicle
Id: 1 OCEANSCOUT
Mode: ABORT

Number of bundle messages waiting delivery: 0

Waiting	Delivered	Executed
		Commands: 9 Bytes: 315
		Deployment: None Index: 140 Date: 5/23/2023 Time: 4:34:11 PM Commands: 9 Bytes: 315
		Deployment: 5/11/2023_6:23:... Index: 137

CLOSE