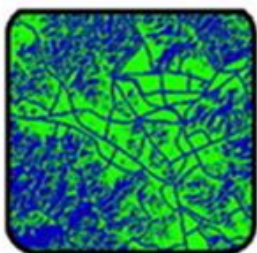




Pilot Fleet Edge FAQ

V6.0



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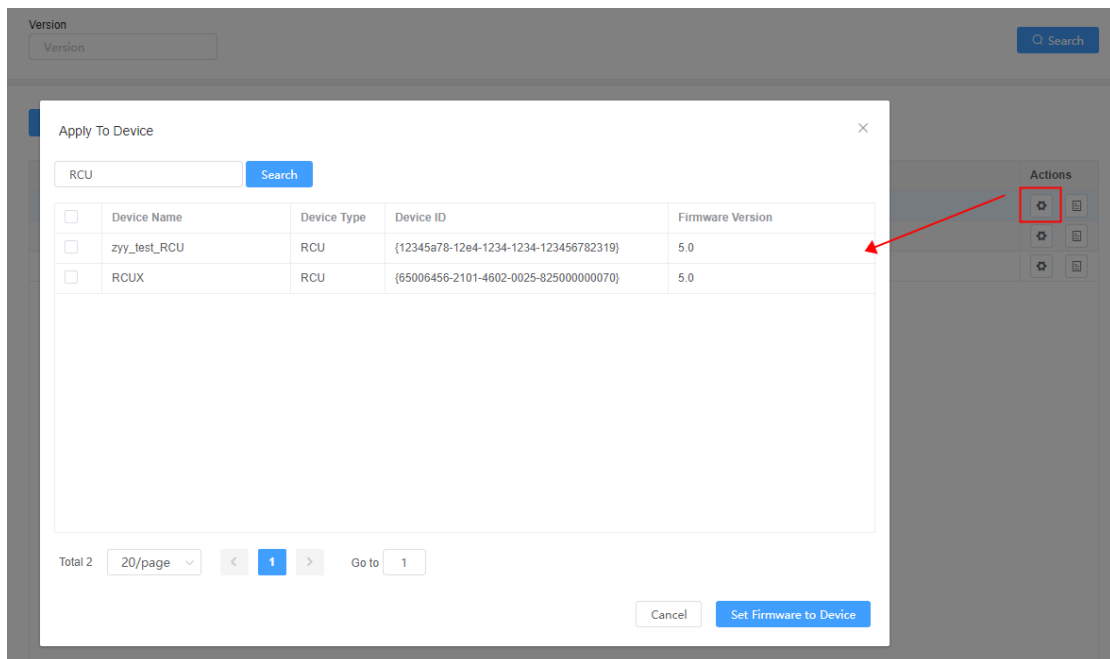
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1 Device Management

1.1 The Device That Needs to Be Upgraded is not Listed in the "Apply to Device" Window?

Figure 1-1 Failure to list all devices



For device that requires an upgrade but is not listed in the "Apply to Device" window, do as follows:

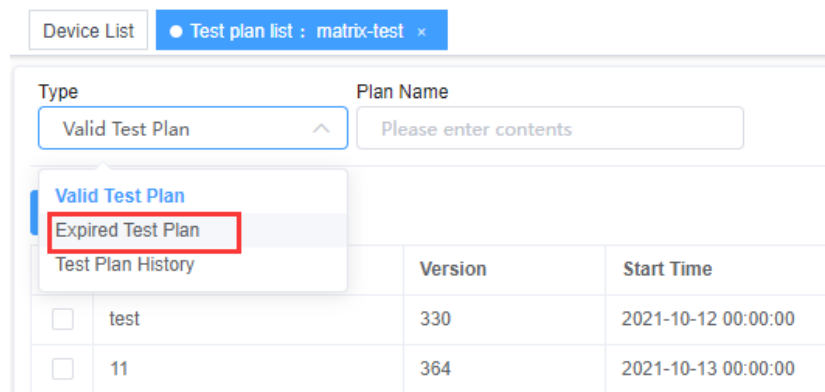
1. Check whether the device is with new data structure? If the device is Pilot RCU V13.1 or later versions, and Pilot Scout V14.1 or later versions, select **Update with FE** as the upgrade mode; otherwise, select **Use FTP to Update** as the upgrade mode.
2. Check whether the device has been connected to Pilot Fleet Unify, as Pilot Fleet Edge's device upgrade page displays only the device that has been connected to the server.

2 Test Plan

2.1 How can users check historical or expired test plans?

Pilot Fleet Edge can record and save historical or expired test plans. Users may select **Expired** **Test Plan** or **Test Plan History** on the **Test Plan List** page and check them.

Figure 2-1 Check test plan history



2.2 How can users disable a device port?






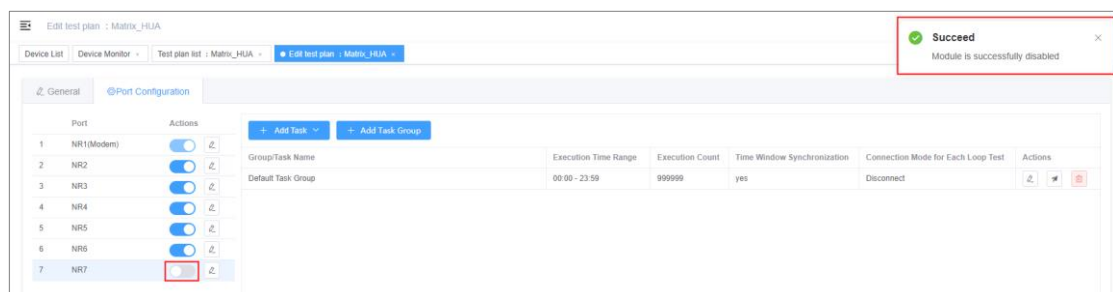
Select a device and edit the test plan. On the test plan configuration page, click the  button on the right side of the port that needs to be disabled. When the  button turns to , it indicates that the port has been disabled. Click , the button turns to , which indicates the port is enabled.

Figure 2-2 Disable a device port



2.3 How can users save the current test plan as a template for future use?

After configuring a test plan, name the test plan by setting the **Template Name**, and then click **Save**

Template to save the current test plan as a template. In this way, users may select a test template through clicking **Template** when the same type of test plan needs to be configured in the future.

Figure 2-3 Save as template

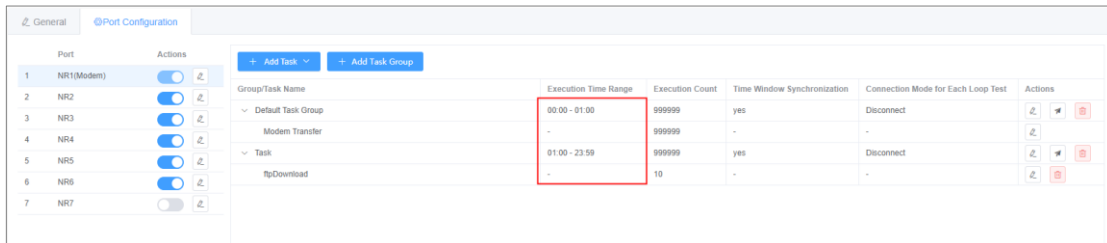
The image shows two screenshots from a software interface. The top screenshot is a 'Test Plan Configuration' dialog box with three sections: 'Basic Information', 'FTP Upload Test Configuration', and 'Server Settings'. In the 'Basic Information' section, the 'Task Name' is 'ftpUpload' and 'Execution Count' is 10. In the 'Server Settings' section, the 'Save Template' button is highlighted with a red box. The bottom screenshot is a 'Template' dialog box showing a list of templates: 'Template Name', 'template_test', 'FTPD2', and 'FTPD3'. Each entry has a checkbox and an 'Actions' column with icons for edit and delete. An 'OK' button is at the bottom right.

2.4 How to Use Modem Port as the Test Port?

Modem Transfer service is configured for 24 hours in for Modem port by default.

Users may set multiple time range for Modem transfer, device connection to Pilot Fleet Edge and test services as required. For example, set time range 0:00-1:00 for data transfer through modem and device connection to Pilot Fleet Edge, and set time range 1:00-23:59 for test services. See the figure below:

Figure 2-4 Set Modem Port as Test Port

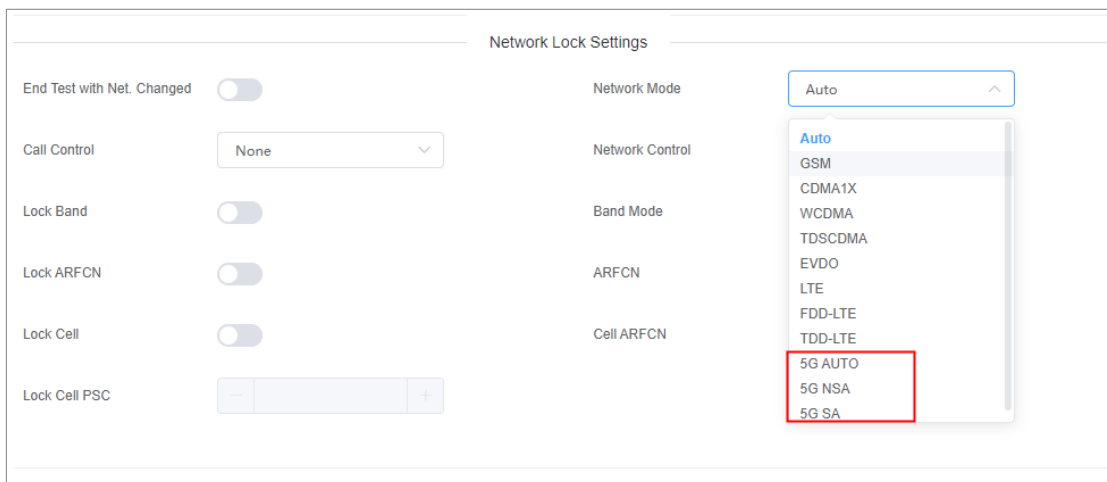


Note: This function is only dedicated to specific module. For more details, please contact DingLi technical support.

2.5 How to Configure 5G Test Plan?

The procedure of adding 5G test plan is the same as that of 4G's, but users need to select **5G Auto**, **5G NSA** or **5G SA** under the **Network Mode** of **Network Lock Settings**.


Figure 2-5 Add 5G test plan



3 Interaction between Device and Pilot Fleet Edge

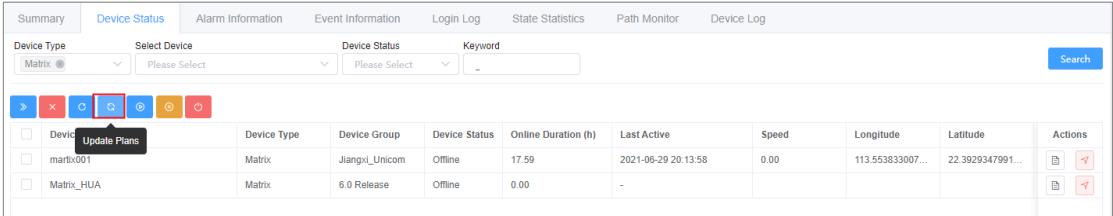
3.1 How to send test plan update commands to Pilot RCU X, Pilot Matrix and Pilot Scout?

Users may click **Device Monitor>Device Status**, select the device that needs to update the test plan

and click the **Update Plans** button  to send the test plan update command to Pilot RCU X, Pilot Matrix, Pilot Scout and so on. In this case, the system will disconnect the device from the server, and the device will request the test plan when reconnecting to the server again.

This function is only applicable to Pilot RCU X, Pilot Matrix, Pilot Scout and other devices that are connected to the Pilot Fleet Edge server in real-time. Please note that the server will not automatically send test plans, but disconnects the device and the device request an updated test plan from Pilot Fleet Edge.

Figure 3-1 Send test plan update command to the device



Device Type	Select Device	Device Status	Keyword							
Matrix	Please Select	Please Select	-							
<div style="display: flex; justify-content: space-between; align-items: center;"> > ✖ 🔄 🔍 📄 🔔 🔒 </div>										
<input type="checkbox"/>	Device	Device Type	Device Group	Device Status	Online Duration (h)	Last Active	Speed	Longitude	Latitude	Actions
<input type="checkbox"/>	matrix001	Matrix	Jiangxi_Unicom	Offline	17.59	2021-06-29 20:13:58	0.00	113.553833007...	22.3929347991...	
<input type="checkbox"/>	Matrix_HUA	Matrix	6.0 Release	Offline	0.00	-				

3.2 Why can't a device connect to Pilot Fleet Edge?

The possible reasons and corresponding solutions are as follows:

- The RCUID of the device cannot match the Device ID in Pilot Fleet Edge. Please check the Device ID in Pilot Fleet Edge.
- The SIM card credit (used by the Modem) has finished; the Modem is not connected to an antenna or the antenna is loose; the Modem dial configuration is incorrect; a Modem hardware error has occurred.

Check the Modem based on the possible reasons mentioned above. Please seek assistance from Dingli's technical support in case of a hardware error.

- The **Fleet Edge Platform Data Service** has stopped or is running abnormally. Please restart the **Fleet Edge Platform Data Service** or check if the license has expired or is incorrect.

3.3 Why can't Pilot Fleet Edge match the device name when a registered Pilot Walktour is used to upload data?

One possible reason is that the device was deleted, and the **Fleet Edge Platform Data Service** has not restarted after the device was recreated. Users may restart the **Fleet Edge Platform Data Service**.

3.4 Why did the FTP Service Test fail?

If the FTP service test failed, users may:

- Check whether the FTP server configuration is correct.
- Check whether **Passive Mode** is selected. If it is selected, users may deselect and restart the test.
- Check whether the dial connection setting is correct.
- Check whether the SIM card credit is finished, whether the antenna is loose, whether **Network Mode** setting is correct, and whether a hardware error has occurred.

3.5 Why can't Pilot RCU X reconnect to the server after the modem dial configuration was modified?

Check the settings under **Dial Connection Settings**. Every time the device connects to the server, the server will obtain the configuration.

4 Data Management

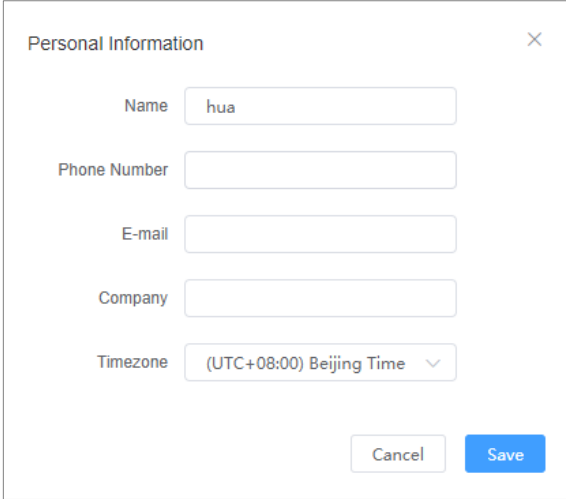
4.1 Why is the RCU X data file naming time different from the test time?

The *.rcu file is named based on UTC time. If time zone information must be contained in the RCU X data file name, users need to specify the time zone in test plan configuration. In this way, the decoding information will contain the current server time zone after the test data is uploaded to the server.

4.2 Why is the data uploading time or test plan time different from the actual test time?

A possible reason is that the current system time zone setting is different from the time zone in which the test is conducted. Users may choose **System Settings**> **User**, and check the **Timezone** settings on the **Personal Information** page. See Figure 4-1.

Figure 4-1 Personal Settings



Personal Information

Name

Phone Number

E-mail

Company

Timezone

4.3 Why can't an uploading data file be displayed in Pilot Fleet Edge?

A possible reason is that the data file is not fully uploaded. Only fully uploaded data file can be displayed in Pilot Fleet Edge.

4.4 How to select a group for region files upload?

Pilot Fleet Edge supports uploading region/route files and selecting the test group for the region files. Please do as follows:


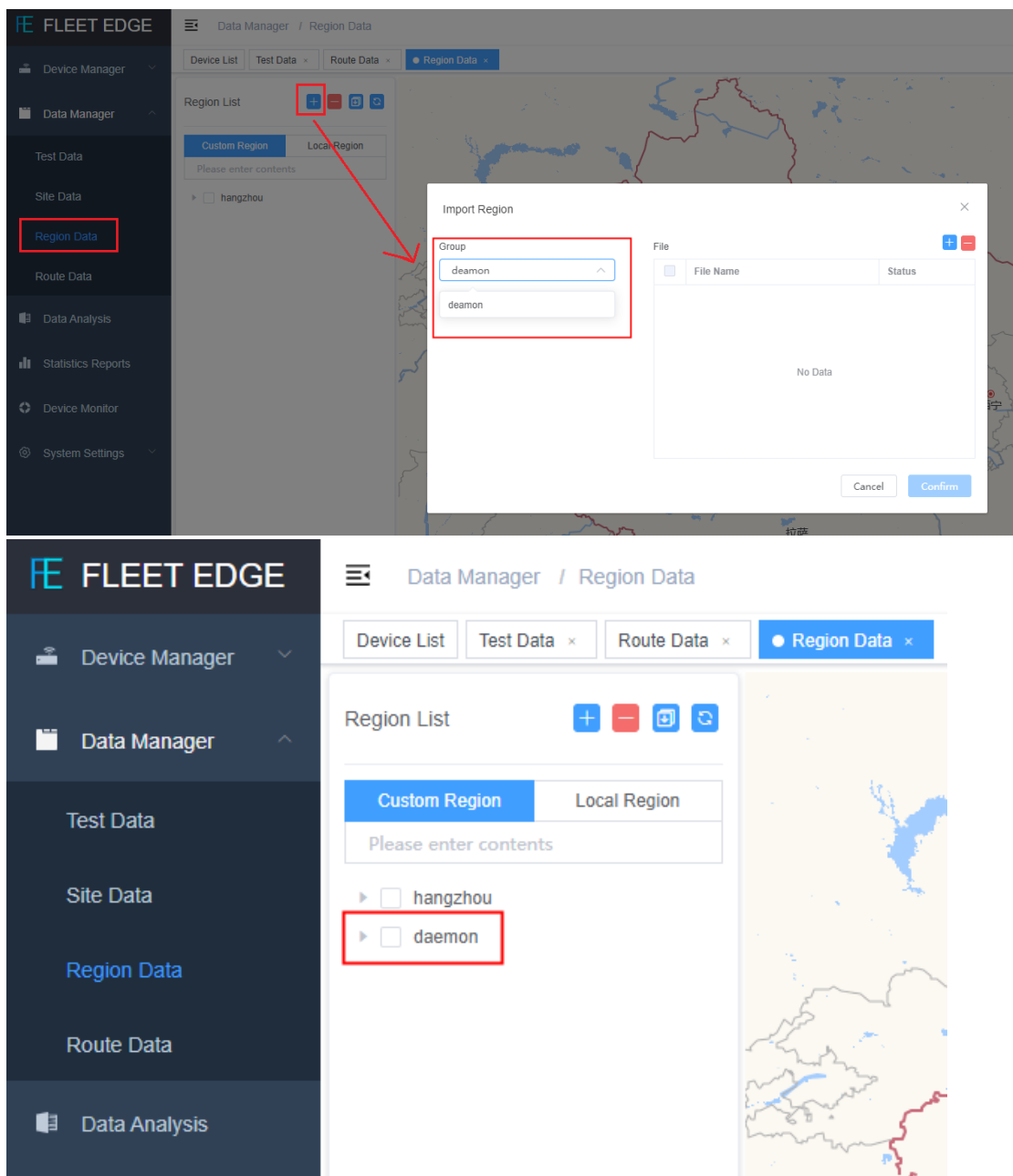
- Click **Data Manager>Region Data or Route Data.**
- Click  at the top right corner of the left navigation pane.
- Select a group as required under the **Group** in **Import Region** or **Import Route** page.
- The imported region/road files will be displayed by a group in the left navigation pane.

Figure 4-2 Select group for region/road files



5 Data Analysis

5.1 Why no statistics results are generated for grids analysis?

The reasons may be:

1. No data meets the configured analysis conditions.
2. Related data have not been pre-processed or imported to the database.
3. Filter conditions (e.g. the grid size) do not meet the information configured in the data import process. Users need to configure the information (e.g. selecting multiple grid sizes) when importing data to Pilot Fleet Unify. In the **Data Analysis** page, users may not view the item that is unselected in the data import process. For more information configured in data import process, please contact DingLi technical support.

5.2 How to export the grid statistics results?


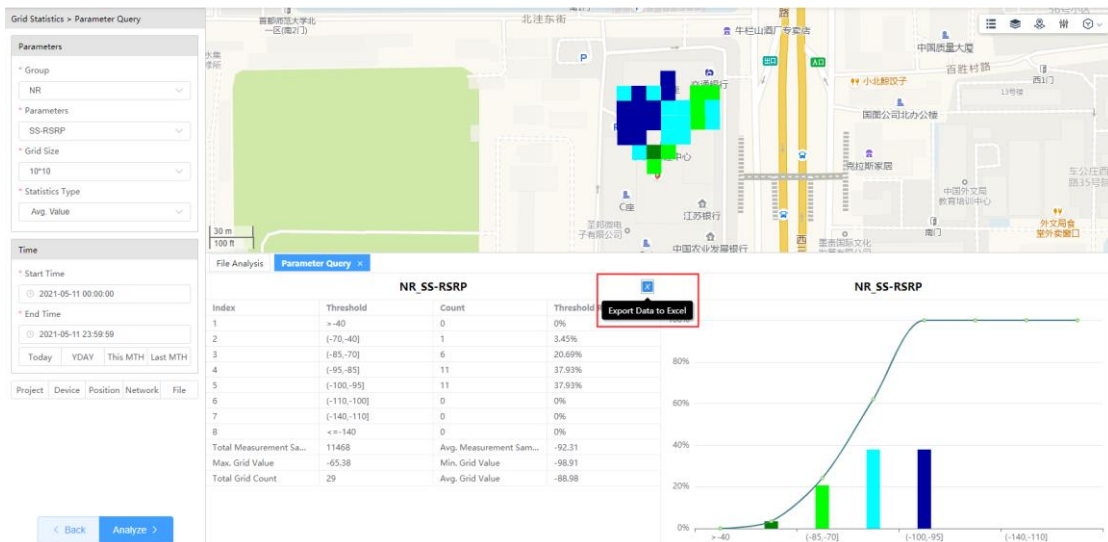
The analysis results of the grid statistics may be exported by clicking **Export Data to Excel** button  to export the table results to Excel.

Figure 5-1 Export grid statistics results




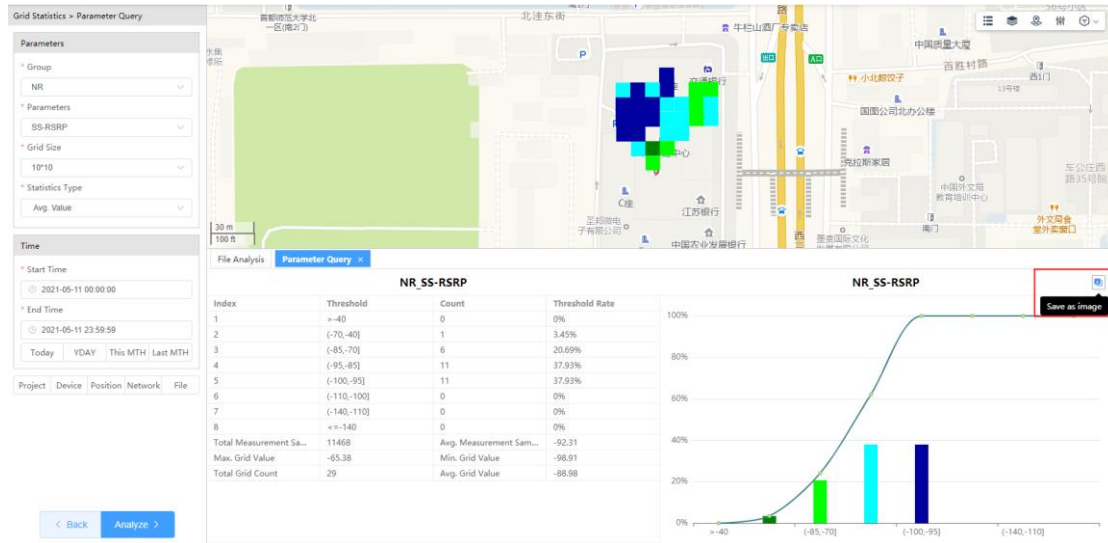
Click the **Save as image** button  to save the statistics chart as an image.

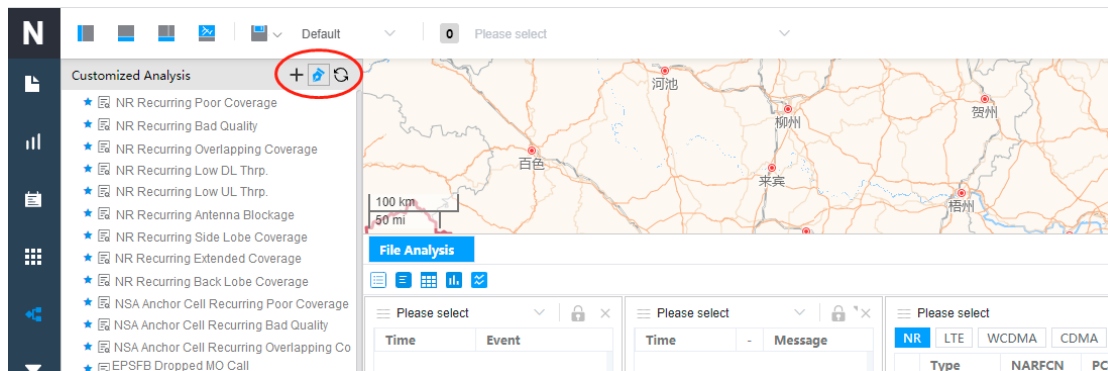
Figure 5-2 Save the statistics chart as an image



5.3 How to customize the smart analysis templates?

Click the button at the top right corner to enter the template management page, and then click the button at the top right corner to enter the template addition interface. Please refer to section 5.3.2 of *AI.Pilot Fleet Edge User Manual V6.0* for detailed configuration.

Figure 5-3 Customize the smart analysis templates



5.4 How to set the threshold of customized analysis items?

The customized analysis items are queried and analyzed according to certain rules, and there are relevant thresholds in the rules, which can be set as required. Click **System**

Settings>Preference>IDA Setting to set the rules and thresholds for smart analysis.

Figure 5-4 Set the threshold of customized analysis items

The screenshot shows the 'System Settings / Preference' page in the FLEET EDGE interface. The left sidebar has 'System Settings' and 'Preference' highlighted. The main content area is titled 'System Configuration' and includes a 'Threshold Edit' section with 'IDA Setting' selected. Below this is a table of configuration items.

ID	sysConfig.eventFlag	sysConfig.eventClass	sysConfig.eventName	sysConfig.algorithmConfig	sysConfig.enable	Action
1	dl_1	5G Coverage...	NR连续弱覆盖	sysConfig.pointAlgorithm: NR_RSRP<=-93 sysConfig.continuousAlgorithm: 持续里程>=300米, 且不超过1500米, 差点占比>= 90%	<input checked="" type="checkbox"/>	
2	dl_1	5G Coverage...	NSA锚点连续弱覆盖	sysConfig.pointAlgorithm: LTE_RSRP<=-93 且 Network=NSA sysConfig.continuousAlgorithm: 持续里程>=300米, 且不超过1500米, 差点占比>= 90%	<input checked="" type="checkbox"/>	
3	dl_1	5G Coverage...	NSA锚点连续弱差	sysConfig.pointAlgorithm: LTE_SINR<=-3 且 Network=NSA sysConfig.continuousAlgorithm: 持续里程>=300米, 且不超过1500米, 差点占比>= 90%	<input checked="" type="checkbox"/>	
4	dl_1	5G Tructure ...	NSA锚点连续重叠覆盖	sysConfig.pointAlgorithm: LTE_RSRP>=-93 且 服务小区差值小于5db小区数>=3 且 Network=NSA sysConfig.continuousAlgorithm: 持续里程>=300米,	<input checked="" type="checkbox"/>	

At the bottom of the table, there is a pagination control showing 'Total 35', '20/page', and page numbers '1' and '2'.

6 Statistics Report

6.1 Why can't uploaded data be queried in Statistics Reports?

If it is confirmed that the query condition settings in **Statistics Reports** is correct, check the decoding status of the required data. If the data is not fully decoded, users cannot query the data.

6.2 What is Database-based Report and What is Its Advantages?

Database-based report is newly supported from Pilot Fleet Edge V6.0 onwards.

The operation of databased-based report is the same as that of traditional report. The traditional report is a kind of real-time statistics method based on limited data file count and data volume. However, database-based report has more statistics contents (e.g. statistics for KPIs, alarms, workorders, etc.) and multi-dimension statistics modes (e.g. statistics by month, day, project, region, data, details and KPIs). It also capable of faster report generation and provide larger data volume for users to select

7 System Management

7.1 What is abnormal server or service?

Abnormal service indicates the service's critical, major, or minor alarms.

Abnormal server indicates the server with abnormal services.

8 Others

8.1 Why aren't some buttons responding to the user's "mouse click" action?

After Pilot Fleet Unify is updated, please clear the browser cache. Otherwise, some buttons may not respond to the user's "mouse click" action.

8.2 Why is there a 404 prompt when the user login: Please go back or refresh?

Reasons: The 404 prompt is due to the role corresponding to the user has no license to operate or access the device list.

Solution: Please contact DingLi technical support to add the device list license for the role.



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