Seeker MCA III

Mobile Communications Adapter

User's Guide

Notice

Every effort was made to ensure that the information in this manual was accurate at the time of printing. However, information is subject to change without notice, and VIAVI reserves the right to provide an addendum to this manual with information not available at the time that this manual was created.

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Federal Communications Commission (FCC) Notice

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by VIAVI could void the user's authority to operate the equipment.

CAUTION:

- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. The End user must follow the specific operating instructions for satisfying RF exposure compliance.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Requirements

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Device operation in the band 5150–5250 MHz is only for indoor use.

Dans la bande de fréquence 5150-5250 Mhz, l’utilisation du produit doit être uniquement en intérieur.

Japan Radio Law

The GITEKI mark can be found on the label on the unit.

EU WEEE and Battery Directives

This product, and the batteries used to power the product, should not be disposed of as unsorted municipal waste and should be collected separately and disposed of according to your national regulations.

VIAVI has established a take-back process in compliance with the EU Waste Electrical and Electronic Equipment (WEEE) Directive, 2012/19/EU, and the EU Battery Directive, 2006/66/EC.

Instructions for returning waste equipment and batteries to VIAVI can be found in the WEEE section of the VIAVI Standards and Policies web page.

If you have questions concerning disposal of your equipment or batteries, contact the VIAVI WEEE Program Management team at **WEEE.EMEA@ViaviSolutions.com**.

EU REACH

Article 33 of EU REACH regulation (EC) No 1907/2006 requires article suppliers to provide information if a listed Substance of Very High Concern (SVHC) is present in an article above a certain threshold.

For information on the presence of REACH SVHCs in VIAVI products, see the **Hazardous Substance Control** section of the VIAVI Standards and Policies web page.

EU CE Marking Directives (LV, EMC, RoHS, RE)

This product conforms with all applicable CE marking directives. For details, please see the EU Declaration of Conformity included in the shipping package.

China RoHS

China RoHS documentation is included in the shipping package and available on StrataSync.

California Proposition 65

California Proposition 65, officially known as the Safe Drinking Water and Toxic Enforcement Act of 1986, was enacted in November 1986 with the aim of protecting individuals in the state of California and the state's drinking water and environment from excessive exposure to chemicals known to the state to cause cancer, birth defects or other reproductive harm.

For the VIAVI position statement on the use of Proposition 65 chemicals in VIAVI products, see the **Hazardous Substance Control** section of the VIAVI Standards and Policies web page.

Compliance with 2014/53/EU Radio Equipment Directive (RED)

In accordance with Article 10.8(a) and 10.8(b) of the RED, the instruments for sale in the EU operate in the 5-205 MHz frequency range at a maximum RF transmit power of +15dBm.

Please contact us for more information:

VIAVI Solutions

Network Service Enablement

6001 America Center Drive

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About this Guide

Thank you for purchasing the Seeker MCA III. This guide provides setup and operating instructions to get you up and running as soon as possible.

Purpose and scope

The purpose of this guide is to help you successfully use the product features and capabilities. Additionally, this guide provides a complete description of the VIAVI warranty, services, and repair information.

Assumptions

This guide is intended for novice, intermediate, and experienced users who want to use the product effectively and efficiently. We are assuming that you have basic computer and mouse/track ball experience and are familiar with basic telecommunication concepts and terminology.

Technical assistance

If you require technical assistance, call 1-844-GO-VIAVI / 1.844.468.4284.

Outside US: +1-855-275-5378

Email: **Trilithic.support@viavisolutions.com**

For the latest TAC information, visit
https://support.viavisolutions.com/welcome

Conventions

This guide uses typographical and symbols conventions as described in the following tables.

Typographical conventions

Description	Example
User interface actions	On the Status bar, click **Start**.
Buttons or switches that you press on a unit	Press the **ON** switch.
Code and output messages	All results okay
Text you must type exactly as shown	Type: ***a:\set.exe*** in the dialog box
Variables	Type the new ***hostname***.
Book references	Refer to ***Newton's Telecom Dictionary***
A vertical bar | means "or": only one option can appear in a single command.	platform [a|b|e]
Square brackets [ ] indicate an optional argument.	login [platform name]
Slanted brackets < > group required arguments.	<password>

Keyboard and menu conventions

Description	Example
A plus sign + indicates simultaneous keystrokes.	Press **Ctrl+s**
A comma indicates consecutive key strokes.	Press **Alt+f,s**
A slanted bracket indicates choosing a submenu from menu.	On the menu bar, click **Start > Program Files**.

Symbol conventions

This symbol indicates a note that includes important supplemental information or tips related to the main text.

This symbol represents a general hazard. It may be associated with either a DANGER, WARNING, CAUTION, or ALERT message. See the *"Safety definitions" on page 12* for more information.

This symbol represents an alert. It indicates that there is an action that must be performed in order to protect equipment and data or to avoid software damage and service interruption.

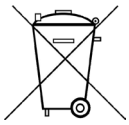
This symbol represents hazardous voltages. It may be associated with either a DANGER, WARNING, CAUTION, or ALERT message. See the *"Safety definitions" on page 12* for more information.

This symbol represents a risk of explosion. It may be associated with either a DANGER, WARNING, CAUTION or ALERT message. See the *"Safety definitions" on page 12* for more information.

This symbol represents a risk of a hot surface. It may be associated with either a DANGER, WARNING, CAUTION, or ALERT message. See the *"Safety definitions" on page 12* for more information.

Symbol conventions (continued)

This symbol represents a risk associated with fiber optic lasers. It may be associated with either a DANGER, WARNING, CAUTION or ALERT message. See the ***Safety Definitions*** below for more information.



This symbol, located on the equipment, battery, or the packaging indicates that the equipment or battery must not be disposed of in a land-fill site or as municipal waste, and should be disposed of according to your national regulations.

Safety definitions

Term	Description
DANGER	Indicates a potentially hazardous situation that, if not avoided, will result in death or serious injury. It may be associated with either a general hazard, high voltage, or other symbol.
WARNING	Indicates a potentially hazardous situation that, if not avoided, could result in death or serious injury. It may be associated with either a general hazard, high voltage, or other symbol.
CAUTION	Indicates a potentially hazardous situation that, if not avoided, could result in minor or moderate injury and/or damage to equipment. It may be associated with either a general hazard, high voltage, or risk of explosion symbol. When applied to software actions, indicates a situation that, if not avoided, could result in loss of data or a disruption of software operation.
ALERT	Indicates that there is an action that must be performed in order to protect equipment and data or to avoid software damage and service interruption.

Precautions

WARNING:

Pursuant to FCC 15.21 of the FCC rules, changes not expressly approved by VIAVI might cause harmful interference and void the FCC authorization to operate this product.

CAUTION:

Do not use the instrument in any manner not recommended by the manufacturer.

CAUTION:

A strong electromagnetic field may affect the measurement accuracy of the instrument.

What ships with the Seeker MCA III?

When you unpack the MCA III, the following items are included as standard.

- Seeker MCA III with WiFi
- Seeker MCA III to Mobile Mount Power and Data Cable
- Remote WiFi Antenna
- CAT5e Ethernet Patch Cable – 10 ft (quad shielded)
- Mounting Screws (x2)

Preparation for use

This section explains how to start using the MCA III. When you unpack your instrument, do the following:

- Inspect the unit for damage. If the instrument is damaged, put it back in the box and contact VIAVI customer service (see *"Technical assistance" on page 9*).
- If undamaged, save the box and packing materials in case you need to ship the instrument in the future.
- Remove the protective film from the LCD. This film is in place to protect the LCD during shipment. Use the tab in the lower right corner to easily remove the film.

Before using the MCA III for the first time, do the following:

- Turn the unit on and verify it is operating properly.

NOTE:

For additonal information about Seeker MCA III options and services, contact your local VIAVI representative or visit www.viavisolutions.com.

1

Quick Tour

This chapter provides an overview of the unit, status indicators, connectors, and user interface, including the following:

- "About the Seeker MCA III" on page 16
- "Optional software" on page 16
- "A guided tour of your Seeker MCA III" on page 17
- "Display overview" on page 19

About the Seeker MCA III

The Seeker MCA III is used to store leakage data collected from the Seeker or Seeker X and to upload the same leakage data directly to a PC or to the LAW server.

The Seeker GPS system provides a cost-effective way to equip each vehicle in a fleet with GPS-based reporting capabilities. The Seeker GPS system consists of the standard Seeker or Seeker X, a Seeker MCA III, and a GPS receiver.

The Seeker MCA III module includes a standard Wi-Fi communications module for the wireless upload of data to the Leakage Analysis Workshop (LAW).

Optional software

Although the MCA III comes preconfigured and ready to use from the factory, the following software is required for advanced configuration:

- **Seeker Setup** is used to configure the Seeker meter family, enabling the operator to assemble files containing channel frequencies, squelch levels, and other settings. Users can efficiently download configurations to one or more leakage detectors.

The following software is required for leakage data analysis using the Seeker MCA III:

- **Leakage Analysis Workshop (LAW)** is software that manages the storage and retrieval of leakage information collected by vehicle mounted Seeker GPS systems. Installed on a server, it receives leakage data uploads via the Internet/LAN or through a customer configured Wi-Fi wireless site.

  Data stored in the LAW server may be displayed on maps or as text, used to generate leakage work orders, or downloaded to other VIAVI or third-party applications.

A guided tour of your Seeker MCA III

Front view

Display screen

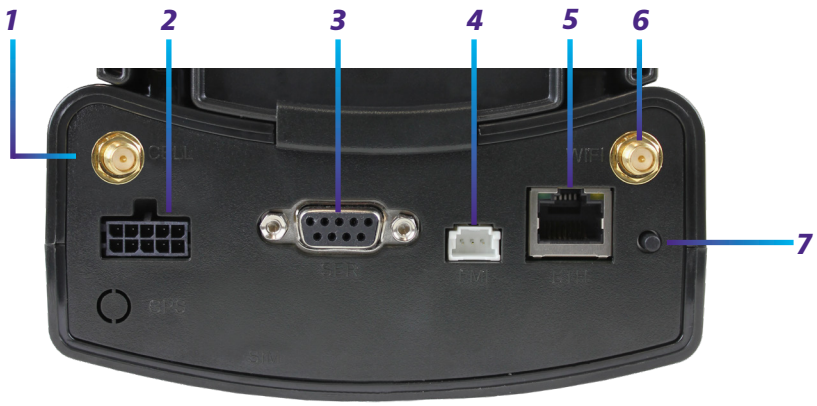
The display is used to show the setup and operation status of the MCA III.

Side view

USB port

The USB port is not used at this time.

Rear view



1. **Cellular Antenna connection** – Not used at this time.
2. **Mobile Mount Serial Data connection** – Used with the MCA III serial cable to connect the Seeker or Seeker X Mobile Mount to the MCA III. Also, power is supplied to the MCA III through this connection from the Mobile Mount.
3. **GPS Serial Data connection** – Connects a serial (RS-232) enabled GPS receiver.
4. **FMI port** – Not used at this time**.**
5. **Ethernet connection** – Connects to a LAN network in order to upload leakage records to a LAW server or program the device with the Seeker Setup application.
6. **Wi-Fi Antenna connection** – Connects a Wi-Fi antenna in order to transmit leakage records to a LAW server.
7. **Select button** – Used to navigate the menu on the unit. Single click to scroll through the menus, double click to enter a menu.

Display overview

The display of the MCA III shows the setup and operation status of the unit.

Startup screens

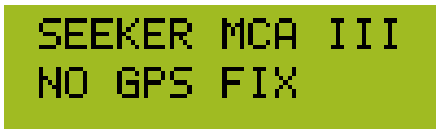
Upon initial startup of the Seeker MCA III, the display shows **Initializing**.

If the Wi-Fi module needs updated upon initial startup of the Seeker MCA III, the display shows **WiFi Updating Please Wait...**

Once the Seeker or Seeker X is properly seated in the Mobile Mount and the Seeker MCA III has a fix on an acceptable numbers of GPS satellites, the display shows **System Ready**.

Upon intial startup, if the Seeker or Seeker X are not in the Mobile Mount (or are not properly seated), the display shows **No Seeker Found**.

Upon intial startup, if the MCA III is not connected to a GPS antenna or cannot obtain a fix on an acceptable number of GPS satellites, the display shows **No GPS Fix**.



Shutdown Screen

Once power to the Seeker MCA III has been turned off and the vehicle shutdown timer has expired, the display shows **Shutting Down**.

Display navigation

The information displayedin this section is for reference only, the settings shown here can be adjusted using the Seeker Setup software.

The Seeker MCA III Home screen shows the device name and system status.

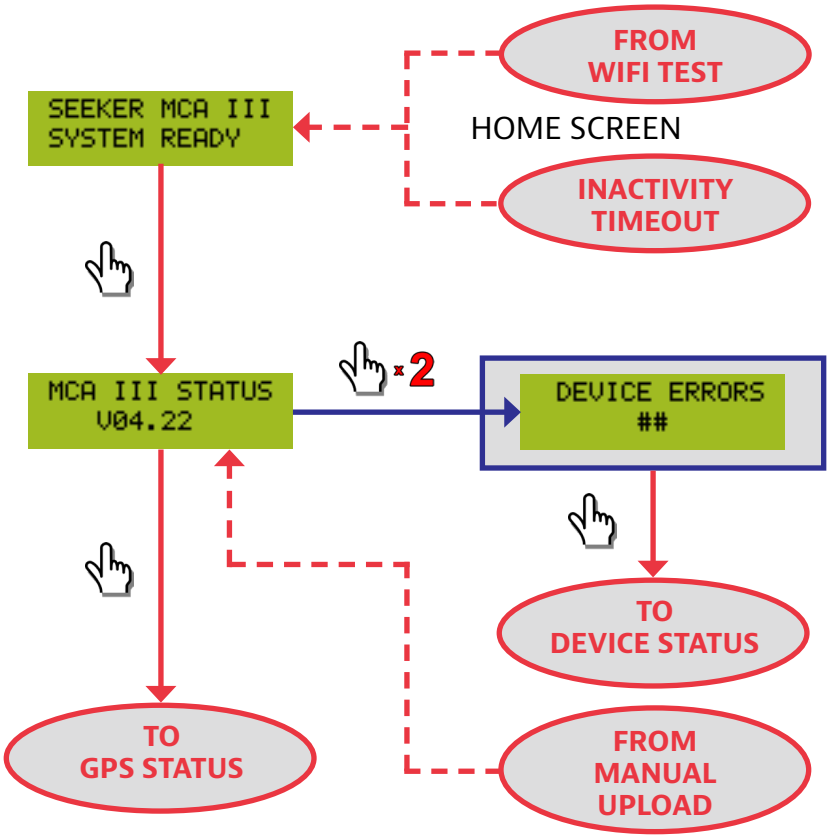
Using the Select button

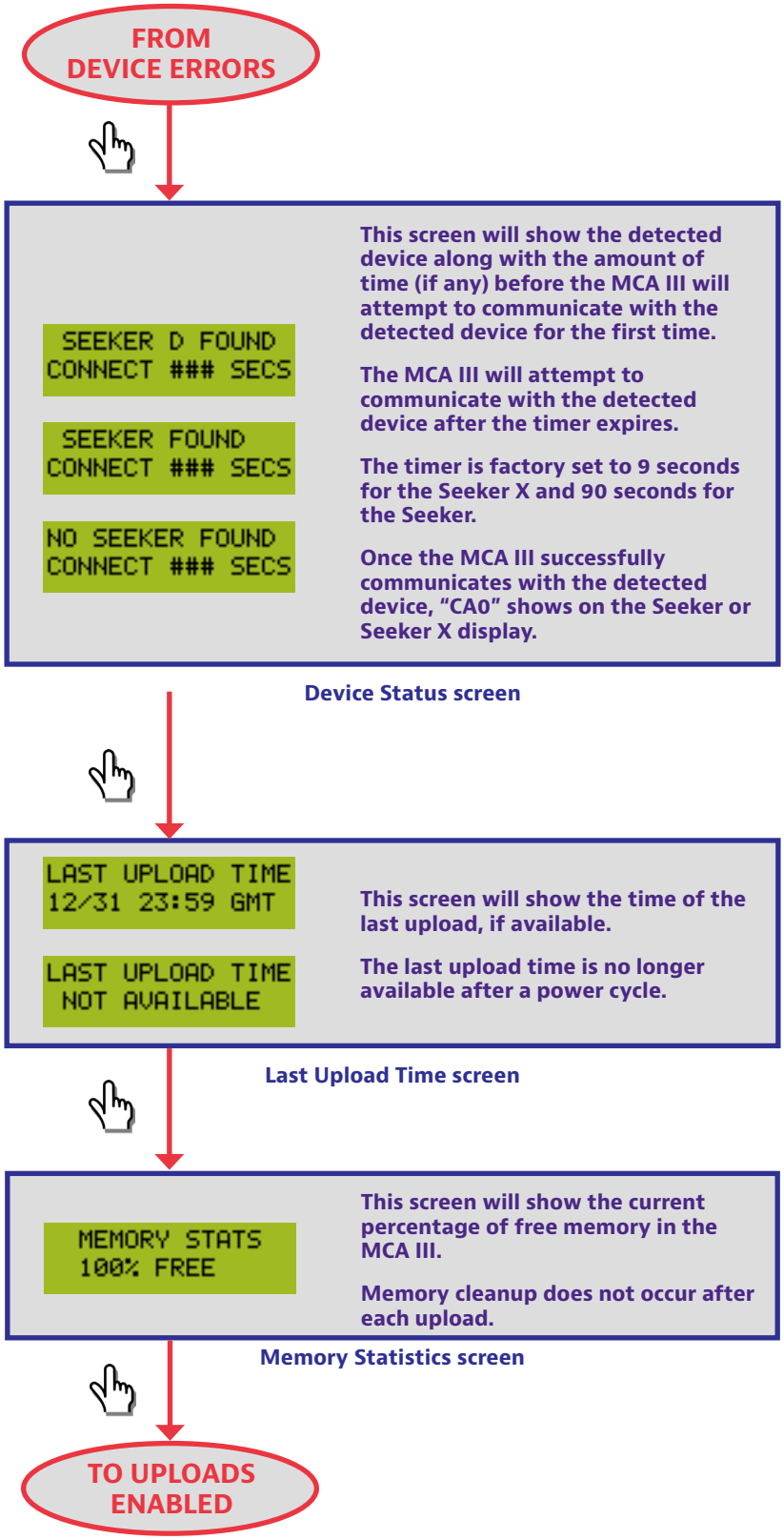
To navigate the display screens, perform the following actions using the **Select** button on the back of the MCA III:

Single click **Select** – Scrolls through the device status menus and dismisses any popup messages related to device activity and/or errors

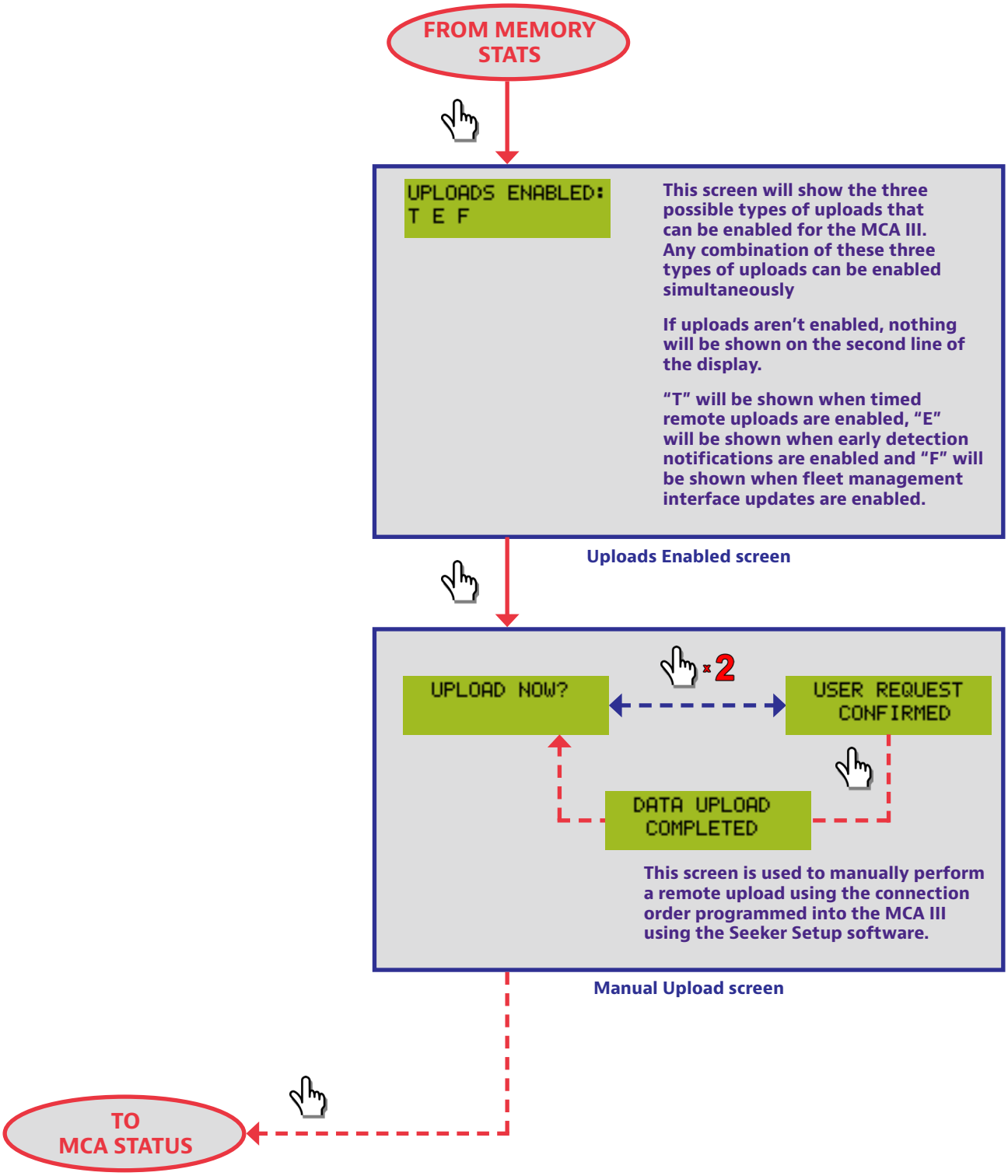
Double click **Select** – Enters the menu or submenu

Home and Status screens

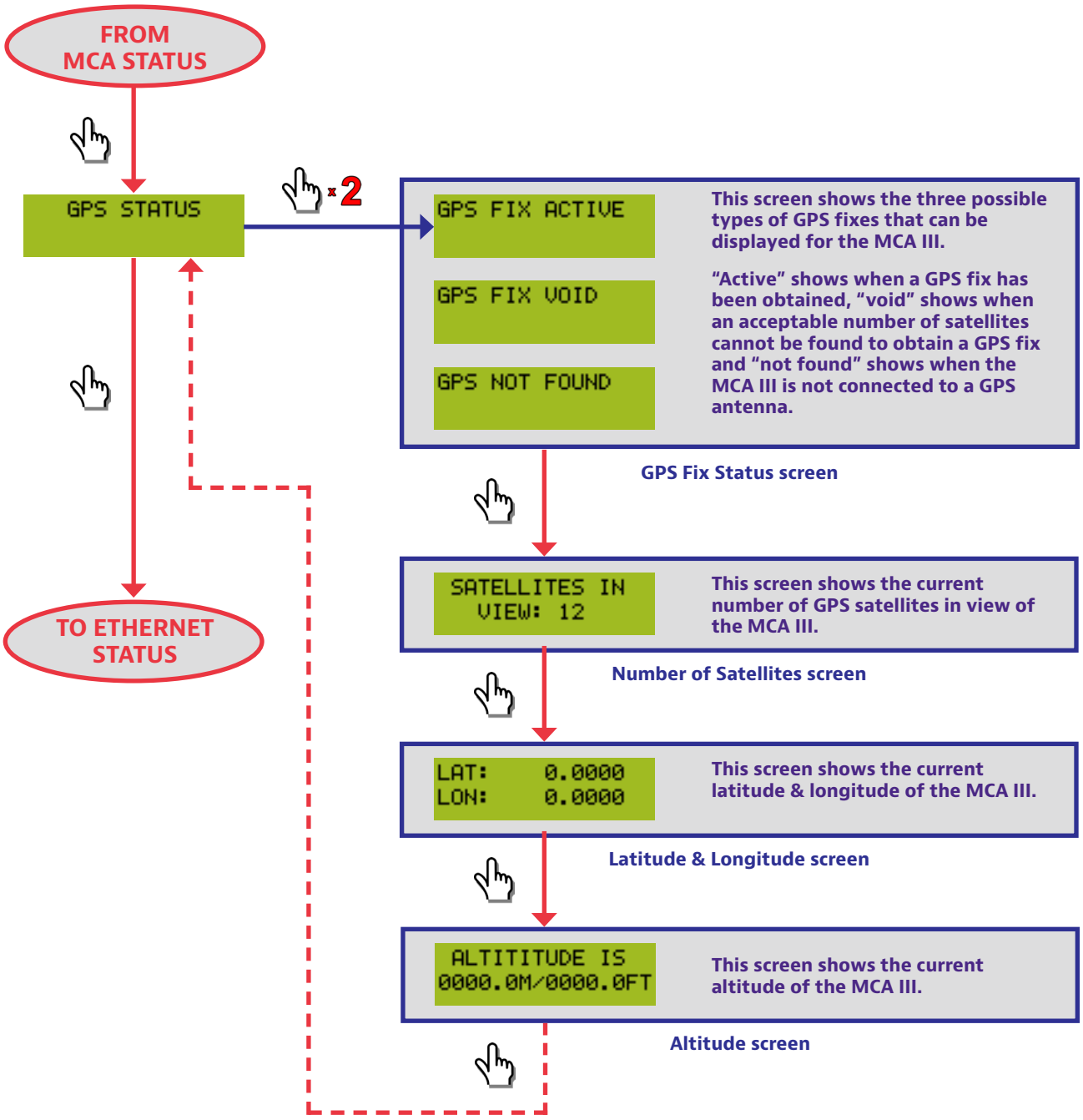



FROM
DEVICE ERRORS
SEEKER D FOUND
CONNECT ### SECS
SEEKER FOUND
CONNECT ### SECS
NO SEEKER FOUND
CONNECT ### SECS
This screen will show the detected device along with the amount of time (if any) before the MCA III will attempt to communicate with the detected device for the first time.
The MCA III will attempt to communicate with the detected device after the timer expires.
The timer is factory set to 9 seconds for the Seeker X and 90 seconds for the Seeker.
Once the MCA III successfully communicates with the detected device, "CA0" shows on the Seeker or Seeker X display.
Device Status screen
LAST UPLOAD TIME
12/31 23:59 GMT
LAST UPLOAD TIME
NOT AVAILABLE
This screen will show the time of the last upload, if available.
The last upload time is no longer available after a power cycle.
Last Upload Time screen
MEMORY STATS
100% FREE
This screen will show the current percentage of free memory in the MCA III.
Memory cleanup does not occur after each upload.
Memory Statistics screen
TO UPLOADS
ENABLED

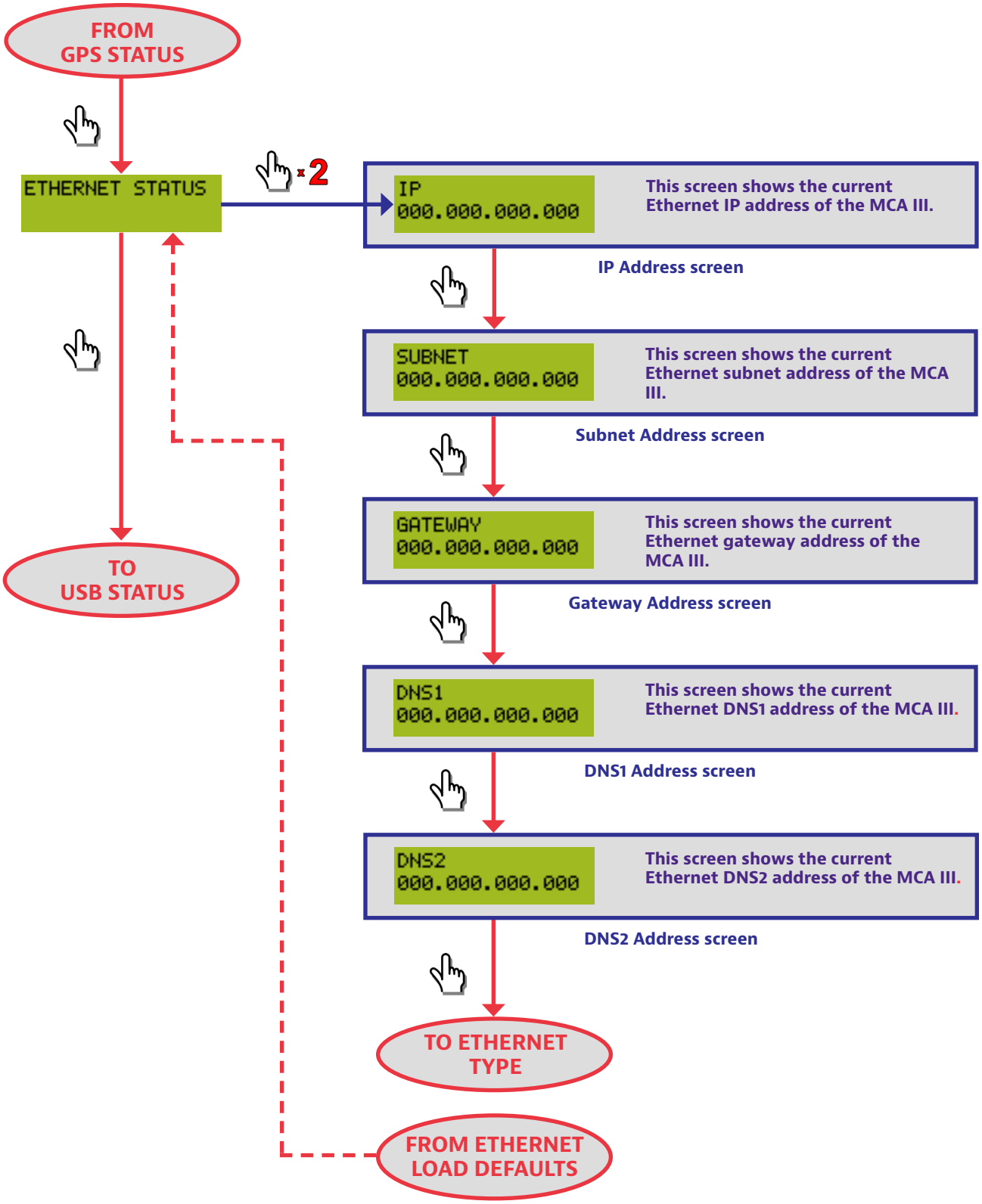
Home and Status screens (continued)

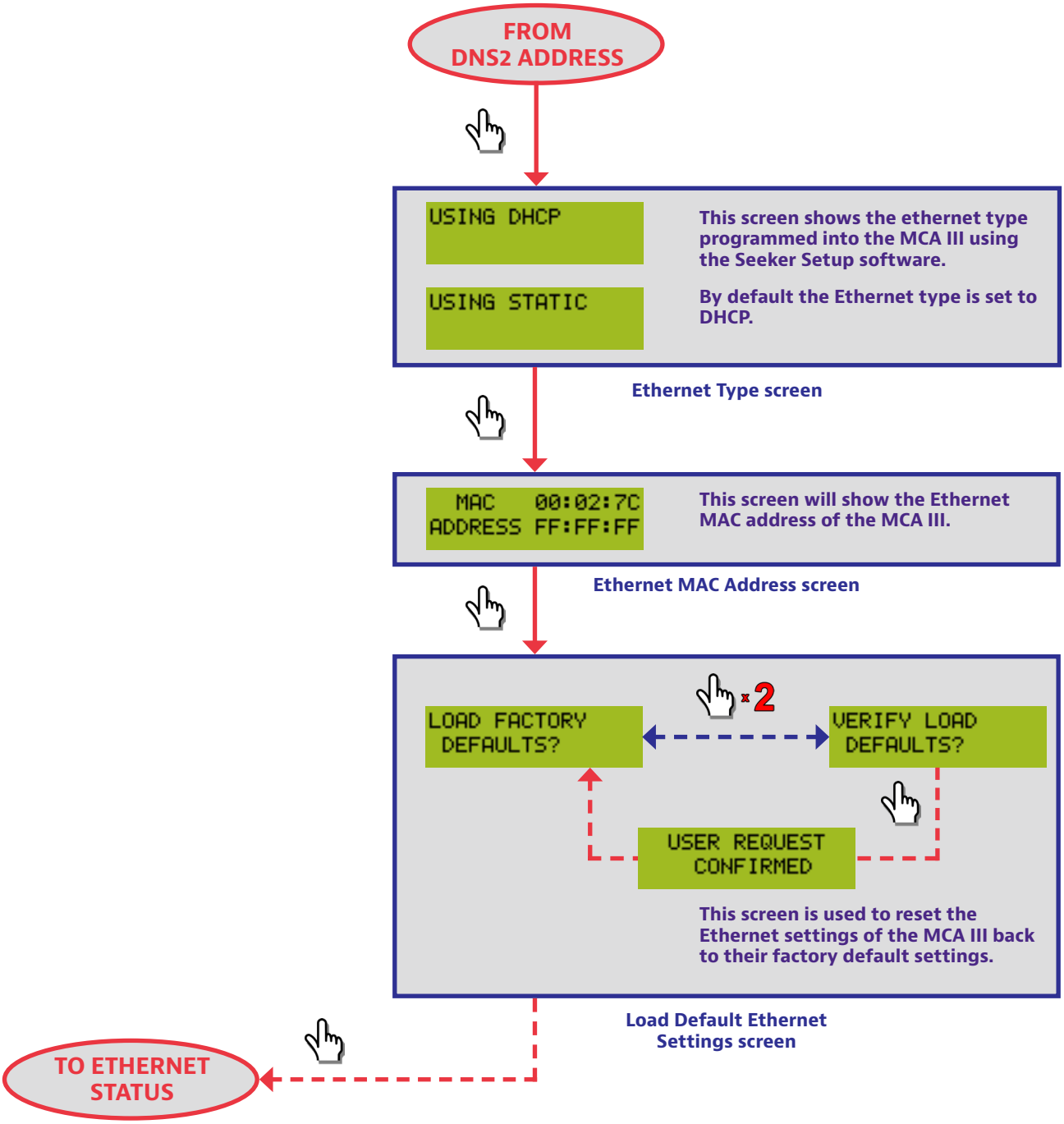


GPS Status screen

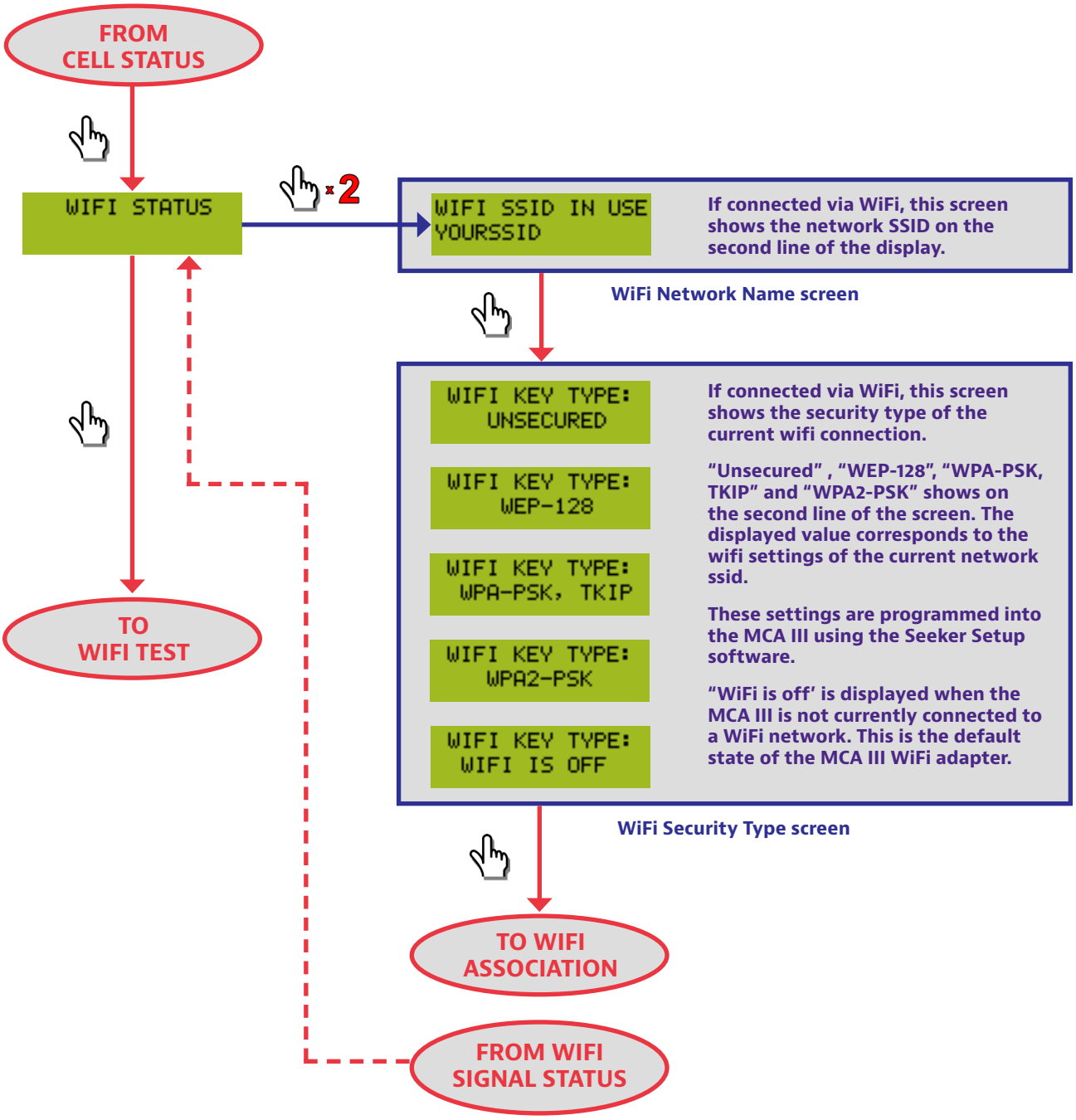


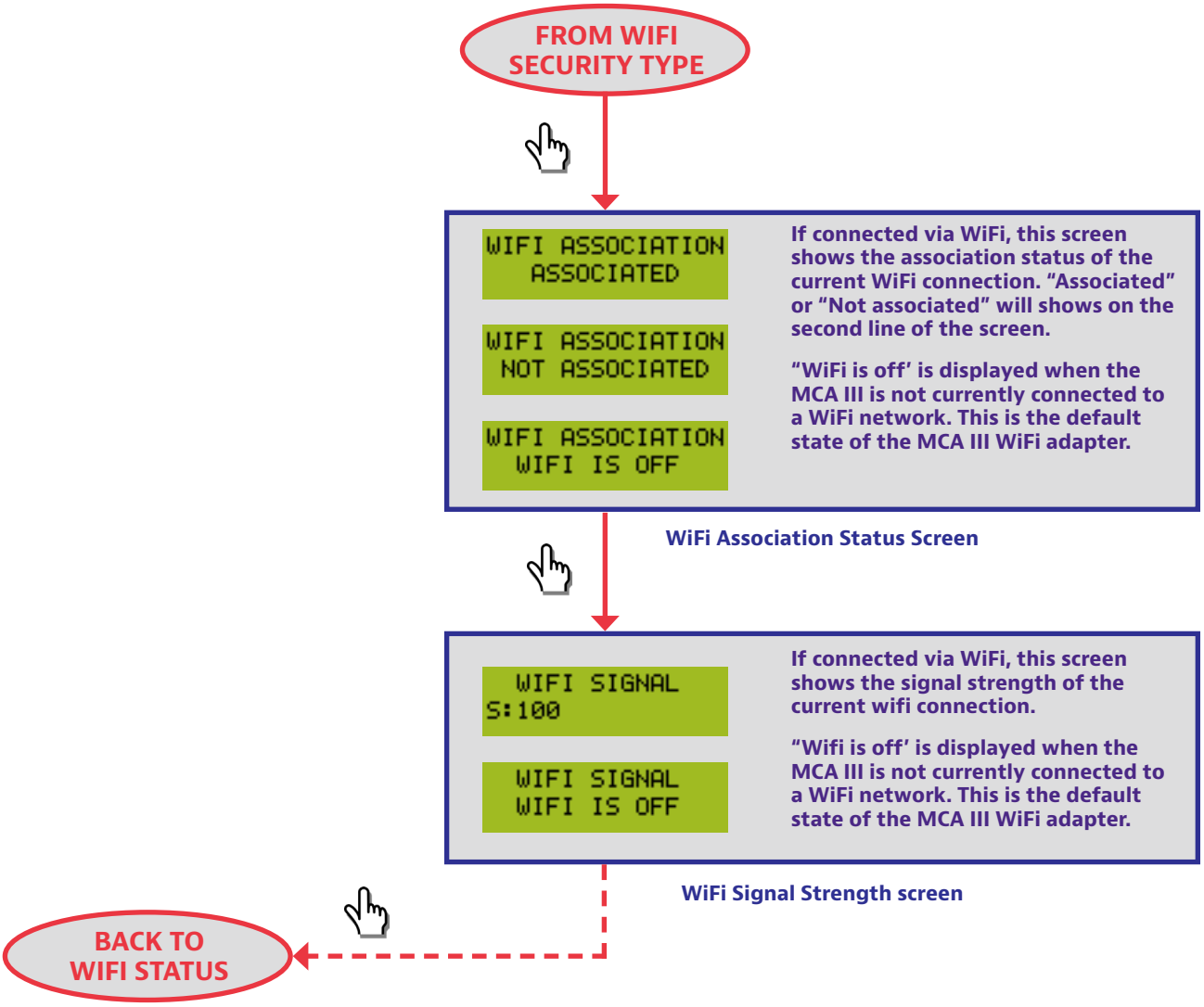
Ethernet Status screen



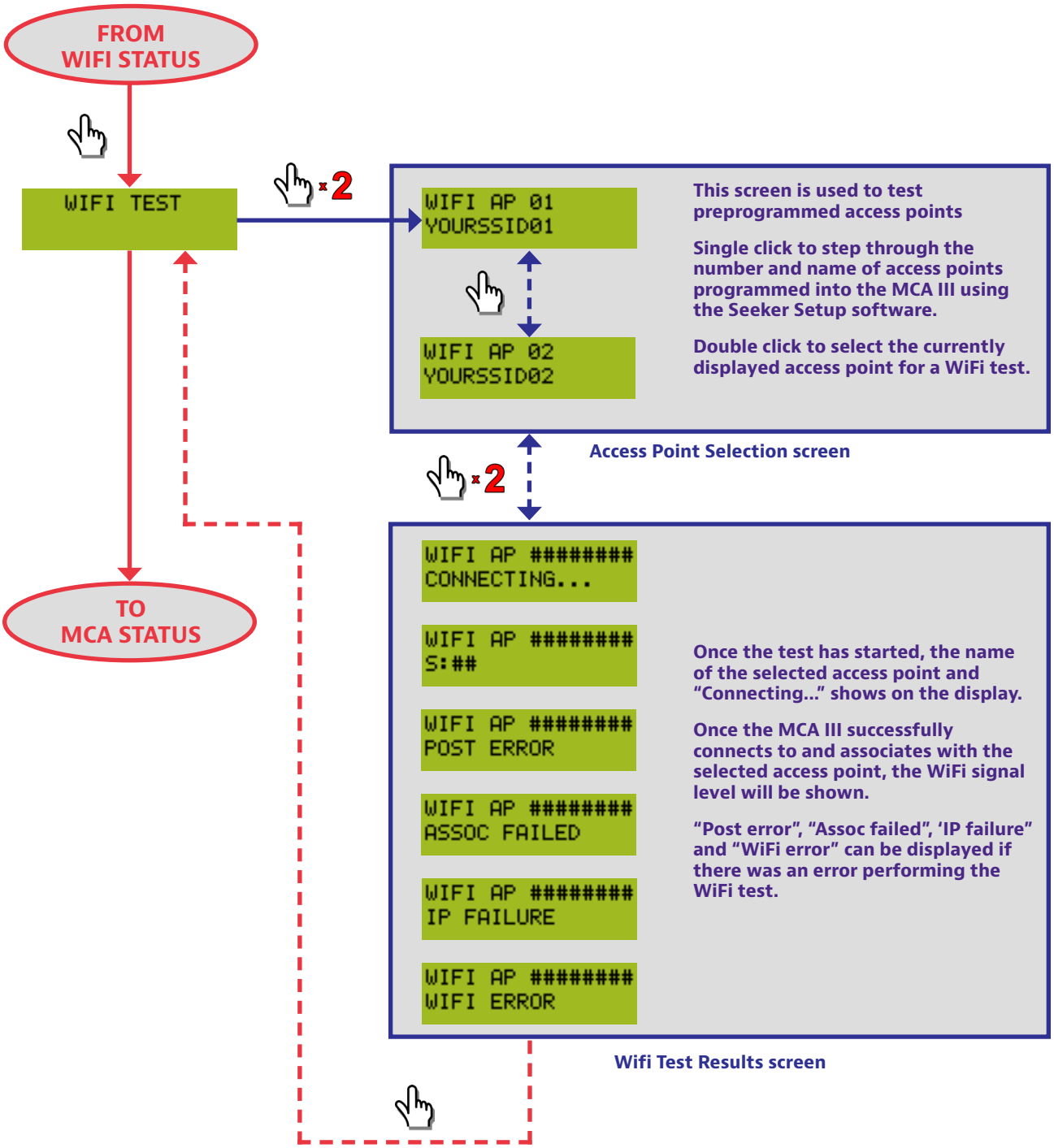

FROM
DNS2 ADDRESS
USING DHCP
USING STATIC
This screen shows the ethernet type programmed into the MCA III using the Seeker Setup software.
By default the Ethernet type is set to DHCP.
Ethernet Type screen
MAC 00:02:7C
ADDRESS FF:FF:FF
This screen will show the Ethernet MAC address of the MCA III.
Ethernet MAC Address screen
x 2
LOAD FACTORY DEFAULTS?
VERIFY LOAD DEFAULTS?
USER REQUEST CONFIRMED
This screen is used to reset the Ethernet settings of the MCA III back to their factory default settings.
Load Default Ethernet Settings screen
TO ETHERNET STATUS

Wi-Fi Status screen




FROM WIFI SECURITY TYPE
WIFI ASSOCIATION ASSOCIATED
WIFI ASSOCIATION NOT ASSOCIATED
WIFI ASSOCIATION WIFI IS OFF
If connected via WiFi, this screen shows the association status of the current WiFi connection. "Associated" or "Not associated" will shows on the second line of the screen.
"WiFi is off' is displayed when the MCA III is not currently connected to a WiFi network. This is the default state of the MCA III WiFi adapter.
WiFi Association Status Screen
WIFI SIGNAL S:100
WIFI SIGNAL WIFI IS OFF
If connected via WiFi, this screen shows the signal strength of the current wifi connection.
"Wifi is off' is displayed when the MCA III is not currently connected to a WiFi network. This is the default state of the MCA III WiFi adapter.
WiFi Signal Strength screen
BACK TO WIFI STATUS

Wi-Fi Test screen



Activity and error screens

If a new activity and/or error occurs within the device, the system displays a popup message to indicate the type of activity and then returns to the previous screen after 10 seconds.

If a new activity or error occurs prior to expiration of the 10 seconds, then the new message will be displayed and the 10 seconds will start again. The only exceptions to this rule are the Wi-Fi and Ethernet Upload In Progress screens which will remain on the screen until the upload is complete, an error occurs, or the **Select** button is single clicked.

Activity screen	Description
DATA UPLOAD COMPLETED	The MCA III successfully completed not only an exchange of data with LAW, but also removed that data from its own memory as well.
EDN UPLOAD IN PROGRESS	The MCA III is attempting to send the LAW server EDN leak information.
ETHERNET SOCKET ERROR	The MCA III could not connect to the specified endpoint server socket via Ethernet. Verify that the endpoint server is running and that the network socket is not blocked by any firewall.
ETHERNET LINK HAS CHANGED	The Ethernet connection has either been newly connected or disconnected.
ETHERNET UPLOAD IN PROGRESS	The MCA III is attempting to upload logged data to the LAW server via the Ethernet connection.
FMI CONNECTION ERROR OCCURRED	An error occured when attempting to contact the Fleet Dispatch Server. This can occur in an area that has weak or no signal available at the time of upload or the connectivity information (IP/DNS and/or port) is incorrect. Move to a location that has a signal or use the Seeker Setup software to correct this error.

Activity screen	Description
FMI UPDATE IN PROGRESS	The MCA III is attempting to communicate with the Fleet Management Server.
GPS CHECKSUM ERROR	The MCA III receives corrupted data from the GPS. The likely cause is either a defective GPS module or damaged GPS cable.
GPS FIX LOST	The MCA III receives at least one message from the GPS indicating that it does not have a valid GPS fix.
GPS TIMEOUT OCCURRED	Displayed when the Seeker MCA III has not received a GPS message in the last 5 seconds. The likely cause is either a defective GPS module or the GPS module is not connected to the Seeker MCA III.
MEMORY CLEANUP IN PROGRESS	The MCA III is attempting to erase a portion of the flash memory. This is typically displayed after a data upload when memory is running low.
METER SYNC IN PROGRESS	The MCA III is attempting to synchronize with the Seeker meter.
SHUTTING DOWN	The MCA III is attempting to turn off to save power (AKA going green). This will occur if the ignition is turned off for the duration of the vehicle timer and/or if the vehicle battery voltage is too low to continue (approximately 10.5 volts) for at least 10 seconds.
UPLOAD ERROR OCCURRED	An error occurred when attempting to upload the data to the LAW server. This can occur in an area that has weak or no signal available at the time of upload or the connectivity information (IP/DNS and/or port) is incorrect. Move to a location that has a signal or use the Seeker Setup software to correct this error.

Activity screen	Description
USER REQUEST CONFIRMED	You have successfully issued a “double-click” to confirm your request of an operation to be performed.
WIFI ASSOCIATION FAILED	The MCA III was not able to establish an association connection with a wireless access point. Verify that the security settings match on both the Access Point and the MCA III and that the AP is in range.
WIFI DNS REQ ERROR	The endpoint server DNS name could not be resolved over the WiFi connection. Verify that the device can reach the specified DNS server and that the DNS server can resolve the name specified to the MCA III using Seeker Setup. You may need the assistance of IT staff to correct this problem, or switch to using a static IP. This can be the result of a poor or weak cell signal if connecting to a vehicle hotspot.
WIFI MODULE POST ERROR	The internal self test of the WiFi module failed. If the error persists, return the device to the factory for repair.
WIFI NET OR IP ERROR	The MCA III could not obtain an IP address from the wireless access point. If the MCA is set to DHCP, verify the access point provides a DHCP server or a route to a network DHCP server. This can be the result of a poor or weak cell signal if connecting to a vehicle hotspot.
WIFI SIGNAL LEVEL ERROR	There is a problem reading the WiFi signal levels. This error is not critical, but may indicate a problem with the device if it persists.
WIFI SOCKET ERROR	The MCA III could not connect to the specified endpoint server socket via WiFi. Verify that the endpoint server is running and that the network socket is not blocked by any firewall. This can be the result of a poor or weak cell signal if connecting to a vehicle hots
WIFI UPLOAD IN PROGRESS	The MCA III is attempting to upload logged data to the LAW server via the Wi-Fi connection.

LAW display screens

These messages appear when the Leakage Analysis Workshop (LAW) server transmits information to the MCA III.

Activity screen	Description
BLANK TRUCK ID	LAW does not have an ID associated with this truck.
TRUCK NOT RECOGNIZED	LAW has associated the truck ID with different hardware.
UNINITIALIZED TECH	There is no tech to associate the data with. Generally caused by a meter with an undefined tech ID.
TECH NOT FOUND JOE	LAW does not have any record of this technician. An account needs to be set up in LAW for the tech.
SAVING DATA FAILED	LAW was not able to save data during upload.

2

Using Your Seeker MCA III

This chapter provides an overview of how to configure and operate the unit, including the following:

- "Configure settings" on page 34
- "Data upload options" on page 37

Configure settings

You must configure the MCA III settings using the Seeker Setup software. The MCA III comes from the factory with default settings, but it is likely they will need to be customized. Detailed instructions can be found in the ***Seeker Setup Software User's Guide.***

NOTE:

For detailed instructions on how to update the MCA III Firmware, see the Seeker Setup User's Guide.

Seeker & Seeker X display modes

Seeker MCA III communication successful

After placing the Seeker or Seeker X in the mobile mount and upon successful communication with the Seeker MCA III, the screen shown below will be displayed.

Seeker communication successful

Seeker X communication successful

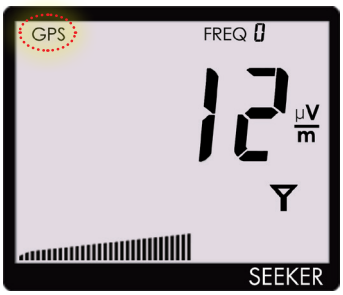
NOTE:

Ensure that the Seeker X is properly seated in the Mobile Mount, otherwise the Seeker X will display an error message and it will not be able to communicate with the Seeker MCA III.

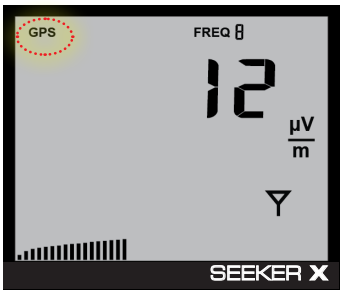
GPS Signal status

When the Seeker or Seeker X is placed in the Mobile Mount after the communications have been established and "CAO" is displayed, the GPS icon is used to display the status of the GPS Signal as follows:

- When the GPS receiver is receiving a satellite signal, the GPS icon will be displayed constantly.
- When the GPS receiver is not receiving a satellite signal, the GPS icon will flash.



Seeker GPS signal



Seeker X GPS signal

NOTE:

When the GPS receiver has been off or has not been able to receive a satellite signal, for more than five minutes, the device will beep twice every few seconds until the condition is corrected.

NOTE:

When the GPS receiver IS NOT receiving a satellite signal, the MCA III will not record leakage data from the Seeker.

Data synchronization

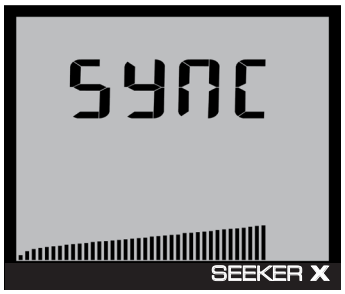
If you do not have a network connection for LAW uploads when using the Seeker or Seeker X with the Seeker MCA III, the data recorded in the Seeker MCA III can be synchronized with the internal memory of the Seeker or Seeker X for later upload through a PC.

NOTE:

Data synchronization will only work when the Seeker or Seeker X is in the Mobile Mount. The SNAPSHOT button is used to record leakage information recorded by the Seeker or Seeker X when it is not in the Mobile Mount.

To synchronize the data between the MCA III and the Seeker or Seeker X, press and hold the **SNAPSHOT** button. While the MCA III is transferring data to the Seeker or Seeker X, the screen shown below will be displayed.

Seeker
syncronization progress

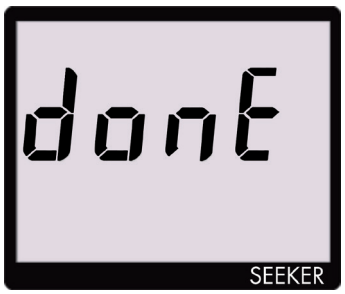


Seeker X
syncronization progress

IMPORTANT:

The bar graph will show the progress of the data synchronization, do not remove the Seeker X from the Mobile Mount until the data synchronization is completed, otherwise data corruption (although unlikely) may occur.

When the MCA III is done transferring data to the Seeker or Seeker X, the screen shown below will be displayed. Press any button to return to the RF Signal Measurement display.



Seeker
syncronization done

Seeker X
synchronization done

Data upload options

Leakage detector via PC with internet connection

The leakage data can be uploaded via an Internet connection. Remove the Seeker or Seeker X from its Mobile Mount and connect it to a PC or laptop computer. The leakage data is then uploaded to the central server.

Wi-Fi access point

The leakage data can be uploaded via a wireless connection. Whenever your vehicle is within range of an authorized wireless hotspot, the leakage data is uploaded directly to the central server.

3

Appendix

This appendix includes troubleshooting and supplemental information, including the following:

- "Specifications" on page 40
- "Display messages and error codes" on page 41

Specifications

Seeker MCA III	
Standard Communications Interfacese	10/100 RJ45 connection to fleet management systems Wi-Fi (802.11 a/b/g/n) to operator-controlled and configured hot-spot

Display messages and error codes

Device errors

The codes shown below are displayed on the MCA III display as **Device Errors** or **MCA III Error** to indicate an error with the MCA III.

##	Error description	Solution
3	Factory calibration is not valid	Return the device to the factory for repair.
4	User parameters are not valid	Use Seeker Setup to reconfigure the device.
7	Invalid flash ID detected	Cycle power on the unit, if the error persists return the device to the factory for repair.
8	Flash memory is Full	Use any of the means available to either erase the data, synchronize to the meter, or move the data to a valid LAW connection.
9	Flash memory write failed	If the error persists, return the device to the factory for repair.
10	Wi-Fi SPI interface failed	If the error persists, return the device to the factory for repair.
11	Wi-Fi module boot failure	If the error persists, return the device to the factory for repair.

##	Error description	Solution
12	Wi-Fi band selection failure	If the error persists, return the device to the factory for repair.
15	Wi-Fi post Failure	If the error persists, return the device to the factory for repair.
19	Wi-Fi signal level communications failed	If the error persists, contact support as this error may require a firmware update to correct.
23	Flash memory erasure error	If the error persists, return the device to the factory for repair.
27	No data erasure command received from LAW after data upload	If this error persists, contact support to confirm that your LAW server is set up correctly.
28	Ethernet communications attempt caused an upload to be postponed. Information only, uploading was postponed due to a Seeker Setup connection attempt.	If the error persists, return the device to the factory for repair.
29	Wi-Fi association Failed	Check the Wi-Fi information and ensure that the security keys are correct and reconfigure the device using the correct Wi-Fi settings.
30	Wi-Fi DHCP request failed	Verify that the Access Point has a DHCP server enabled or has a route to a network DCHP server.
31	Wi-Fi DNS request failed	Check the IP information and ensure that the DNS servers are correct and reconfigure the device using the correct Wi-Fi settings.

##	Error description	Solution
32	Wi-Fi connection could not establish a network socket to the desired end point	Check to ensure that your connection settings are correct and reconfigure the device using the correct information.
33	Undefined Wi-Fi error	Cycle power on the unit, if the error persists return the device to the factory for repair.
34	Ethernet connection could not establish a network socket to the desired end point	Check to ensure that your connection settings are correct and reconfigure the device using the correct information.
36	Ethernet DNS request failed	Check the IP information and ensure that the DNS servers are correct and reconfigure the device using the correct Ethernet settings.
37	Ethernet connection failure	If the error persists, contact support as this error may require a firmware update to correct.
38	Factory options invalid	Cycle power on the unit, if the error persists return the device to the factory for repair.
39	Unit serial number invalid	Cycle power on the unit, if the error persists return the device to the factory for repair.

Bootloader messages

The screens shown below are displayed on the Seeker MCA III display screen to indicate an error with the Seeker MCA III bootloader software.

Screen	Description
MCA III BOOTER FLASH ID ERROR	There is a hardware failure of the flash memory inside the Seeker MCA III, return the unit to the factory for repair.
MCA III BOOTER ERROR NO APP	The Seeker MCA III has failed to load both the primary and factory backup applications. This message is displayed when the flash memory inside the Seeker MCA III has been corrupted or erased, return the unit to the factory for repair.
LOADING BACKUP..	The Seeker MCA III is attempting to load the factory backup application. This message may occur after a firmware update has failed to properly update the primary application. Press the Select button on the back of the MCA III to load the factory default application and then retry the firmware update again to the clear this message.
ERASING APP...	The Seeker MCA III is erasing the application during a firmware update.
ERASING APP... ERASE ERROR!	The Seeker MCA III has failed to erase the application during a firmware update. Retry the firmware update again to the clear this message.
LOADING APP...	The Seeker MCA III is loading the application after a firmware update.
LOADING APP... LOAD ERROR!	The Seeker MCA III has failed to load the application after a firmware update. Retry the firmware update again to the clear this message.

Technical assistance

If you require technical assistance, call 1-844-GO-VIAVI / 1.844.468.4284.

For the latest TAC information, visit
http://www.viavisolutions.com/en/services-and-support/support/technical-assistance

Additional information

For more detailed information, contact us at **Trilithic.support@viavisolutions.com** for these additional documents.

Seeker MCA III Installation Guide

Seeker X with MCA III Installation Guide

Seeker X User's Guide

Seeker Setup Software User's Guide

LAW Software User's Guide

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