

The WSR-88D Hotline has received a number of calls because volume products are not being distributed. There are several possible reasons for this. The primary cause and fix for the increased number of calls is listed first below. Other potential causes and fixes follow that.

**Problem:** While operating with RPG Build 10, volume products, like CR, may not be distributed.

**Reason 1:** An internal timer function was introduced in RPG Build 10.0. This internal timer and the system time are not synchronized. (Software issues resulting from this will be fixed in RPG Build 10.3, scheduled for release in November '08.)

**Solution 1:** Restarting the RPG software will reset the internal timer and allow re-distribution of volume products, in most cases. Depending on how fast the two clocks drift, the problem will resurface at some point in the future after the restart. Observed clock drift, as much as 3 seconds a day would cause this problem to recur approximately 21 days later.

**Notes:**

- 1) If operational conditions prevent restarting the RPG; do an OTR (or RMR on AWIPS) to obtain products until a software restart can be done.
- 2) Sites can restart the RPG software before the onset of expected weather to prevent the clock drift from causing the distribution problem during a weather event.

**Reason 2:** The product may not be generated due to a pedestal problem.

**Solution 2:** To check, query the RPG status log to identify any pedestal related messages such as elevation/azimuth tolerance exceeded warnings and elevation cut or VCP restarts. If present; alignment or repair of the pedestal system will be necessary.

**Reason 3:** The product may not be received due to an RPG task failure.

**Solution 3:** To check, query the RPG status log. Restarting the RPG software will restart any failed tasks. If a task failure recurs, contact the WSR-88D Hotline.

**Reason 4:** RDA and RPG clocks may differ by too much for NTP to correct.

**Solution 4:** Use the **date** command to manually set the correct time.

If the problem cannot be quickly identified, then save logs and adaptation data should be retrieved from the RPG and sent to the ROC Hotline for analysis. Sites should contact the WSR-88D Hotline for additional support of the above issues or if they still are not receiving all required products.