



## SiteMetrix Common Support Issues and How to Troubleshoot Them

### **Hardware Selection Issues:**

Select the vehicle type and accuracy level needed for the project.

### **Localization Problems:**

If your position seems off, check the following to resolve the issue:

**Check Settings:** Verify that you have a Localization File set and selected to use either a State Plane or UTM Projection. Ensure the correct GPS receiver type is in use and the correct vehicle type is entered.

**Review Files:** Once you have verified that you have a Localization File set, open the file in a standard text editor (i.e. Notepad) check for the expected number of points or if the file looks corrupted.

**Verify Position GPS Antenna Location:** If your values seem to be off, check the antenna positions with a GPS backpack to verify that you have the positions of offsets entered correctly versus a localization problem. When comparing the GPS values from the vehicle rover, look at the GPS position in the *Hemisphere GNSS SiteMetrix* Monitor screen. (**Note:** The cut/fill position reports in addition to the raw GPS position.)

### **Receiving Corrections:**

To reset your base station, ensure the correct coordinates of the base station are entered into the base receiver and the corrections broadcasted to your receivers are accurate.

### **GPS Radio and Signal Problems:**

What to check: cabling, power level (battery level), bad antennae, and out of the line-of-sight.



## Common Issues:

### **Base GPS Receiver No Power:**

Hold the power button for a few seconds. The battery must be charged or an external battery needs to be connected. Check cabling to see if the connection is damaged.

### **Base Radio Does Not Power:**

The battery must be charged or the radio connected to external power source.

### **Base Station Does Not Connect to Receiver:**

Ensure the base is on and that the COM cable is in the correct port.

### **Base station connects but Sees No Satellites:**

Check the connection of the GPS antenna cable. Ensure you have a good view of the sky. Be patient; it may take 30 seconds or more for the GPS to acquire satellites.

### **Rover GPS Receiver Radio Does Not Light Up:**

Check the base station to be sure it is transmitting. Check the channel and protocol you are transmitting. Check the receiver to be sure you are looking for the same channel and frequency. If you experience a problem at a great distance try raising the correction radio antenna at the base.

### **GPS Localization Error:**

If you have errors of tens or hundreds of meters/feet then it is likely that a mistake in entering the coordinates has occurred. Check to see if you are using the correct units (US feet, international feet, or meters). Check for the correct state plane coordinate system.

### **Out of Design:**

Check that you are using the correct Design Surface. Check machine coordinates to see if you are within a reasonable range of known coordinates. Check the setup of base station for an incorrect base location.

### **GPS Offset:**

If your cut/fill values may be off, check to see if the GPS offsets are correct. Go to **Tools > Advanced Tools > Configure Vehicle**. If you need to move the GPS antenna, ensure you update the offsets. If you ever switch the unit to a different machine, ensure the offsets are correct. Once you know the correct offsets, keep a backup of the measurements.



### **Cellular Connectivity:**

If you are receiving RTK corrections over a cellular network and you are having trouble receiving a "Fixed" position, it is possible that you are not receiving adequate cellular reception. Try checking to see if your cellular network provider has full coverage in your area. If you are not receiving corrections at all, check to ensure your unit is able to access the internet. Try shutting down the Hemisphere GNSS SiteMetrix application and open a web browser.

### **Loading UOA files:**

If you have received a UOA file to license a copy of SiteMetrix and it is showing a message "Invalid UOA," check the following:

1. An error in transposing the 20-digit code from the screen to the request form. Note the case, and similar letters/numbers such as S and 5, Z and 2, 0 and O etc. Try to attach and send a screenshot of the 20-digit code.
2. In some cases, site UOAs are used for testing a unit and it is possible someone has left this file in the C:\Hemisphere SiteMetrix\Program folder. Look in this folder for a file named "site.uoa." and delete it before loading the new UOA file.
3. The old UOA was set to "Read Only." This was done in the past to prevent corruptions to the file from improper shut downs. To load a new one this option must be unchecked on the old file. Find the file, "cg.uoa" in **C:\Hemisphere SiteMetrix\Program** and right click it, and select **Properties**. Uncheck the option for **Read Only**.



**Bluetooth Not Connecting:**

If SiteMetrix is not connecting with Bluetooth, it is possible Windows is trying to access the same Bluetooth connection and using the port. To fix this, exit SiteMetrix and go to **Control Panel > Device Manager** and disable the Bluetooth connection.



Hemisphere GNSS Inc.  
8515 E. Anderson Drive  
Scottsdale, AZ 85255, USA

Phone: +1 480 348 6380  
Fax: +1 480 270 5070  
precision@hgnss.com  
[www.hgnss.com](http://www.hgnss.com)

