Broadband Steering Group

The May meeting had to be cancelled due to unforeseen circumstances; the next meeting will be on the 19th June.
In the interim here is a progress report.

1   Present and Apologies

N/A

2   Approve and adopt previous minutes

N/A

Copies of previous minutes are on our website at:-
>   http://www.stromeferry-and-achmore.co.uk/index.asp?pageid=433827

3   Chairman's report

3.1   Bandwidth

There was one report of poor performance but this seems likely to have been an issue with the subscriber's network rather than CMNet as all our stats look good for the times when problems were reported.

Our statistics of the link from Creag Mhaol to Ardaneaskan west are proving rather difficult to interpret. More investigation is required. **Action: Phil**

3.2   False RADAR

The connection from Creag Mhaol to the Achmore gateway will be upgraded to 60 GHz which is not subject to FR events. We have been granted a license by Ofcom and will install the 60 GHZ link in due course. **Action: Phil**

In addition to the link to the Achmore gateway there have been a few of false RADAR events in the last month. We will extend our own software to capture and log FR events. **Action: Phil**

The power cut of the 4th May corrupted the storage on one of CMNet's monitoring platforms which provides data on "RADAR" events. This has now been rectified along with the automated backup system. The glitch with the backups was caused by a restriction in the Gmail system where the combined size of attachments cannot exceed 25MB. As the system had been updated and more units added the amount of data had just crept over this limit. We have now implemented an alternate backup system. There will be more work to do to bring the system up to date. **Action: Phil**

We also discovered that the part of the same system which flags RADAR events had also failed. This has now been rectified but both these events mean we have lost valuable data and it will take a while to build up a database to help eliminate or reduce the incidents of "RADAR" events. **Action: Phil**

3.3   Subscribers

Live subscribers	- 62
Waiting for activation	- 0
Waiting for subscriber's confirmation of details / deposits	- 0
Pending installations	- 0
Waiting for installations	- 9
Leavers since the last minutes	- 0
New joiners since the last minutes	- 0
Total	**- 71**

No new installations this month,

We have had requests for connections in Lochcarron, Strathcarron and Balnacra; once our existing commitments have been met we will see if these are feasible and schedule the work. **Action: Phil**

3.4   New equipment

The new support laptop has had all its software installed however more work is required to the email client to filter incoming messages. (CMNet's monitoring software can produce over 200 emails a day.) **Action: Phil**

We will also add our monitoring software so it can be used as a backup for the server should that fail. **Action: Phil**

Finally the long awaited equipment has come into stock at the suppliers. One delivery has been received and the other is expected shortly.

4   Secretary's report

4.1   Risk register

No progress this month.

4.2   Long term support plan

We have adapted our software to work with the "AC Gen 2" units; we are looking at options to clone replacements devices remotely and in due course will look for volunteers at "remote" sites to hold spares. **Action: Phil**

4.3   Broadband in Achmore Hall

Neil will organise a meeting with the Hall committee to define requirements. **Action: Neil**

4.4   Zen price increase

We will review the value for money of all ISPs when we next look to increase capacity. **Action: Mary**

5   Finance Director's Report

5.1   Monthly Statistics

Revenue for April

Brought forward				
Balance		**£1,551.83**		
Creditors			£16,177.48	
Debtors			£15,344.04	
Net				£833.44
Bank balance				**£10,133.24**
This month				
Income	£607.50			
Expenditure	£2,791.04			
		-		
P&L		**£2,183.54**		
Creditors			£84.26	
Debtors			£122.50	
Net				-£38.24
Adjusted P&L				**-£2,221.78**
Carried forward				
Balance		**-£631.71**		
Creditors			£16,261.74	
Debtors			£15,466.54	
Net				£795.20
Bank balance				**£7,911.46**

5.2   Outstanding Expenses Claims

All claims are up to date.

5.3   This year's surplus

There is one NJP rebate cheques that has not yet been cashed. **Action: Kath**

We spent just under £3,000 on hardware upgrades so far this year. **Completed**

5.4   Next year's tariff

The total number of gigabytes sold was 23,400, which makes the break even tariff for 3 fibre lines 210 GB per £1 and for 4 fibre lines 170 GB per £1.

5.5   Outstanding subscribers' debt

All accounts are up to date.

5.6   Housekeeping

Work continues to automate the reconciliation of payments; priority will be given to Zen & Plusnet. **Action: Phil**

5.7   Payments for installations of subscriber's equipment

All payments are up to date.

5.8   Payment for missing equipment

An invoice will be dispatched for the missing equipment. **Action: Phil**

5.9   HMRC and Companies House submissions

The HMRC and Companies House returns have been submitted and accepted. Mary paid the corporation tax of £95.95 and reclaimed the amount due. **Completed**

6 Internal auditor's report

It was agreed we would prepare a synopsis of our current practises, needs and areas of weakness to assist ourselves and the auditor. No progress this month. **Action: Phil**

6.1 Assets, bf, acquired, relinquished / written off, cf

No progress this month.

6.2 Liabilities

No progress this month.

6.3 Description of the Audit Trail

No progress this month.

7 Customer Relations

7.1 Production Environment

There was an unplanned power cut on the 4th May which corrupted the storage of one of our system monitoring units all other units came back online automatically when power was restored.

7.1.1 Issues raised by Subscribers

7.1.1.1 How can subscribers contact CMNet when the internet is down?

We will investigate the options; ideally the CMNet support team needs to receive problem reports via email so our initial investigations will be whether voice mails can be forwarded via email. No progress this month.

7.1.1.2 Fernaig

No issues

7.1.1.3 Achmore

No issues

7.1.1.4 The Glen

No issues

7.1.1.5 Braeintra

One subscriber has reported poor performance - this is down to obstructions in the line of sight of the subscriber's antenna. **Action: Subscriber**

7.1.1.6 Craig

We have asked a subscriber to check the line of sight for obstructions. **Action: Subscriber**

7.1.1.7 Ardaneaskan East

We have seen some short drop outs in the past month and one afternoon where subscribers were offline for extended periods. It looks like these may have been RADAR related but for some reason the access point got "stuck" and refused to jump to its allotted alternate frequencies. The unit was rebooted a couple of times but the problem persisted so the unit's frequency was changed. As this unit is scheduled to be replaced in the near future we will just keep monitoring it for the time being. We have a replacement backup unit in situ and can switch to this unit should the need arise. **Action: Phil**

7.1.1.8 Ardaneaskan West

No issues

7.1.1.9 Leacanashie

No issues

7.1.1.10 North Strome

One subscriber is having issues preventing the installation of a whole house Wi-Fi system. **Action: Phil**

7.1.1.11 Strome Ferry

No issues

7.1.1.12 Ardnarff

Poor speeds between buildings have been traced to mains LAN extenders not connecting properly probably caused by "noise" on the mains power these will be replaced with radios to link the buildings. We delivered another bracket and fitting for the subscriber to install. **Action: Subscriber**

7.1.2 Usage quotas

The monthly total for April was 9.3 TB, the daily average was 309 GB, with a peak usage of 428 GB on Thursday 13th.

CMNet peaks since operations started; highest average daily usage 345 GB, highest single days usage - 708 GB, highest monthly usage - 10.7 TB.

Two subscribers exceeded their quotas in April.

7.1.3 Possible virus infection

No new instances of the Ubiquiti virus were detected; we will continue to run scans. **Action: Phil**

7.1.4 Planned upgrades of equipment

7.1.4.1 Fernaig

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.2 Achmore

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.3 The Glen

A new unit has been configured to replace the dish on Creag Mhaol; it and a backup will be installed when weather permits. Although we planned to upgrade this link it was not possible as there is not enough space on the relay until the Achmore link has been moved and upgraded to 60 GHz. **Action: Phil.**

7.1.4.4 Braeintra

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.5 Craig

We are investigating a report of drop outs. We will review the situation when we have more experience of low level links over water or other options become available. **Action: Phil**

7.1.4.6 Ardaneaskan East

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.7 Ardaneaskan West

No issues

7.1.4.8 Leacanashie

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.9 North Strome

The access point will be configured and installed now we have received stocks from our suppliers. **Action: Phil**

7.1.4.10 Strome Ferry

No issues

7.1.4.11 Ardnarff

No issues

7.1.5 Backbone relays

7.1.5.1 Plockton

We will check the installation and apply a second coat of paint to the school wall. **Action: Phil & Mary**

7.1.5.2 Achmore

The Plusnet router will be replaced with something more suitable. No progress this month. **Action: Phil**

We have received our 60 GHz license from Ofcom and the unit will be upgraded in due course. **Action: Phil**

7.1.5.3 Lochcarron

No issues.

7.1.5.4 Other relays

No issues.

7.1.6 System monitoring servers

The MikroTik server ("The Dude") is having its database rebuilt (again!) - The newly installed equipment has been set up but there is still more work to do. **Action: Phil**

7.1.7 Documentation

Phil is part way through a document to list the options for automatic recovery of failures and loss of capacity. No progress this month. **Action: Phil**

7.1.8 Customer Contracts

Some contracts are outstanding, we will chase subscribers. **Action: Phil**

7.2 Changes for next month

7.2.1 Additional Management tools / reports

Management Reporting Software upgrades. No progress this month. **Action: Phil**

Software to check the configuration of equipment - this is being upgraded to increase the automation when configuring new devices and simplify the configuration of backup units. **Action: Phil**

7.2.2 Potential personal safety issue

The new naming standard has been used for all the new installations. **Action: Phil**

7.2.3   Additional equipment for subscribers

Nothing to report

7.3   *Volume trial*

7.3.1   Review of the trial

No progress this month. **Action: Phil**

7.4   *Terms of Reference*

Deferred

8   General topics

8.1   *Documentation*

8.1.1   Creag Mhaol

We have received a draft lease agreement from our solicitors; we have yet to go through this in detail. We will need to reconfirm all the GPS coordinates of the relays before we can proceed; priority will be given to completing the set up of the relays on Creag Mhaol. No progress this month. **Action: Phil**

8.2   *Backbone development*

8.2.1   New relays

8.2.1.1   *Completed*

No progress this month.

8.2.1.2   *Next steps*

The new relay automated recovery algorithms are being tested (some rather unexpectedly)

The buried mains power cables need to be permanently marked and documented. **Action: All**

8.2.1.2.1   Portchullin (raised beach)

The Portchullin enclosures will be upgraded. **Action: Phil**

Re-align the existing Portchullin Access Point

Install test equipment in Portchullin

8.2.1.2.2   Reraig

We are waiting for a subscriber to provide details of the land they own so we can determine where to install their relay. **Action: Subscriber**

8.3   *Testing*

8.3.1   Management & accounting software

Nothing to report

8.4   *Restoring power to the old TV repeater*

8.4.1   Removal of old cable

No progress this month.

8.4.2   Protection of cable on the hill

All the cable on the hill has been buried but the routes still need to be marked.

8.4.3   Backup Generator

No progress this month.

8.5   *ISPs*

No issues

8.6   *Implementations*

8.6.1   Phase 3

8.6.1.1   *Ardaneaskan East*

All installations have been completed.

8.6.1.2   *Ardnarff*

One installation needs to be upgraded. **Action: Subscriber**

8.6.1.3   *Strome Ferry*

One installation is waiting to be scheduled. **Action: Subscriber**

8.6.1.4   *North Strome*

One installation has been completed but is experiencing problems with one specific software package. We have been in touch with their IT department and the third party supplier and have run a series of tests. The test results are now with the third party supplier for their analysis. **Action: Third party, IT department, Phil**

One installation is waiting to be scheduled. **Action: Subscriber, Phil & Mary**

8.6.1.5   Achmore

One installation is waiting to be scheduled. **Action: Subscriber**

8.6.1.6   Portchullin

New enclosures have been purchased to act as replacements for the corroded units. **Action: Phil**

8.6.1.7   Craig

All installations have been completed.

8.6.2   Phase 4 - Further investigations / backbone development required.

8.6.2.1   Ardaneaskan West

8.6.2.2   Reraig

8.6.2.3   Lochcarron

8.6.2.4   Strathcarron

8.7   Company Logo

No progress this month. **Action: All**

8.8   General Data Protection Regulation (Data Protection Act)

We will review our GDPR policy. **Action: Mary**

9   Director's training session

9.1   Configuring Ubiquiti and MikroTik equipment

No progress this month. **Action: All**

10 AoB

The correspondence received just prior to the March meeting will be dealt with at subsequent meetings when time allows.

11 Next meeting

Monday 19th June