ERROR CODE AND TROUBLESHOOTING INDEX

N4 INSTALLATIONS

N4 Indicators
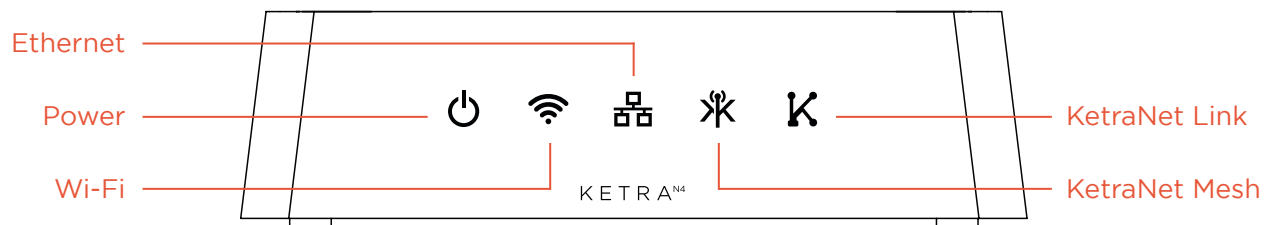
Symbol	Name	Expected Behavior
⏻	Power	• Red briefly at startup • White at all other times while N4 is on
📶	Wi-Fi	• Red briefly at connection to LAN (while N4 waits for an IP address) • White at all other times while network connection is active
⛁	Ethernet	• Red briefly at connection to LAN (while N4 waits for an IP address) • White at all other times while network connection is active
⋇	KetraNet Mesh	• Blinking white when a message is sent or received over KetraNet Mesh (wireless radio communication with other Ketra devices) • Dark at all other times
K	KetraNet Link	• Blinking white when a message is sent or received over KetraNet Link (wired communication with other Ketra devices) • Red when no LAN connection is detected • Dark at all other times

N4 TROUBLESHOOTING

Behavior	Condition	Correction
	Ethernet LED is white & no red lights	Everything is OK: The N4 has an ethernet link, has been given an IP address, and has internet connectivity
	Ethernet LED is off, KetraNet LED is red	This means the N4 doesn't detect an ethernet device on either of its ports Check cables and check that the device on the other side of the switch is powered
	Ethernet LED is red, KetraNet LED is red	This means that the N4 has detected an ethernet link, but has not acquired an IP address through DHCP This will happen if there's no DHCP server on the subnet. For example, if an N4 is plugged into a switch (or another N4) but neither are connected to a router
	Ethernet LED is white, KetraNet LED is red	The subnet's router doesn't have internet access The N4 is connected to the router through a switch, and the router has been powered off or disconnected after it gave the N4 an IP address

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D3 TROUBLESHOOTING

Color	Condition	Correction
Red	Invalid Input Voltage on the power line	Ensure the input voltage matches the expected voltage for the D3's model
Magenta	Poor wireless connectivity	Ensure that the D3 is not in a metal enclosure and that there are no significant obstructions between the D3 and other Ketra devices. Note: In some circumstances, magenta is expected.
Yellow	Fair wireless connectivity	Ensure that the D3 is not in a metal enclosure and that there are no significant obstructions between the D3 and other Ketra devices

KETRA

G2 / L3I / L4R / P4 TROUBLESHOOTING

Color	Condition	Correction
Red	Low input Voltage on the power line	Ensure that the input voltage is 120V or 277V +/-10%
Magenta	Signaling wire connection not detected	Cut power and reconnect the red conductor of the leader cable to the N3's "S" port
Red-Green-Blue Pattern	Line and neutral wiring switched	Cut power and reverse line and neutral wiring
Yellow	Multiple runs of P4 detected	Cut power and disconnect all but one run of P4. Only one run can be connected to a satellite
Turquoise	More than 40 linears detected	Remove the turquoise linears and reboot the satellite
Green / Blue Green	Error during P4 discovery	An unexpected error occurred; please contact Ketra support