FPRN News

Software Upgrade

On August 14 & 15, 2018 we will be updating the FPRN networking software. This process will be occurring on separate servers and will not affect FPRN performance.

Once we have verified the software is working properly we will start the switchover. This switch over will require **new accounts to be created for each rover and personal account needed**. We regret this inconvenience, but it is necessary for us to get you, our customers, up and running after the switchover. We will make ourselves available to assist in any way we can to facilitate the process.

Port Removal

During the transition from old servers to new servers the data streamed over TCP/IP ports, which represents less than 1% of the total data used on the FPRN, will be closed. If you are currently using one of these ports, please contact us and we will do what we can to help you transition to another technology. **We will be closing the following TCP/IP ports:**

23101 – 23153	25101 – 25153	31101 – 31153
23201 – 23254	25201 – 25254	31201 – 31254
23301 – 23359	25301 – 25359	31301 – 31359
23401 – 23410	25401 – 25410	31401 – 31410
23501 – 23551	25501 – 25551	31501 – 35551
23601 – 23651	25601 – 25651	34601 – 31651
23701 – 23753	25701 – 25753	31701 – 31753

Customer Satisfaction

The FPRN staff strives to have a very high customer satisfaction rating. So in response to some concerns expressed in our recent survey we offer the following:

1. Our goal is to have the FPRN 100% operational 24/7. We will always strive to reach the 100% goal. Since we migrated the FPRN to the AST servers, five years ago, we have had less than a 5 total days of unscheduled down time. When the system has gone down unexpectedly, we have done whatever was in our power to return to operational status as quickly as our resources would allow. Each occurance has been followed by an analysis as to what caused the issue and to see if there is anything that could be done to prevent that particular issue from happening again. We regret that we aren't able to do more.

2. We are striving to provide all customers with GPS, Glonass, and Galileo corrections. At this time 2 of our cooperative stations provide GPS only solutions and 16 other cooperative stations offer GPS/Glonass. Our aim is to have these stations replaced with sensors that can receive and broadcast all three signals.

   In conjunction with upgrading these sensors we intend on filling the holes in the network, particularly in the Apalachicola Forest, the Everglades, and the Ocala Forest. Once complete we intend on densifing the FPRN in those areas that have a high demand.

3. Currently the FPRN hosts 23 of the 31 NGS CORS stations located in Florida. The FPRN staff does not determine which stations are included in the NGS CORS network, though we have offered every station in the FPRN to NGS for that purpose. The decision to include more FPRN stations into the NGS CORS network rests entirely with the NGS staff. Their current station spacing policy prevents them from including more FPRN stations.