

D-Star Trust Server User/Administrative FAQs

The following guidelines should assist you in getting your D-star issue or questions resolved.

Please note that the Trust Server and the Trust Server Admin team are not part of ICOM, but rather managed by a volunteer team of amateur radio operators. As such, there may be a delay in getting your issue answered or resolved.

User FAQs

Users: New User Registrations

New User registration should be directed to your local D-Star Gateway.

The local gateway administrator may be identified by looking up the gateway call sign in the repeater directory at: www.D-starusers.org or looking at the information for the repeater call sign at www.qrz.com

If there is no local gateway in your area, you may be registered by following the instructions at:

<https://regist.D-stargateway.org/instructions/>

Users: Registration Issues

User registration issues should be directed first to your local gateway administrator.

The local gateway administrator may be identified by looking up the gateway call sign in the repeater directory at: www.D-starusers.org or looking at the information for the repeater call sign at www.qrz.com

If the local gateway administration cannot be identified or contacted, send an email explaining the issue to: Trust-Server-Admins@D-starusers.org

Users on a gateway that is no longer active may only be deleted by the Trust Server Admin team by manually changing the database.

Users: Issues Linking or Unlinking a Repeater or Reflector

The ICOM Technical Support Team can verify that you have your radio setup properly to perform this function.

Note: You must be registered properly in a gateway to perform this function.

It is possible that your repeater (or local hotspot) has an issue preventing you from linking. The ICOM Technical Support Team cannot resolve a gateway issue, but might have some limited suggested to resolve a hotspot issue.

If the issue is suspected to be related to your repeater then the administrator for that repeater should be contacted.

Users: DR List Additions, Deletions or Changes

Information to Add, Delete or Change DR List entries may be found in the Instruction Manual for the Radio.

The ICOM Technical Support Team can provide guidance and answer question, but cannot create a custom DR list for your needs.

User Programming D-star Memory Channels

Information to Add, Delete or Change D-star Memory Channels entries may be found in the Instruction Manual for the Radio.

The ICOM Technical Support Team can provide guidance and answer question, but cannot create a custom Memory Channel list for your needs.

Administrative FAQs**Administrators: New Gateway Repeater questions**

The ICOM Technical Support Team can answer questions regarding the D-star controller and RF modules. They can also answer questions on what is required, from a hardware and software perspective, to get a D-star Gateway up and running.

The Trust Server Admin Team has created a document and script to assist in either setting up a new gateway or upgrading a G2 gateway to G3. The document can be found at: <http://D-star.info/G2toG3UpgradeInstructions.pdf>

Administrators: Gateway Approval Issues

Gateway approval issues need to be directed to the Trust Server Admin team at: Trust-Server-Admins@D-starusers.org

Administrators: Gateway Not Synchronizing

Issues with a gateway not synchronizing are normally an issue with a setting not being proper in the gateway.

The administrator with a member of the ICOM Technical Support Team can check various LOG and Configuration files in the Gateway software to try to determine the cause of the issue.

If the gateway appears to not be the cause of the issue, the issue would need to be directed to the Trust Server Admin team at: Trust-Server-Admins@D-starusers.org

Administrators: Gateway will not link to another repeater or reflector

For Issues with the gateway not linking to another repeater or reflector, the administrator with a member of the ICOM Technical Support Team can check the DPULS log files in the Gateway software to try to determine the cause of the issue. To view the log file, from a terminal window type: `tail -f /var/log/dplus.log`

Administrators: Our G3 gateway has failed catastrophically, I have the weekly backup file.

Answer:

Once you get your system working again with a fresh installation of CentOS 7, re-install G3 like you did the first time using the g3_installer and G3.Zip file from Icom.

First restore your backup file to the /tmp directory and name it:

GWCALL-ABC-backup. tgz

When prompted for the "keyword" by g3_installer, enter ABC

Administrators: Our G3 gateway has failed catastrophically, I do not have a backup file

Answer:

Do a complete new G3 install.

The user database can be rebuilt following the procedure found at: <http://D-star.info/tools.html>

Note: the user database will be rebuilt with a default password, email address and name

Administrators: NIC failed and replaced with a USB NIC, still have issues

Question:

I had some problems with the computer NIC on my gateway.

Got the system back up and running with a USB to Ethernet as gateway NIC.

Now the system is syncing but DPLUS and DSGWD will not stay running.

If I restart DPLUS and after about 1 min or so will show to be stopped.

Answers:

Examine both of /var/log/{dplus, dsgwd}.log ? There will be clues in those log files.

If your network interface changed names, you will need to update dplus.conf in /D-star/tools

The usb to ethernet adapter must be for Internet, internal ethernet connected to RP2C controller

Administrators: Registration Page Error HTTP Status 404

Question:

Registration Page Error "HTTP Status 404 - //D-star.do type Status report message //D-star.do description

The requested resource is not available.

Apache Tomcat/7.0.76

Can happen after the system has done a CentOS update. The **tomcat-webapps** package was updated.

Answer:

Open a terminal window when logged in as root

HTTP 404 error on G3

```
cd /opt/products/D-star
```

```
tar -xvf /opt/products/D-star/D-star_cgi.tar D-STAR/WEB-INF/web.xml
```

HTTP 404 error on G2

```
cd /usr/share/tomcat/webapps/
```

```
tar xvf /opt/products/D-star/D-star_cgi.tar D-STAR/WEB-INF/web.xml
```

