

## RUC Tips & Tricks

1. Don't try to create more than one schedule trigger that fires at the same time – actual operation will be flaky and some of these triggers might not fire. Separate triggers by at least a minute.
2. Don't leave Upstart connected and running through the RUC. When connected to Upstart, the PIM is in Pulse Mode, which generates what is called Idle Reports, which are always being transmitted. For normal operation, the PIM needs to be in Message mode (exit cleanly from Upstart in order to put the PIM in Message Mode). The RUC does log valid UPB commands and while we have taken steps to prevent the RUC from logging these reports, occasionally, in odd situations, these idle reports do get logged and if left unchecked, can fill up the RUC's memory and cause it to become non-responsive. So, run Upstart while you need it, but disconnect it when not in use. These idle and pulse reports can also cause very flaky operation with Command Triggers and logging in the Receive Log. If you're experiencing issues, and are worried that the connected PIM is in Pulse Mode, you can reset it to Message Mode from the UPB Transmission menu item.
3. After your initial setup of the RUC, and you have created your triggers, go to the Backup / Restore menu item in the RUC User interface and backup your configurations, so just in case something happens later, you can recover and restore the data.