

S E R V I C E N O T E

SUPERSEDES: NONE

J3322A FDDI DAS LanProbe

Serial Numbers: US00000000 / US99999999

FDDI LanProbes may show inaccurate values for 30-min. RMON history data.

Duplicate Service Notes: J3320A-02
J3321A-02

To Be Performed By: Customer

Parts Required:

A Terminal or a PC emulating a Terminal. One of the following RS-232 (Crossover or null modem) cables.

P/N	Description
13242G	RS-232 25-pin male to 25-pin male
13242H	RS-232 25-pin male to 25-pin female
24542G	RS-232 9-pin female to 25-pin male
5965-0134	FDDI LanProbe Installation/User's Guide

Continued

DATE: October 1997

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input checked="" type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 1.0 Hours
LOCATION CATEGORY:	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: DH	ENTITY: 0801	AGILENT RESPONSIBLE UNTIL:	October 1998
		ADDITIONAL INFORMATION:	

Situation:

When FDDI utilization is consistently higher than 19%, the FDDI LanProbe data octet counters for the 30-minute history data will wrap, resulting in inaccurate counts. The higher the utilization, the more quickly the counters wrap!

This problem results in invalid data for NetMetrix/UX Reporter and, in some cases, NetMetrix/UX Load Monitor. For Reporter, Health Profile graphs based on 30-minute data, including baselines, will be inaccurate for any statistic based on a wrapped counter. If the Data octet counter wraps, the following statistics will be invalid: Total Octets, data Octets, and Utilization %. For Load Monitor, this issue is relevant only when you launch the tool in RMON mode and only for the Time graph. Extended RMON mode (using ERM data) is not affected.

When using Load Monitor in RMON mode, the problem does NOT affect data shown For Each Update Interval (defined in the Data properties), provided that the update interval is less than 300 seconds. Only data shown For Each Collection Interval is affected.

Solution:

The LanProbe Firmware has been updated and now has a 5-minute study in lieu of the original 30-minute study. The pmehcollect module which performs data collection for the NetMetrix Reporter is enhanced to collect the 5-minute study, and roll-up data into 30-minutes for presentation of graphs that uses the 30-minute studies.

Action:

1. The LanProbe Firmware must be updated to the current revision!

The firmware may be retrieved by FTP from the col.agilnet.com (15.255.240.16) server in the directory: /dist/netmetrix/lpfirmware. Please refer to the readme file contained in this directory for the current firmware filename, version, checksum, and download information. Additional download instructions can be found in the FDDI LanProbe Installation/User's Guide.

The LanProbe's IP Address, Default Gateway IP Address, and the Subnet Mask will be erased when upgrading from any version earlier than A.02.00. These values must be re-entered via the serial config or bootp. Please refer to the FDDI LanProbe Installation/User's Guide for LanProbe configuration instructions.

2. Must obtain the following patches for the NetMetrix/UX products;

For NetMetrix 4.6

- pmehcollect
- reporter
- reportgen

For NetMetrix 4.7

- pmehcollect

For NetMetrix 5.0

- no patch required!

Please note; The NetMetrix/Win product does not require the patch.

The patches may be retrieved by FTP from the col.agilent.com (15.255.240.16) server in the directory: /dist/netmetrix/patches/fddi. Please refer to the readme file contained in this directory for instructions and additional information.