

DAG 7.1S Card User Guide EDM01-17

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This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

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Chapter 1: Introduction

Overview

Endace DAG 7.1S card provides the means to transfer data at the full speed of the network into the memory of the host PC, with zero packet loss guaranteed in even worst-case conditions. Further, unlike a NIC, Endace products actively manage the movement of network data into memory without consuming any of the host PC's resources. The full attention of the CPU remains focused on the analysis of incoming data without a constant stream of interruptions as new packets arrive from the network. For a busy network link, this feature has a turbo-charging effect similar to that of adding a second CPU to the system.

The DAG 7.1S is a Network Monitoring Interface card specifically designed to provide high efficiency monitoring and transmission of ATM or POS traffic with precision timestamping capability on 4 x STM-1 or 2 x STM-2 interfaces

Purpose of this User Guide

Description

The purpose of this User Guide is to provide you with an understanding of the DAG card architecture and functionality and to guide you through the following:

- Installing the card and associated software and firmware,
- Configuring the card for your specific network requirements,
- Running a data capture session,
- Synchronising clock time,
- Data formats

You can also find additional information relating to functions and features of the DAG 7.1S card in the following documents which are available from the Support section of the Endace website at <u>www.endace.com</u>:

- EDM04-08 Configuration and Status API Programming Guide
- EDM04-13 SAR API Programming Guide
- EDM04-11 IXP Filter API Programming Guide

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• EDM04-08 DAG IXP Filter Loader Programming Guide

This User Guide and the Linux and Window Guides are also available in PDF format on the Installation CD shipped with your DAG 7.1S card.

System

General

Requirements The minimum system requirements for the DAG 7.1S card are :

- PC, at least Intel Xeon 1.8GHz or faster
- Minimum of 256 MB RAM
- At least one free PCI-Express slot supporting at least one lane
- Software distribution requires 30MB free space
- 6GB for installation of Endace software, which is optional

Operating System

This User Guide assumes you are installing the DAG card in a PC which already has an operating system installed.

However for convenience, a copy of Debian Linux 3.1 (Sarge) is provided as a bootable ISO image on the CDs that is shipped with the DAG card.

To install either the Linux/FreeBSD or Windows operating system please refer to the following documents which are also included on the CD that is shipped with the DAG card.

- EDM04-01 Linux FreeBSD Software Installation Guide
- EDM 04-02 Windows Software Installation Guide

Other Systems

For advice on using an operating system that is substantially different from either of those specified above, please contact Endace Customer Support at support@endace.com

Card Description

The DAG 7.1S SDH/SONET Network Monitoring Card provides either four STM-1 (OC3) or two STM-2 (OC12) interfaces supporting concatenated or channelised ATM or Packet Over Sonet (POS) networks.

The DAG 7.1S has four optical transceivers which can be operated simultaneously.

The key features of the card are:

- Four interfaces allow full line rate capture and processing for 4 x STM-1/OC-3 or 2 x STM-2/OC-12.
- Fully programmable Intel IXP Network Processor
- PCI Express bus interface.
- 1244Mpps raw transmit and receive bandwidth.
- Combined FPGA and network processor architecture.
- Channelised and concatenated support.
- ATM AAL2 and AAL5 segmentation and reassembly.
- PoS IP filtering



Card Architecture

Serial SONET/SDH optical data is received by four optical interfaces, and passed through deserializers.

The network data feeds immediately into two physical layer FPGAs. The SONET/SDH payload data is then sent to the main FPGA.

The FPGA contains the packet record processor, PCI Express interface logic and the DAG Universal Clock Kit (DUCK) timestamp engine. The DUCK provides high resolution per packet timestamps which can be accurately synchronised. Time stamped packet records are then stored in the lower FIFO.

Note: For further information on the DUCK and time synchronising please refer to *Chapter 8: Synchronising Clock Time* later in this User Guide.

An Intel IXP network processor is logically located next to the main FPGA. The main FPGA can route packets to either the IXP network processor for additional processing before routing onto the host or directly to the host via the PCI-Express port.

The following diagram shows the card's major components and the flow of data.



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Extended Functions

In addition to standard packet capture the DAG 7.1S card also provides the following additional functionality:

TCP/IP Filtering and Classification

This feature allows you to classify packets into arbitrary categories with then drop, retransmit or capture a packet to the host based upon the result. You can also change filter rules "on the fly" with any loss of data

ATM Segmentation and Reassembly

This feature allows you to eliminate the significant CPU load associated with AAL2/AAL5 and reassembly on a busy ATM link by offloading this process to the DAG card. It also provides the ability to reduce volume of captured data to only what is required by filtering on VPI/VCI pairs

TCP/IP Filtering and Classification

The specifications for the IP filtering/packet classification are:

- Packets are classified and filtered by IP header (both IPv4 and IPv6) and/or UDP/TCP/SCTP port number.
- Up to 1024 IP header classification rules.
- Up 254 UDP/TCP/SCTP port or ICMP type rules can set per IP header classification.
- Classification rules are assigned a user-defined 14-bit identifier
- Packets matching classification rules are assigned the matching rule's identifier.
- Programmable actions may be associated with each rule identifier. For example the packet should either be; dropped, or presented to the host.
- Packets presented to the host include the rule-match identifier in the record header.

AAL5/AAL3 Reassembly

The ATM AAL5 Reassembler specifications are:

- Supports up to 8192 simultaneously active VCI/VPI/CIDs
- Supports simultaneous reassembly of AAL2 and AAL5 frames up to 8KB long.
- VPI/VCI/CID scanning
- Supports up to full OC-12/STM-4 cell rate on two interfaces simultaneously [~2.8 million cells/sec], or four full OC-3/STM-1 interfaces for AAL5 reassembly.
- Supports up to 4 x OC-3/STM-1 cell rate on combined four interfaces [~3.5 thousand cells/sec] for AAL2 reassembly.
- Optional ATM cell filtering prior to reassembly.

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Chapter 2: Installation

Introduction	A DAG 7.1S card can be installed in any free PCI-Express slot.						
	The DAG 7.1S card operates on a single lane PCI-Express, this interface is capable of providing a maximum throughput of 1.8GB/s for both receive and transmit.						
	You can run multiple DAG 7.1S cards on one bus. By default, the DAG driver supports up to four DAG cards in one system.						
DAG Driver Device	The DAG device driver must be installed before you install the DAG card itself.						
	If you have not already completed this please follow the instructions in <i>EDM04-01 Linux FreeBSD Software Installation Guide</i> or <i>EDM 04-02 Windows Software Installation Guide</i> as appropriate, which are included on the CD shipped with the DAG card.						
Incorting the	To insert the DAG card in the PC follow the steps described below:						
DAG Card	Turn power to the computer OEE						
	 Remove the PCI hus slot screw and cover 						
	 Insert DAG card into PCI-e bus slot ensuring that it is firmly seated in the slot, 						
	• Check the free end of the card fits securely into the card-end bracket that supports the weight of the card,						
	• Secure the card with the bus slot screw,						
	 Connect the extra power connector located on the top edge of the card. Note: Ensure you do this before powering up the computer. Failure to do so may cause damage to the card. 						
	Extra Power Connector						
	• Turn power to the computer ON.						

Port Connectors

The DAG 7.1S re has 4 SFP socket connectors. Each connector consists of an optical fibre transmitter and receiver.

The upper connector of each pair is used for the transmit signal. These can be connected to daisy-chain systems if you have facility loopback (fcl) set on the card. You can also connect them if you are using a data generation programme.

The bottom connector of each pair is used for the received signal.

There is an 8-pin RJ-45 socket located below the optical port connectors on the car bracket. This is available for connection to an external time synchronisation source.

Caution: Never connect an Ethernet network or telephone line to the RJ-45 sockets.

Pluggable Optical Transceivers

Overview

The DAG7.1S card uses industry standard Small Form-factor Pluggable (SFP] optical transceivers.

The transceivers consists of two parts:

- Mechanical chassis attached to the circuit board
- Transceiver unit which may be inserted into the chassis

Note: You must select the correct transceiver type to match the optical parameters of the network to which you want t connect. Configuring the card with the wrong transceiver type may damage the card.

You can connect the transceiver to the network via LC-style optical connectors.

For further information on Pluggable Optical Transceiver please refer to the Endace website at <u>www.endace.com/dagpluggable.htm</u>.

Setting Power

The optical power range depends on the particular SFP module that is fitted to the DAG card.

However Endace recommends the SFP modules described below which can be supplied with the DAG 7.1S card:

Manufacturer	Part number	Mode	
Finisar	FTRJ1322	OC-12, Single Mode	
Finisar	FTRJ1323	OC-3, Single Mode	

Optical power is measured in dBm. This is decibels relative to 1 mW where 10 dB is equivalent to a factor of 10 in power.

The optical power is always a negative value, indicating power that is less than 1 mW. The most sensitive devices can work at power levels down as low as -30dBm or 1 μ W.

Part #	Fibre	Data Rate	Max Pwr [dBm]	Min Pwr [dBm]	Nom Pwr [dBm]
FTRJ1322	SMF	622	-8	-28	-
FTRJ1323	SMF	155	-8	-28	-
-	MMF	622	-	-	-
-	MMF	155	-	-	-

The DAG 7.1S card optical power module configuration for Multi Mode Fibre (MMF)) and Single Mode Fibre (SMF) is shown below:

Power Input

The optical power input to the DAG card must be within the receiver's dynamic range of 0 to -22dBm. If it is slightly outside of this range it will cause an increased bit error rate. If it is well outside of this range the system will not be able to lock onto the SONET signal.

When power is above the upper limit the optical receiver saturates and fails to function. When power is below the lower limit the bit error rate increases until the device is unable to obtain lock and fails. In extreme cases, excess power can damage the receiver.

When you set up the DAG card measure the optical power at the receiver and ensure that it is well within the specified power range.

To adjust the input power:

- Change the splitter ratio if power is too high or too low, or
- Insert an optical attenuator if power is too high.

Splitter Losses

Splitters have the insertion losses either marked on their packaging or described in their accompanying documentation. General guidelines are:

- A 50:50 splitter will have an insertion loss of between 3 dB and 4 dB on each output
- 90:10 splitter will have losses of about 10 dB in the high loss output, and <2 dB in the low loss output

Note: A <u>single mode fibre</u> connected to a multi-mode input has minimal extra loss. A <u>multi-mode fibre</u> connected to a single mode input creates large and unpredictable loss.

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Chapter 3: Configuring the Card

Introduction

Configuring the DAG card for data capture involves the following steps:

- Loading an image and programming the FPGA,
- Setting the link,
- Checking the link,
- Configuring the connections,
- Capturing data.

The dagchan tool which is also supplied with the DAG card allows you to configure channel characteristics. Sample dagthree and dagchan outputs are shown later in this chapter.

LEDs and Inputs

Before you begin to configure the DAG card it is important to understand the function of the various LEDs associated with the card, as well as the sockets on the PCI bracket.



The LED functions are described below

LED	Description
1	IXP Network Processor Status. When the IXP is booted this LED will

	flash at 1 sec intervals. The IXP does not automatically boot when the card is powered ON.
2	IXP status indication - depends on the extra functionality installed
3	PCI burst manager status – should be on after the card is configured.
4	PCI FPGA status – should be on soon after the computer is started
5	IXP status indication - depends on the extra functionality installed.
6	Unused
7	PP Image loaded
8	PP Image loaded
9	PPS Out: Pulse Per Second Out – indicates the card is sending a clock synchronization signal
10	PPS In: Pulse Per Second In – indicates the card is receiving an external clock synchronization signal.

Concatenated Configuration

Overview

The DAG 7.1S card uses four integrated SONET/SDH ATM/PoS physical layer interface devices to support capturing of ATM cells or HDLC encoded Packet-over-SONET data frames.

The card supports unchannelized POS/ATM; OC-3c, OC-12c, STM-1c and STM-4c standards for transmit and receive. Additionally channelized ATM/HDLC receive is supported on a single port only.

Because of its flexibility, the correct link layer configuration needs to be supplied to the card for it to function as expected.

A successful DAG card capture session is accomplished by checking the receiver ports optical signal levels and checking the card is locked to stream data. This is followed by configuring the DAG card for normal use. These steps are described next.

Check Receiver Ports Optical Signal Levels

The card supports 1300 nanometreer singlemode and multimode fibre attachments with optical signal strength between 0 dBm and -22 dBm.

If there is doubt, check card receiver ports light levels are correct using an optical power meter.

The card receiver ports are the lower of each dual-LC-style connectors, the closest to the PCI-Express slot.

Cover card transmit ports with LC-style plugs to prevent dust and mechanical hazards damaging optics if not in use.

Understand Link Layer Configuration

Become knowledgeable of the link layer configuration in use at the network link being monitored. Important parameters include OC-3 vs. OC-12 configuration, Channelized vs. Concatenated, ATM vs. PoS as well as the specific scrambling options in use.

If the information cannot be obtained reliably, the card can be made to work by varying the parameters until data is seen at the host system.

Load Latest Available PCI-Express FPGA Image

dag@endace:~\$ dagrom -rvp -d dag0 -f xilinx/ dag71spci-conc-terf.bit

Load Latest Available PHY FPGA Images

dag@endace:~\$ dagld -x -d dag0

xilinx/dag71pp-erf.bit:xilinx/ dag71spp-conc-terf.bit

Concatenated Configuration (cont.)

The table below shows the available configurations.

Note: Not all configurations are available within a single FPGA image.

Image	Number of Ports	Port Type	VC Type and Number	Demapper
1	4	STM-1c	4 x VC-4 4 x VC-4-4c	PoS ATM
2	1	STM-1	252 x VC-12 (E1) 336 x VC-11 (T1)	ATM Bit-HDLC RAW
	1	STM-4	504 x VC-12 (E1) 672 x VC-11 (T1)	ATM Bit-HDLC RAW

The DAG 7.1S card has four optical transceivers which can be operated simultaneously.

The integrated embedded processor can be used for PoS packet filtering or AAL2/AAL5 segmentation and reassembly.

Display Card Configuration

Running the dagconfig tool without arguments displays the card configuration.

dagconfig -d dag0 SFP A: laser detect nosignal nosfppwr SFP B: laser detect nosignal nosfppwr SFP C: laser detect nosignal nosfppwr SFP D: laser detect nosignal nosfppwr Port status Port A: nolock oc12 core_on nofifo_error slave Port B: nolock oc12 core_on nofifo_error slave Port C: nolock oc12 core_on nofifo_error slave Port D: nolock oc12 core_on nofifo_error slave SONET/SDH status SONET A: oc3 vc3 scramble tull async SONET B: oc3 vc3 scramble tull async SONET C: oc3 vc3 scramble tull async SONET D: oc3 vc3 scramble tull async E1/T1 status E1/T1 A: no_payload notxais E1/T1 B: no_payload notxais

El/Tl C: no_payload notxais El/Tl D: no_payload notxais

Concatenated Configuration (cont.)

Display Card Configuration (cont.) Phy status (AMCC1213):

```
eql fcl noreset
Concatenated Demapper Status:
pscramble crc32 atm noaidle
pscramble crc32 atm noaidle
pscramble crc32 atm noaidle
Concatenated Mapper Status:
pscramble crc32 atm
gep:
varlen slen=48 align64
PCI Burst Manager
33Mhz buffer size = 32 rx_streams = 1 tx_streams = 1 mem=0:0
```

Verify Optical Signal is Received

Those ports which receive a valid optical signal are indicated on dagconfig output. To have a valid optical signal, both ends of the link must use the same type of optical transceivers. Also the optical fiber used must match the optical transceiver requirements and must be in good condition.

SFP A: laser detect signal nosfppwr

SFP B: laser detect nosignal nosfppwr

SFP C: laser detect nosignal nosfppwr

SFP D: laser detect signal nosfppwr

Verify Mapping/Framing is Setup Correctly

Both ends of the link need to match the framing and mapping parameters. When the frequency is setup correctly, the lock keyword is enabled. The main parameters involved to set the framing are:

- The link speed: oc3 / oc12
- The clock master: master / slave
- The payload mapping itself: vc4c / vc4 / vc3

Sometimes the framer/mapper requires a reset in order to synchronize after a configuration change. In that case the argument reset should be used in dagconfig.

When a channelized framing is chosen, a channelized firmware is needed. When a concatenated (or clear) framing is chosen, a concatenated firmware is needed.

Note This card allows different ports to have different configurations.

```
Port status

Port A: lock ocl2 core_on nofifo_error slave

Port B: nolock ocl2 core_on nofifo_error slave

Port C: nolock ocl2 core_on nofifo_error slave

Port D: lock ocl2 core_on nofifo_error slave

SONET/SDH status

SONET A: ocl2 vc4c scramble tull async

SONET B: ocl2 vc4c scramble tull async

SONET C: ocl2 vc4c scramble tull async

SONET D: ocl2 vc4c scramble tull async
```

Configuration Options

There are many DAG 7.1S card configuration options supported.

atm	Set concatenating mapper/demapper into ATM cell receive mode
pos	Set concatenating mapper/demapper into Packet-over- SONET (PoS) mode
reset	Reset the link
oc3	Set framer to OC-3 receive mode
oc12	Set framer to OC-12 receive mode
vc4	Set payload mapping to vc4
vc4c	Set payload mapping to vc4-4c
vc3	Set payload mapping to vc3
tull	Ternary unit 11
tul2	Ternary unit 12
[no]fcl	[un]set facility loop back. This is useful for card chaining
[no]eql	[un]set equipment loop back. Do not touch
[no]scramble	[un]set SONET scrambling
master	Generate SONET tx clock internally
slave	Drive SONET tx clock from rx clock
[no]pscramble	[un]set Payload Scramble
nocrc	No PoS CRC checking
crc16	PoS CRC16 checks enabled
crc32	PoS CRC32 checks enabled
[no]aidle	When set pass through received idle cells
slen=	Sets number of bytes of packet payload captured. Defaults to 48 for PoS, fixed at 52 for ATM.
[no]varlen	Dis/enable variable length capture. Otherwise record length padded to slen. Defaults to varlen for PoS, fixed at novarlen for ATM.
sfppwr	Turns on SFP module power for transmit.
[no]varlen	Dis/enable variable length capture. Otherwise record length padded to slen. Defaults to varlen for PoS, fixed at novarlen for ATM.
[en dis]ablea	Enable or Disable Port A for capture
[en dis]ableb	Enable or Disable Port B for capture
[en dis]ablec	Enable or Disable Port C for capture

[no]align64	Generate records with 64-bit alignment [default 32-bit]
mem=X:Y	configure memory allocated to streams 0, 1,
rxonly	Assign all buffer memory to receive streams.
txonly	Assign all buffer memory to transmit streams.
rxtx	Assign buffer memory to transmit and receive streams.
coreon	TBD
coreoff	TBD
el_crc	TBD
e1_unframed	TBD
t1	TBD
t1_esf	TBD
t1_sf	TBD
t1_unframed	TBD

Configuration in WYSYCC Style

Overview

Configuration in WYSYCC is the 'What You See You Can Change' style.

Running the command 'dagconfig' alone shows the current configuration. Each of the items displayed can be changed as shown below:

ATM Configuration

To configure the card to ATM mode use the following parameters. Replace oc12 and vc4c to match the network configuration. The lock keyword under 'Port status' is set if the link frequency is correct.

It is important to note that the order of the command line options is considered, therefore default and/or reset options should be the first.

```
dagconfig -d dag0 reset default atm oc12 vc4c sfppwr slen=128
SFP A: nolaser detect nosignal nosfppwr
SFP B: nolaser detect nosignal nosfppwr
SFP C: nolaser detect nosignal nosfppwr
SFP D: nolaser detect signal sfppwr
Port status
Port A: nolock oc12 core_on nofifo_error slave
Port B: nolock oc12 core_on nofifo_error slave
Port C: nolock oc12 core_on nofifo_error slave
Port D: lock oc12 core_on nofifo_error slave
SONET/SDH status
SONET A: oc12 vc4c scramble tu11 async
SONET B: oc12 vc4c scramble tu11 async
SONET C: oc12 vc4c scramble tu11 async
SONET D: oc12 vc4c scramble tu11 async
E1/T1 status
E1/T1 A: no_payload notxais
E1/T1 B: no_payload notxais
E1/T1 C: no_payload notxais
E1/T1 D: no_payload notxais
Phy status (AMCC1213):
eql nofcl noreset
Concatenated Demapper Status:
pscramble crc32 atm noaidle
pscramble crc32 atm noaidle
pscramble crc32 atm noaidle
pscramble crc32 atm noaidle
Concatenated Mapper Status:
pscramble crc32 atm
```

```
pscramble crc32 atm
pscramble crc32 atm
pscramble crc32 atm
pp:
varlen slen=128 align64
PCI Burst Manager
33Mhz buffer size = 32 rx_streams = 1 tx_streams = 1 mem=16:16
```

PoS Configuration

To configure the card to PoS mode use the following parameters. Replace oc12 and vc4c to match the network configuration. The lock keyword under 'Port status' is set if the link setup is correct.

dagconfig -d dag0 reset default pos oc12 vc4c sfppwr slen=128 SFP A: nolaser nodetect nosignal nosfppwr SFP B: nolaser nodetect nosignal nosfppwr SFP C: nolaser detect signal sfppwr SFP D: nolaser detect signal sfppwr Port status Port A: nolock oc12 core_on nofifo_error slave Port B: nolock oc12 core_on nofifo_error slave Port C: lock oc12 core_on nofifo_error slave Port D: lock oc12 core_on nofifo_error slave SONET/SDH status SONET A: ocl2 vc4c scramble tull async SONET B: oc12 vc4c scramble tu11 async SONET C: oc12 vc4c scramble tu11 async SONET D: oc12 vc4c scramble tu11 async E1/T1 status E1/T1 A: no_payload notxais E1/T1 B: no_payload notxais E1/T1 C: no_payload notxais E1/T1 D: no_payload notxais Phy status (AMCC1213): eql nofcl noreset Concatenated Demapper Status: pscramble crc32 pos noaidle pscramble crc32 pos noaidle pscramble crc32 pos noaidle pscramble crc32 pos noaidle Concatenated Mapper Status: pscramble crc32 pos pscramble crc32 pos

pscramble crc32 pos pscramble crc32 pos

GPP: varlen slen=48 align64

PCI Burst Manager
33Mhz buffer size = 256 rx_streams = 1 tx_streams = 1 mem=240:16

Inspect Interface Statistics

Once the card has been configured as expected, the interface statistics should be inspected to see if the card is locked to the data stream.

dag@endace:~\$ dagconfig -d dag0 -s1

Status Bits Display

The tool will display a number of status bits as they have occurred since the last time read. In our example, the interval is set to one second via the -s option.

-s option	
los	Multiplexor loss of signal.
	If set, this indicates that there is either no signal at the receiver or the optical signal strength is too low to be recognized.
b3,b2, b1	Bit interleaved parity byte error.
D1	These bits indicate a problem as reported by SONET B3, B2 and B1 overhead octets. If any of these bits are set, the card connection to the link is impaired. If oof and lof indicators are set along with b's, the OCx carrier configuration is incorrect. Otherwise it indicates a signal problem related to either low light levels reaching the optical receivers, or true SONET-level errors as reported by SONET equipment operating the link to be monitored.
lop	Loss of pointer.
	If set the pointer processing logic has not locked to the SONET frame. It may indicate incorrect OC-3 vs. OC-12 setting.
oof	Out of frame.
	If set, the section overhead processor is not locked to the SONET stream. It may indicate incorrect OC-3 vs. OC-12 setting.
lof	Loss of frame.
	If set, oof had been asserted for more than 3 milliseconds.
los	Loss of signal
	If set the framer has not detected any 0 to 1 transitions for 20 microseconds.
c2	Path signal label.
	Reflects the content of the SONET C2 overhead octet. Typical settings are:
	13 ATM 16 PPP w/SPE scrambling CF PPP wo/SPE scrambling
	Changing values for this field indicate a SONET level error.
lcd	Loss of cell delineation.
	If set the ATM state machine has no lock onto the ATM cell stream.
sync	ATM cell sync.
	If set indicates the ATM cell engine has locked to ATM cell stream.
rei	Remote error indicator.

PoS OC12 Stream Example

An example for a card locked to a PoS OC-12 stream is on ports C and D, ports A and B are unused:

Port	LOS	LOF	OOF	В1	в2	в3	REI	C2	PTR
A:	1	1	1	0	0	0	0	0xe800	lop
в:	1	1	1	0	0	0	0	0xe800	lop
C:	0	0	0	0	0	0	0	0xcf00	valid
D:	0	0	0	0	0	0	0	0xcf00	valid

An example of a card set to OC-3 PoS while the line carries OC-12 PoS is:

Port	LOS	LOF	OOF	В1	В2	В3	REI	C2	PTR
C:	1	0	1	1	1	1	1	0xfd00	lop
D:	1	0	1	1	1	1	1	0x0100	lop
Port	LOS	LOF	OOF	В1	в2	в3	REI	C2	PTR
C:	1	0	1	1	1	1	1	0xe200	Lop
D:	1	0	1	1	1	1	1	0x5300	Lop

ATM Cell Stream Example

An example for an ATM cell stream at OC-12 is, ports A and B are unused:

Port	LOS	LOF	OOF	В1	В2	В3	REI	C2	PTR
A:	1	1	1	0	0	0	0	0xe800	lop
в:	1	1	1	0	0	0	0	0xe800	lop
C:	0	0	0	0	0	0	0	0x1300	valid
D:	0	0	0	0	0	0	0	0x1300	valid

No error bits are raised in dagconfig -s1 if the card is configured to PoS when on an ATM link or vice versa.

Network is ATM :

- C2 label should be 13
- PTR should be valid
- Rest of the statistics should be 0

Network is PoS

If network is PoS, the:

- C2 label should be 16 for PPP or cf for HDLC
- PTR should be valid
- Rest of the statistics should be 0

It is still necessary to set the card mode correctly using dagconfig in order to capture data!

Verify Configuration	The card configuration is verified as being correct by checking settings and path label for any errors as described in the following steps:					
<u>-</u>	Ensure los (first column) is zero, and check light levels.					
	Ensure oof and lof are zero, otherwise change OC-3 settings to OC-12 or vice versa.					
	Ensure no bit interleaved parity errors occur, otherwise check cabling and light levels.					
	Ensure path label (C2) is correct as per the payload					
	Ensure ATM lcd is off and sync set.					
	Ensure PoS scrambling and CRC settings are correct.					

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Chapter 4: Capturing Data

Starting a Session For a typical data capture session follow the steps listed below:

- Move to the dag directory,
- Load the appropriate driver,
- Then load the appropriate FPGA image to each DAG card. For example, for ATM or PoS capture with one DAG 7.1S card installed use:

dagrom -rvp -d dag0 -f xilinx??????????

- Set the integrity of the card's physical layer and check the integrity of the physical layer to each DAG card. For example: dagthree -d0 dag0 default
- Start the capture session using: tools/dagsnap -d dag0 -v -o tracefile

Note: You can use the -v option to provide user information during a capture session although you may want to omit it for automated trace runs.

By default dagsnap will run indefinitely but can be stopped using CTRL+C. You can also configure dagsnap to run for a fixed time period then exit.

Setting Captured Packet Length

Snaplength

You can use dagconfig to set the length of the packets you want to capture.

By default the snaplength (slen) which is the portion of the packet that you want to capture, is set to 48. This means that only the first 48 bytes of each packet will be captured. If for example you want to capture only the IP headers you may want to set the length to a smaller value. Alternatively if you want to ensure you capture the whole packet you may want to set the length to a larger value.

Note: The snaplength value must be a multiple of 4 and in the range of 16 to 2040.

Variable/Fixed Length

The DAG card is able to capture packets in two ways. They are:

- Variable length capture (varlen),
- Fixed length capture (novarlen).

In variable length (varlen) mode the whole packet will be captured providing its size is less than the slen value. Therefore to use this capture mode effectively you should set the slen value o the largest number of bytes that a captured packet is likely to contain.

Any packets that are longer than the slen value will be truncated to the length, while packets shorter than the slen value will produce shorter records which save bandwidth and storage space.

The example below shows configuration for variable length full packet capture:

dagconfig -d dag0 varlen slen=2040

In fixed length (novarlen) mode any packets that are longer than the slen value are truncated to that length, in the same way as for varlen capture. However any packets that are shorter than the slen value will produce records that are padded out to the slen length.

The example below shows configuration for fixed length 64-byte records, choose slen=48 (64 - ERF header size of 16) is:

dagconfig -d dag0 novarlen slen=48

Note: In novarlen mode you should avoid large slen values because short packets arriving will produce records with a large amount of padding which wastes bandwidth and storage space.

Enabling/ Yo Disabling Ports

You can also use dagconfig to enable and disable individual ports for capture:

dagconfig -d dag0 disable

High Load Performance

Overview

As the DAG 7.1S card captures packets from the network link, it writes a record for each packet into a large buffer in the host PC's main memory.

Avoiding Packet Loss

To avoid packet loss, the user application reading the record, such as dagsnap, must be able to read records out of the buffer faster than they arrive. If not the buffer will eventually fill and packet records will be lost.

If the user process is writing records to hard disk, it may be necessary to use a faster disk or disk array. If records are being processed in real-time, a faster host CPU may be required.

In Linux and Free BSD, when the PC buffer fills, the following message displays on the PC screen:

kernel: dagN: pbm safety net reached 0xNNNNNNNN

The same message is also printed to log /var/log/messages. In addition, when the PC buffer fills the "Data Capture" LED on the card will flash or flicker, or may go OFF completely.

In Windows no screen message displays to indicate when the buffer is full. Please contact Endace Customer Support at support@endace.com for further information on detecting buffer overflow and packet loss in Windows

Detecting Packet Losses

Once the buffer fills, any new packets arriving will be discarded by the DAG card until some data is read out of the buffer to create free space.

You can detect any such losses by observing the Loss Counter (lctr field) of the Extensible Record Format [ERF]. See *Chapter 6: Data Formats* later in this User Guide for more information on the Endace ERF.

Increasing Buffer Size

You can increase the size of the host PC buffer to enable it to cope with bursts of high traffic load on the network link.

By default the dagmem driver reserves 32MB of memory per DAG card in the system. However if you are capturing at OC-12/STM-4 (622Mbps) rates or above, you may require a larger buffer.

For Linux/BSD 128MB or more is recommended. However you can change the amount of reserved memory by editing the file /etc/modules as follows

```
# For DAG 3.x, default 32MB/card
dagmem
#
# For DAG 4.x or 6.x, use more memory per card, E.G.
# dagmem dsize=128m
```

For Windows the upper limit is 32MB. This is usually sufficient however if you do need to increase the amount of reserved memory please contact Endace customer support at <u>support@endace.com</u> for more information

The dsize option sets the amount of memory used per DAG card in the system.

Note: The value of dsize multiplied by the number of DAG cards in the system must be <u>less than</u> the amount of physical memory installed, as well as <u>less than</u> 890MB.

Transmitting The DAG 7.1S is able to transmit as well as receive packets and it is possible to . However the DAG card does not appear as a network interface to the operating system.

It is possible to capture received traffic while also transmitting. You can use capture tools such as dagsnap, dagconvert, and dagbits while dagflood is sending packets.

Configuring for Transmission.

To configure the DAG card for transmission, you must allocate some memory to a transmit stream.

In the dagconfig output, buf=nMB indicates that n mebibytes of memory has been allocated to the DAG card in total. You can split this allocation between the receive and transmit stream buffers which is displayed as a ratio as mem=X:Y, where X is the memory allocated in MB to the rx stream "0" and Y is the memory allocated to tx stream "1" in MB.

By default, memory is evenly split between the rx streams, with the transmit streams having no memory allocated.

If you wish to use the card for both transmitting and receiving, youshould use the rxtx option. This allocates 16MiB of memory to each transmit stream, and divides the remaining memory between the receive streams. Alternatively you can set the memory allocation directly using the mem= X:Y option.

Note: You can only change the stream memory allocations when no packet capture or transmission is in progress.

Explicit Packet Transmission

The DAG card will not respond to ARP, ping, or router discovery protocols. It will only transmit packets explicitly provided by the user.

This capability allows you to use the DAG card as a simple traffic load generator. It can also be used to retransmit previously recorded packet traces.

The packet trace is transmitted at 100% line rate. The packet timing of the original trace file is not reproduced.

Dagflood Tool

The dagflood tool can transmit ERF format packet traces. The ERF trace file to be transmitted must contain only ERF records of the type matching the current link configuration.

The length of the ERF records to be transmitted must be a multiple of 64bits. When capturing a packet trace for later transmission, you can set 64bit alignment using the dagconfig align64 command.

Convert Trace Files

It is also possible to convert trace files that have been captured without the align64 option. You can do this using:

dagconvert -v -i in.erf -o out.erf -A8

If you are unsure if a trace file is 64-bit aligned you can test the file using the dagbits tool

dagbits -vvc align64 -f tracefile.erf

If a captured trace file is not available, the daggen program is capable of generating trace files containing simple traffic patterns. This allows the DAG card to be used as a test traffic generator.

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Chapter 5: Synchronizing Clock Time

Overview	The Endace DAG cards have sophisticated time synchronisation capabilities, which allow for high quality timestamps, optionally synchronized to an
	external time standard.

The core of the DAG synchronisation capability is known as the DAG Universal Clock Kit (DUCK).

An independent clock in each DAG card runs from the PC clock. The card's clock is initialised using the PC clock, and then free-runs using a crystal oscillator.

Each card's clock can vary relative to a PC clock, or other DAG cards.

DUCK Configuration	The DUCK is designed to reduce time variance between sets of DAG cards or between DAG cards and coordinated universal time [UTC]. You can obtain an accurate time reference by connecting an external clock to the DAG card using the time synchronisation connector. Alternatively you can use the host PCs clock in software as a reference source without any additional hardware.
	Each DAG card can also output a clock signal for use by other cards.
Common Synchronization	The DAG card time synchronisation connector supports a Pulse-Per-Second (PPS) input signal, using RS-422 signalling levels. Common synchronisation sources include GPS or CDMA (cellular telephone) time receivers
	Endace also provides the TDS 2 Time Distribution Server modules and the TDS 6 units that enable you to connect multiple DAG cards to a single GPS or CDMA unit.
	For more information please refer to the Endace website at <u>http://www.endace.com/accessories.htm</u> , or the <i>TDS 2/TDS 6 Units Installation Manual</i> .

Timestamps ERF files contains a hardware generated timestamp of each packet's arrival. The arrival time can be either the point at which the start of the packet arrives (head) or the point at which the end of the packet arrives (tail).

See *Default Configuration* in *Chapter 3: Card Configuration* earlier in this user guide for more information on configuring the timestamp head/tail option

The format of this timestamp is a single little-endian 64-bit fixed point number, representing the number of seconds since midnight on the January 1970.

The high 32-bits contain the integer number of seconds, while the lower 32bits contain the binary fraction of the second. This allows an ultimate resolution of 2-32 seconds, or approximately 233 picoseconds.

The ERF timestamp allows you to find the difference between two timestamps using a single 64-bit subtraction. You do not need to check for overflows between the two halves of the structure as you would need to do when comparing Unix time structures.

Different DAG cards have different actual resolutions. This is accommodated by the lowermost bits that are not active being set to zero. In this way the interpretation of the timestamp does not need to change when higher resolution clock hardware is available.

Example

Below is example code showing how a 64-bit ERF timestamp (erfts) can be converted into a struct timeval representation (tv):

Configuration Tools

The DUCK is very flexible, and can be used with or without an external time reference. It can accept synchronisation from several input sources, and also be made to drive its synchronisation output from one of several sources.

Synchronisation settings are controlled by the dagclock utility.



Note: You should only run dagclock after you have loaded the appropriate Xilinx images. If at any stage you reload the Xilinx images you must rerun dagclock to restore the configuration.

dagclock -h

Usage:	dagclock	[-hvVxk]	[-d	dag]	[–K	<timeout>]</timeout>	[-1	<threshold>]</threshold>	[option]

-h	help,usage	this page
-v	verbose	increase verbosity
-V	version	display version information
-x	clearstats	clear clock statistics
-k	sync	wait for duck to sync before exiting
-d	dag	the DAG device
-K	timeout	sync timeout in seconds, default 60
-1	threshold	health threshold in ns, default 596

Option:

default	RS422 in, none out
none	None in, none out
rs422in	RS422 input
hostin	Host input (unused)
overin	Internal input (synchronise to host clock)
auxin	Aux input (unused)
rs422out	Output the rs422 input signal
loop	Output the selected input
hostout	Output from host (unused)
overout	Internal output (master card)
set	Set DAG clock to PC clock
reset	Full clock reset. Load time from PC, set rs422in, none out

Note: By default, all DAG cards listen for synchronisation signals on their RS-422 port, and do not output any signal to that port

dagcloc	k -d dag0					
muxin	rs422					
muxout	none					
status	Synchronised Threshold 596ns Failures 0 Resyncs 0					
error	Freq -30ppb Phase -60ns Worst Freq 75ppb Worst Phase 104ns					
crystal	l Actual 100000028Hz Synthesized 67108864Hz					
input	Total 3765 Bad 0 Singles Missed 5 Longest Sequence Missed 1					
start	Thu Apr 28 13:32:45 2005					
host	Thu Apr 28 14:35:35 2005					
dag	Thu Apr 28 14:35:35 2005					

Card with Reference

Overview

To obtain the best timestamp accuracy you should connect the DAG card to an external clock reference, such as a GPS or CDMA time receiver.

To use an external clock reference source, the host PC's clock must be accurate to UTC to within one second. This is used to initialise the DUCK.

When the external time reference source is connected to the DAG card time synchronisation connector, the card automatically synchronises to a valid signal.

Pulse Signal from External Source

The DAG time synchronisation connector supports an RS-422 (PPS) signal from an external source. This is derived directly from an external reference source, or distributed through the Endace TDS 2 (Time Distribution Server) module which allows two DAG cards to use a single receiver. It is also possible for more than two cards to use a single receiver by "daisy-chaining" TDS-6 expansion modules to the TDS-2 module. Each TDS-6, module provides outputs for an additional 6 DAG cards.

Synchronise to an external source as follows:

```
dagclock -d dag0
muxin rs422
muxout none
status Synchronised Threshold 596ns Failures 0 Resyncs 0
error Freq 30ppb Phase -15ns Worst Freq 2092838ppb Worst Phase
33473626ns
crystal Actual 100000023Hz Synthesized 67108864Hz
input Total 225 Bad 0 Singles Missed 1 Longest Sequence Missed 1
start Thu Apr 28 14:55:20 2005
host Thu Apr 28 14:59:06 2005
dag Thu Apr 28 14:59:06 2005
```

Connecting the Time Distribution Server

You can connect the TDS 2 module to the DAG card using standard RJ-45 Ethernet cable including existing RJ-45 building cabling. The TDS may be located up to 600m (2000ft) from the DAG card depending upon the quality of the cable used, possible interference sources and other environmental factors. Please refer to the *TDS2/TDS6 User Guide* for more in formation

Caution: Never connect a DAG card and/or the TDS 2 module to active Ethernet equipment or telephone equipment.

Testing the Signal

For Linux and FreeBSD, when a synchronisation source is connected the driver outputs messages to the console log file /var/log/messages.

To test the signal is being received correctly and has the correct polarity use the dagpps tool as follows:

dagpps -d dag0

dagpps measures the input state many times over several seconds, displaying the polarity and length of input pulse. The DAG 3.7T card also has an LED indicator for synchronisation (PPS) signals. See *Chapter 3: Configuring the Card* earlier in this User Guide for more information.

Single Card No Reference

When a single card is used with no external reference, the card can be synchronised to the host PC clock. Most PC clocks are not very accurate by themselves, but the DUCK drifts smoothly at the same rate as the PC clock.

If a PC is running NTP to synchronise its own clock, then the DUCK clock is not as smooth because the PC clock is adjusted in small jumps. However the DUCK clock does not drift away from UTC.

The synchronisation achieved with this method is not as accurate as using an external reference source such as GPS.

The DUCK clock is synchronized to a PC clock by setting input synchronization selector to overflow as follows:

```
dagclock -d dag0 none overin
muxin
      overin
muxout none
status Synchronised Threshold 11921ns Failures 0 Resyncs 0
       Freq 1836ppb Phase 605ns Worst Freq 143377ppb Worst
error
Phase 88424ns
crystal Actual 49999347Hz Synthesized 16777216Hz
input
       Total 87039 Bad 0 Singles Missed 0 Longest Sequence
Missed 0
start Wed Apr 27 14:27:41 2005
host
       Thu Apr 28 14:38:20 2005
       Thu Apr 28 14:38:20 2005
daq
```

Two Cards NoOverviewReferenceIf you are us

If you are using two DAG cards in a single host PC with no reference clock, you must synchronise the cards using the same method if you wish to compare the timestamps between the two cards. You may wish to do this for example if the two cards monitor different directions of a single full-duplex link. You can synchronise the cards in two ways:

- One card can be a clock master for the second. This is useful if you want both cards to be accurately synchronised with each other, but not so for absolute time of packet time-stamps, or
- One card can synchronise to the host and also act as a master for the second card

Two Cards NoSynchronising with Each OtherReference
(cont.)Although the master card's clock will drift against UTC, the cards will still be
locked together. This is achieved by connecting the time synchronisation
connectors of both cards using a standard RJ-45 Ethernet cross-over cable.

Configure one of the cards as the master so that the other defaults to being a slave as follows:

```
dagclock -d dag0 none overout
muxin none
muxout over
status Not Synchronised Threshold 596ns Failures 0 Resyncs 0
error Freq Oppb Phase Ons Worst Freq Oppb Worst Phase Ons
crystal Actual 10000000Hz Synthesized 67108864Hz
input Total 0 Bad 0 Singles Missed 0 Longest Sequence Missed 0
start Thu Apr 28 14:48:34 2005
host Thu Apr 28 14:48:34 2005
dag No active input - Free running
```

Note: The slave card configuration is not shown as the default configuration will work.

Synchronising with Host

To prevent the DAG card clock time-stamps drifting against UTC, the master can be synchronised to the host PC's clock which in turn utilises NTP. This then provides a master signal to the slave card.

Configure one card to synchronize to the PC clock and output a RS-422 synchronization signal to the second card as follows:

```
dagclock -d dag0 none overin overout
muxin over
muxout over
status Synchronised Threshold 11921ns Failures 0 Resyncs 0
error Freq -691ppb Phase -394ns Worst Freq 143377ppb Worst Phase
88424ns
crystal Actual 49999354Hz Synthesized 16777216Hz
input Total 87464 Bad 0 Singles Missed 0 Longest Sequence Missed 0
start Wed Apr 27 14:27:41 2005
host Thu Apr 28 14:59:14 2005
dag Thu Apr 28 14:59:14 2005
```

The slave card configuration is not shown, the default configuration is sufficient.

Connector Pin-outs

Overview

DAG cards have an 8-pin RJ45 connector with two bi-directional RS422 differential circuits, A and B. The PPS signal is carried on circuit A, and the serial packet is connected to the B circuit.

Pin Assignments

The 8-pin RJ45 connector pin assignments and plugs and sockets are shown below:



Normally you should connect the GPS input to the A channel input (pins 3 and 6).

The DAG card can also output a synchronization pulse for use when synchronizing two DAG cards without a GPS input. The synchronization pulse is output on the Out A channel (pins 1 and 2).

Ethernet Crossover Table

You can use a standard Ethernet crossover cable to connect the two cards as shown below:

TX_A+	1	3	RX_A+
TX_A-	2	6	RX-A-
RX_A+	3	1	TX_A+
RX_B+	4	7	TX_B+
RX_B-	5	8	TX_B-
RX_A-	6	2	TX_A-
TX_B+	7	4	RX_B+
TX_B-	8	5	RX_B-

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Chapter 6: Data Formats

Overview

DAG Cards produce trace files in their own native format called ERF (Extensible Record Format). The ERF type depends upon the type of connection you are using to capture data.

The DAG 7.1S supports the following ERF Types:

ERF Type	Description
1	TYPE_HDLC_POS
1	PoS with HDLC Framing
2	TYPE_ATM
5	ATM Cell
4	TYPE_AAAL5
4	Reassembled AAL5 Frame
5	TYPE_MC_HDLC:
5	Multi-channel HDLC Frame Record
7	TYPE_MC_ATM
/	Multi-Channel ATM Cell Record
0	TYPE_MC-AAL5
9	Multi Channel AAL5 Frame Record
12	TYPE_MC-AAL2
12	Multi Channel AAL2 Frame Record
19	TYPE_AAL2
18	Reassembled AAL2 Frame

The ERF file contains a series of ERF records with each record describing one packet. An ERF file consists only of ERF records, there is no special file header which allows concatenation and splitting to be performed arbitrarily on ERF record boundaries.

Generic Header

All ERF records share some common fields. Timestamps are in little-endian (Pentium native) byte order. All other fields are in big-endian [network] byte order. All payload data is captured as a byte stream, no byte re-ordering is applied.

The generic ERF header for concatenated (clear) links is shown below.

Byte 3	Byte 2	Byte 1	Byte 0					
timestamp								
timestamp								
type	type flags rlen							
lctr wlen								
(rlen - 16) bytes of record								

Generic Header (cont.)

The generic ERF header for <u>channelised</u> links is shown below:

Byte 3	Byte 2	Byte 1	Byte 0	
timestamp				
timestamp				
type	flags	rlen		
lctr		wlen		
MCH (Multichannel header)				
((rlen - 20) by	tes of packe	t	

timestamp The time of arrival of the cell, an ERF 64-bit timestamp. See *Timestamps* in *Chapter 6: Synchronising Clock Time* earlier in this User Guide for more information on timestamps.

type

One of the following: TYPE HDLC POS 1: 3: TYPE_ATM 4: TYPE_AAAL5 TYPE_MC_HDLC 5: 7: TYPE_MC_ATM 9: TYPE_MC_AAL5 12: TYPE MC AAL2 18: TYPE_AAL2

flags

This byte is divided into several fields as follows:

- 1-0: Enumerates capture interface 0-3
- 2: Varying record lengths
- 3: Truncated record (insufficient buffer space)
- 4: RX error (link layer error)
- 5: DS error (internal error)
- 6: Reserved
- 7: General direction bit. This bit has two uses, it indicates from where a packet has arrived, either the host or line, and enables the XScale to target the packet at either the host or line. The direction bit can be interpreted in the context of either the Rx or Tx hole

In the XScale/Host Rx hole, a value of "1" indicates the ERF has arrived from the line. A value of "0" indicates the record was received from the host.

In the XScale Tx hole, a value of "1" tells the ERF Mux to direct packets to the line. Avalue of "0" directs packets to the host.

rlen Record length. Total length of the record transferred over the PCI bus to storage.

	lctr	Depending upon the ERF type this 16 bit field is either a loss counter of colour field. The loss counter records the number of packets lost between the DAG card and the memory hole due to overloading on the PCI bus.		
	wlen	Wire length. Packet length including some protocol overhead. The exact interpretation of this quantity depends on physical medium.		
Type-5 Record	The format TYPE_MC	of the multichannel header for channelised links used for _HDLC is shown below:		
	This header is divided into several bit fields as follows::			
	0-9: Connection number (0-511)			
	10-15: Rese	erved		
	16-23: Reserved			
	24: FCS Error			
	25: Short Record Error (<5 Bytes)			
	26: Long Record Error (>2047 Bytes)			
	27: Aborted	l Frame Error		
	28: Octet E	rror		
	29: Lost By	te Error		
	30: 1 st Rec. configured.	This is the first record received since the connection was		
	31: Reserve	ed		

Type-7 Record	The format of the multichannel header for channelized links used for TYPE_MC_ATM is shown below:	
	This header is divided into several bit fields as follows:	
	0-9: Connection number (0-1023) or IMA group ID	
	10-14: Reserved	
	15: Multiplexed from IMA into ATM stream	
	16-19: Physical port (0-15) cell was captured on	
	20-23: Reserved	
	24: Lost Byte Error	
	25: HEC corrected	
	26: OAM Cell CRC-10 Error (not implemented)	
	27: OAM Cell	
	28: 1 st Rec. This is the first record received since the connection was configured.	
	29-31: Reserved	
Type-9 Record	The format of the multichannel header for channelized links used for TYPE_MC_AAL5 is shown below:	
	This header is divided into several bit fields as follows:	
	0-9: Connection number (0-1023)	
	10-15: Reserved	
	16-19: Physical port (0-15) cell was captured on	
	20: CRC Checked	
	21: CRC Error	
	22: Length checked	
	22. Dengui encencu	
	23: Length Error	
	23: Length Error 24-27: Reserved	
	 23: Length Error 24-27: Reserved 28: 1st Rec. This is the first record received since the connection was configured. 	
	 23: Length Error 24-27: Reserved 28: 1st Rec. This is the first record received since the connection was configured. 29-31: Reserved 	

Type-12
RecordThe format of the multichannel header for channelized links used for
TYPE_MC_AAL2 is shown below:
This header is divided into several bit fields as follows:
0-9: Connection number (0-1023)
10-12: Reserved (possible extra connection numbers)
13-15: Reserved (indication of AAL2 type)
16-19: Physical port (0-15) cell was captured on
20: Reserved
21: 1st Rec. This is the first record received since the connection was
configured.
22: MAAL Error
23: Length Error
24-31: Reserved

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Chapter 7 Troubleshooting

Reporting Problems

If you have problems with a DAG card or Endace supplied software which you are unable to resolve, please contact Endace Customer Support at support@endace.com.

Supplying as much information as possible enables Endace Customer Support to be more effective in their response to you. The exact information available to you for troubleshooting and analysis may be limited by nature of the problem. However the following items will assist a quick resolution:

- DAG card[s] model and serial number.
- Host PC type and configuration.
- Host PC operating system version
- DAG software version package in use
- Any compiler errors or warnings when building DAG driver or tools
- For Linux and FreeBSD, messages generated when DAG device driver is loaded. These can be collected from command dmesg, or from log file /var/log/syslog.
- Output of daginf
- Firmware versions from dagrom –x.
- Physical layer status reported by: dagthree
- Network link statistics reported by: dagthree -si
- Network link configuration from the router where available.
- Contents of any scripts in use.
- Complete output of session where error occurred including any error messages from DAG tools. The typescript Unix utility may be useful for recording this information.
- A small section of captured packet trace illustrating the problem.