3.4 Network Performance Status Check

These tasks are related to activities involving device reachability, device interface and WAN link status.

3.4.1 TASK | Stablenet – Interface Status

TASK DETAILS:

This task verifies the interface status of every device in the network. It can be performed using the Default measurement tree.

TASK PROPERTIES:

Main Product: SIS TEL ATN NMS, SIS TEL ATN VCX, SIS TEL ATN DATA SOLUTION, SIS TEL ATN GRAVAÇÃO AND SIS TEL ATN VSAT

Frequency: Monthly

Level: Base

Expected Duration: 60min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All network devices

CONFIGURATION ITEM:

N/A

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – Interfaces alarm.

CORRECTIVE ACTIONS:

After identifying the alarmed interface(s), send a technician to check the status LED of the interface.

1 - Check if the cable is correctly connected to the interface. If the cable is disconnected, reconnect it. Check the connection.

2 - If there is still no connection, verify if the conectors of the cable are OK. Use a Network Cable Tester.

3 – If the issue persists, check the configuration of the interface on the Switch/Router.

- Verify the interface is up/down;
- Check the Interface configuration;
- Check switch logs if any configuration was recently changed;

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: For more details, see the item 7.2.4 "Interface" of the document **16B StableNet-Back-Office-Manual** pages 118 and 119.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from each device and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The "Default Measurement Tree" can be used for a view of the alerts.
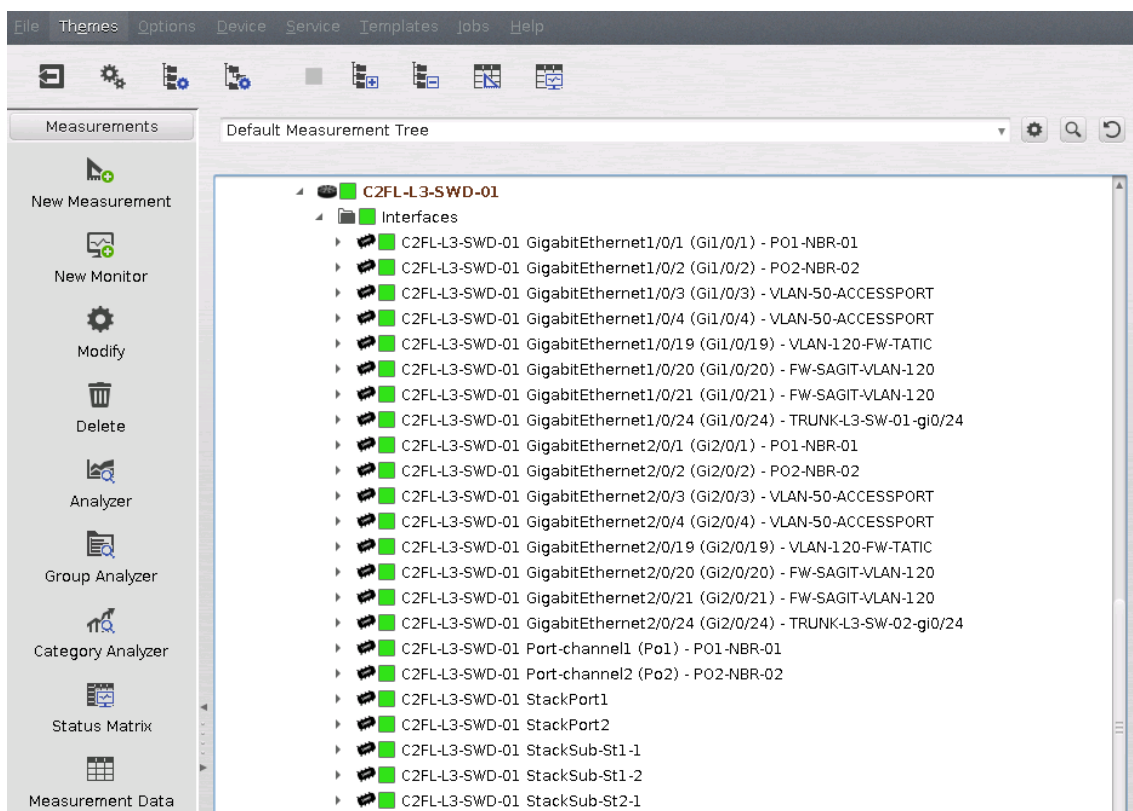

Fig. 20: StableNet – "Default Measurement Tree – Interface Status"

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Reachability Failure
Effect	Device Unavailability
Cause	Interface Failure / Device Failure
Solution	Change Interface / Replace Device

3.4.2   TASK | Stablenet – Device Reachability

TASK DETAILS:

This task verifies the reachability of every device of the network. It can be performed using the Default measurement tree, which checks the connectivity of all devices via **VLAN50** only.

Also, the weather map of the devices will display the status of every device.

TASK PROPERTIES:

Main Product: SIS TEL ATN NMS, SIS TEL ATN VCX, SIS TEL ATN DATA SOLUTION, SIS TEL ATN GRAVAÇÃO AND SIS TEL ATN VSAT

Frequency: Weekly

Level: Base

Expected Duration: 30min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All devices of the network.

CONFIGURATION ITEM:

N/A.

PRE-REQUISITES:

In case of unavailability of any of the below-mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – device alarm.

CORRECTIVE ACTIONS:

Before ask local technician to check the device, there are some steps which can be done remotely in order to check the connection. The Default Measurement Tree only shows if the connectivity from **VLAN50** is lost, but in several devices, there is connectivity in other VLANs.

1 – Check If the rest of the site network of all devices are still reachable;

2 – Log in to a local device and check the connectivity of the unreachable devices in the LAN segment;

3 – Check the switch/router where the effected device is connected to.

- Verify the interface is up/down;
- Check the Interface configuration;
- Check switch logs if any configuration was recently changed;

If all the steps above are OK, contact a local technician and follow the steps below.

4 – Is the device turned on?

5 – Check the cable. Is it connected and is the interface LED blinking? If the cable is disconnected, reconnect it. Check if there is connection. If not, try to change the interface to see if there is an issue with the specific interface as regarded in 3.4.1.

6 – If there is still no connection, verify if the conectors of the cable are OK. Use a Network Cable Tester.

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: For more details, see the item 7.2.1 "Health" pages 116 and 117 from the document **16B StableNet-Back-Office-Manual** and item 10.5.1 "Device List" pages 133 and 134 from the document **StableNet-User-Manual**.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from each device and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

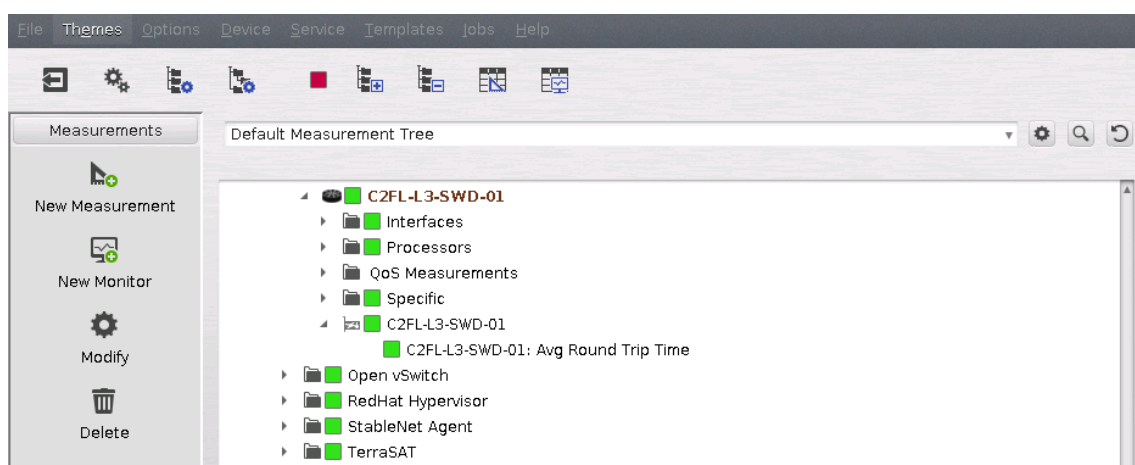The "Default Measurement Tree" can be used for monitoring.

Fig. 21: StableNet – "Default Measurement Trees – Avg Roud Trip Time"

The Weather Map of the devices can also be used as a tool for a more complete view.

Fig. 22: StableNet – Weather Map CINDACTA X – VCX-IPs"

Any device with an alarm will be shown in its site tree. All site trees can be expanded for a more detailed view.

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Reachability Failure
Effect	Device Unavailability
Cause	Device Failure
Solution	Replace Device