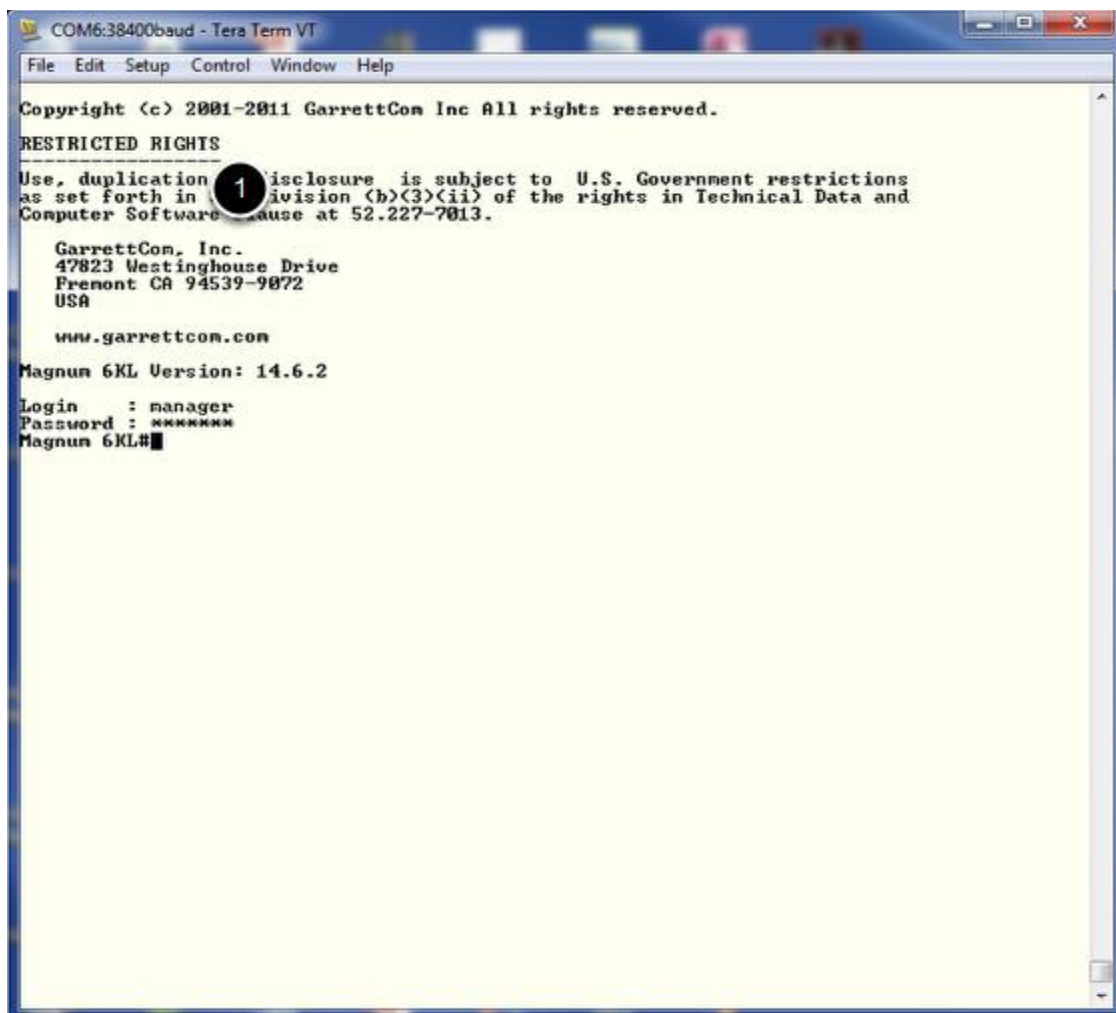


Data Collection from Magnum 6K/ 10K series switches for Troubleshooting

Information needed from the customer to troubleshoot their network problem connected with Garrettcom 6K/10K series switches

Please provide the following information from a troubled switch or switches in the network:

1. Network topology of the network with switch IP addresses and devices connected to them
2. Was there any changes made to the switch configuration or any new switches added to the network recently?
3. When did you first notice the problem with the network?
4. Use switch console port to get CLI (command line) access to the switch
5. Login to the switch using login and password (created by you), or Factory default login: manager
Password: manager (all lower case letters)

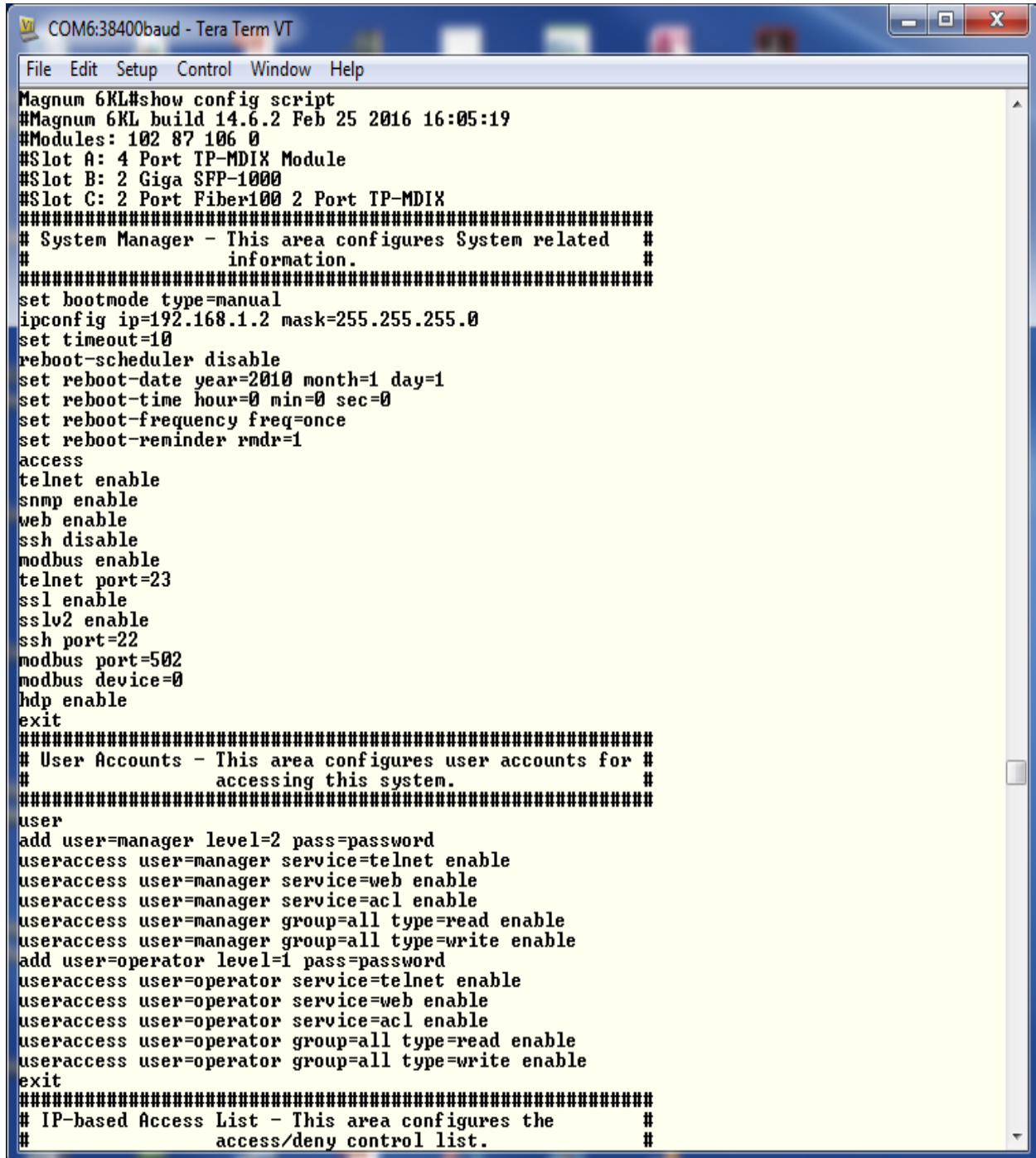


```
COM6:38400baud - Tera Term VT
File Edit Setup Control Window Help
Copyright (c) 2001-2011 GarrettCom Inc All rights reserved.
RESTRICTED RIGHTS
Use, duplication, disclosure is subject to U.S. Government restrictions
as set forth in Division (b)(3)(ii) of the rights in Technical Data and
Computer Software, Cause at 52.227-7013.
GarrettCom, Inc.
47823 Westinghouse Drive
Fremont CA 94539-9872
USA
www.garrettcom.com
Magnum 6KL Version: 14.6.2
Login : manager
Password : ****
Magnum 6KL#
```

Once logged in, please run following commands, and capture output in a text file, and attach it to a ticket created in parature.

Run switch configuration command "show config script" at the console prompt. See the screenshot of output below

Magnum 6KL#show config script



```
Magnum 6KL#show config script
#Magnum 6KL build 14.6.2 Feb 25 2016 16:05:19
#Modules: 102 87 106 0
#Slot A: 4 Port TP-MDIX Module
#Slot B: 2 Giga SFP-1000
#Slot C: 2 Port Fiber100 2 Port TP-MDIX
#####
# System Manager - This area configures System related #
# information. #
#####
set bootmode type=manual
ipconfig ip=192.168.1.2 mask=255.255.255.0
set timeout=10
reboot-scheduler disable
set reboot-date year=2010 month=1 day=1
set reboot-time hour=0 min=0 sec=0
set reboot-frequency freq=once
set reboot-reminder rmdr=1
access
telnet enable
snmp enable
web enable
ssh disable
modbus enable
telnet port=23
ssl enable
sslv2 enable
ssh port=22
modbus port=502
modbus device=0
hdp enable
exit
#####
# User Accounts - This area configures user accounts for #
# accessing this system. #
#####
user
add user=manager level=2 pass=password
useraccess user=manager service=telnet enable
useraccess user=manager service=web enable
useraccess user=manager service=acl enable
useraccess user=manager group=all type=read enable
useraccess user=manager group=all type=write enable
add user=operator level=1 pass=password
useraccess user=operator service=telnet enable
useraccess user=operator service=web enable
useraccess user=operator service=acl enable
useraccess user=operator group=all type=read enable
useraccess user=operator group=all type=write enable
exit
#####
# IP-based Access List - This area configures the #
# access/deny control list. #
```

Collect log information from the switch. Run "show log" command at the console prompt, see the output screenshot below:

Magnum 6KL#show log

```
COM6:38400baud - Tera Term VT
File Edit Setup Control Window Help
Magnum 6KL#show log
S    DATE      TIME      Log Description
---
Info 03-10-2002 03:51:49 P.M SYSMGR:Added User manager Level Manager
Info 03-10-2002 03:51:49 P.M SYSMGR:Added User operator Level Operator
Info 03-10-2002 03:51:49 P.M AUTH:Authentication Disabled
Note 03-10-2002 03:51:49 P.M SYSMGR:System Was Rebooted By Console Cmd
Info 03-10-2002 03:51:57 P.M PORT:Port 1 Link Up
Note 03-10-2002 03:51:58 P.M LACP:Port 5 Added to Trunk 2
Note 03-10-2002 03:52:03 P.M CLI:Session Started from Console
Note 03-10-2002 03:52:07 P.M LACP:Port 5 Set as Primary on Trunk 2
Note 03-10-2002 03:52:12 P.M CLI>User manager Login From Console
Info 03-10-2002 03:56:04 P.M PORT:Port 5 Link Down
Info 03-10-2002 03:56:04 P.M PORT:Port 5 Link Up
Info 03-10-2002 03:56:25 P.M PORT:Port 5 Link Down
Info 03-10-2002 03:56:25 P.M PORT:Port 5 Link Up
Note 03-10-2002 03:56:38 P.M LACP:Trunk 2 is Deactivated
Note 03-10-2002 03:56:43 P.M LACP:Port 5 Deleted From Trunk 2
Note 03-10-2002 04:02:15 P.M CLI:Session Timed Out for User manager on Console
Note 03-10-2002 04:02:15 P.M CLI:Session Term. User manager on Console
Info 03-11-2002 01:05:20 P.M PORT:Port 5 Link Down
Info 03-11-2002 01:21:57 P.M PORT:Port 1 Link Down
Info 03-11-2002 01:22:34 P.M PORT:Port 6 Link Up
Info 03-11-2002 01:23:26 P.M PORT:Port 5 Link Up
Note 03-11-2002 01:41:57 P.M CLI:Session Started from Console
Note 03-11-2002 01:42:04 P.M CLI>User manager Login From Console
Info 03-11-2002 01:48:12 P.M VLAN:Vlan Id 10 name SCADA added on ports 1,5-6
Info 03-11-2002 01:48:33 P.M VLAN:Vlan Id 11 name MODBUS added on ports 2,5-6
Info 03-11-2002 01:48:46 P.M VLAN:Vlan Id 12 name RTU added on ports 3,5-6
Info 03-11-2002 01:48:58 P.M VLAN:Vlan Id 13 name VIDEO added on ports 4-6
Info 03-11-2002 01:49:20 P.M VLAN:Port 5 Vlan Id 10 status Tagged
Info 03-11-2002 01:49:20 P.M VLAN:Port 6 Vlan Id 10 status Tagged
Info 03-11-2002 01:49:31 P.M VLAN:Port 5 Vlan Id 11 status Tagged
Info 03-11-2002 01:49:31 P.M VLAN:Port 6 Vlan Id 11 status Tagged
Info 03-11-2002 01:49:38 P.M VLAN:Port 5 Vlan Id 12 status Tagged
Info 03-11-2002 01:49:38 P.M VLAN:Port 6 Vlan Id 12 status Tagged
Info 03-11-2002 01:49:46 P.M VLAN:Port 5 Vlan Id 13 status Tagged
Info 03-11-2002 01:49:46 P.M VLAN:Port 6 Vlan Id 13 status Tagged
Info 03-11-2002 01:50:07 P.M VLAN:Vlan Id 10 started
Info 03-11-2002 01:50:07 P.M VLAN:Vlan Id 11 started
Info 03-11-2002 01:50:07 P.M VLAN:Vlan Id 12 started
Info 03-11-2002 01:50:07 P.M VLAN:Vlan Id 13 started
Info 03-11-2002 01:50:16 P.M MSTP:STP type set to MSTP
Info 03-11-2002 01:51:25 P.M MSTP: MSTP Topology Change
Debug 03-11-2002 01:51:43 P.M SYSMGR:Configuration Saved to Flash
Info 03-11-2002 01:57:18 P.M MSTP: MSTP Topology Change
Info 03-11-2002 01:57:18 P.M PORT:Port 5 Link Down
Info 03-11-2002 01:57:24 P.M PORT:Port 5 Link Up
Info 03-11-2002 01:57:53 P.M MSTP: MSTP Topology Change
Info 03-11-2002 01:57:53 P.M MSTP: MSTP Topology Change
Info 03-11-2002 01:57:53 P.M PORT:Port 5 Link Down
Info 03-11-2002 01:57:53 P.M PORT:Port 5 Link Up
```

Below are some more command outputs that will be helpful.

Magnum 6KL#show modules

Magnum 6KL#show ports

Magnum 6KL#show vlan

Magnum 6KL#show stats port= 1(or use the port number that is connected to another switch)