

Trouble shooting Corrupt Domain Capture on Xgig blade.

Memory Diagnostics for Xgig Analyzer blade

In order to read the trace file which was captured on the Xgig analyzer blade, the trace buffers need to be working and contain valid captures, i.e. not corrupted. If a user cannot read a trace file because of a Trace File corruption, it's best to first verify the memory on the blade is valid and working properly. One way to do this is through the Memory Diagnostics utility.

Memory Diagnostics is executed via the web page and the following instructions:

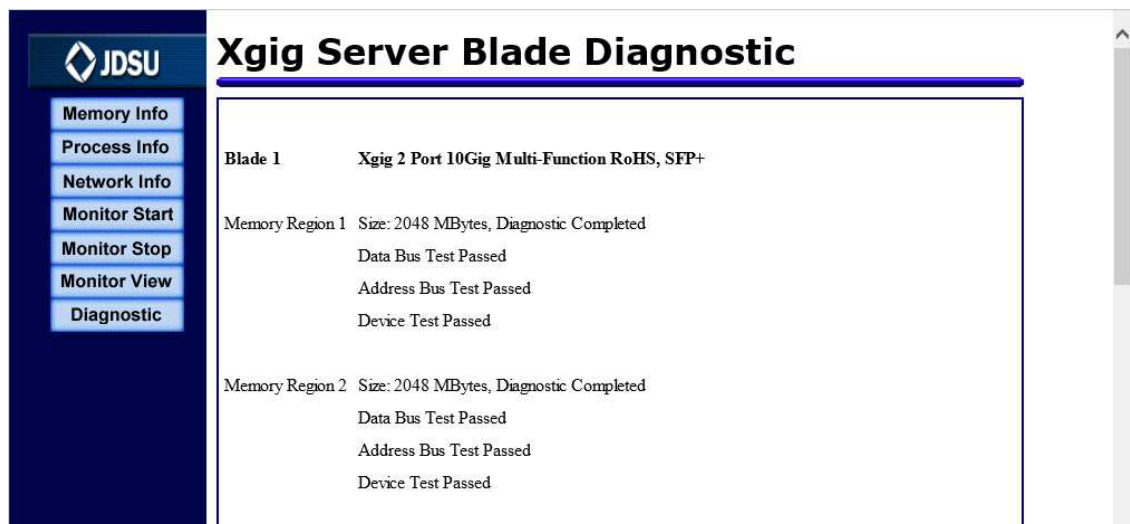
- 1) Open a web browser and log onto the chassis using it's IP address, such as: <http://XgigIPaddress/debug/index.html> Login: JDSU Password: JDSUsnt
- 2) Select the *Diagnostic* option on your left side menu
- 3) Scroll down to the bottom of the page and select "*Start Diagnostic*"
- 4) After starting *Diagnostic*, click on "Show Status" to verify status of test

Note: Only Analyzer ports can be tested for the memory diagnostics. If you have a Jammer only blade license for example, the diagnostics aren't supported and the test will fail.

Below is an example of a successful test and a test that has failed.

If the the Memory Diagnostics test fail, you can first try to power down the chassis, remove the blade (if applicable), and reseal each memory module. n re-insert blade, power Xgig chassis back on and re-run Memory Diagnostics.

Passing Memory Diagnostics:



The screenshot displays the 'Xgig Server Blade Diagnostic' web interface. On the left is a dark blue sidebar with the JDSU logo and a menu containing: Memory Info, Process Info, Network Info, Monitor Start, Monitor Stop, Monitor View, and Diagnostic. The main content area shows the following diagnostic results:

Blade 1	Xgig 2 Port 10Gig Multi-Function RoHS, SFP+
Memory Region 1	Size: 2048 MBytes, Diagnostic Completed
	Data Bus Test Passed
	Address Bus Test Passed
	Device Test Passed
Memory Region 2	Size: 2048 MBytes, Diagnostic Completed
	Data Bus Test Passed
	Address Bus Test Passed
	Device Test Passed

Failing Memory Diagnostics:

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Blade 3      Xgig 2 Port 10Gig Multi-Function RoHS, XFP

Memory Region 1 Size: 2048 MBytes, Diagnostic Completed
Data Bus Test Passed
Address Bus Test Passed
Device Test Stage 1, Memory Compare Failed at 0x124a04fc
Memory Dump:
0x124a04f0 f0 04 4a 12 f4 04 4a 12 f8 04 4a 12 fc 04 4b 12
0x124a0500 00 05 4a 12 04 05 4a 12 08 05 4a 12 0c 05 4a 12
0x124a0510 10 05 4a 12 14 05 4a 12 18 05 4a 12 1c 05 4a 12
0x124a0520 20 05 4a 12 24 05 4a 12 28 05 4a 12 2c 05 4a 12
0x124a0530 30 05 4a 12 34 05 4a 12 38 05 4a 12 3c 05 4a 12
0x124a0540 40 05 4a 12 44 05 4a 12 48 05 4a 12 4c 05 4a 12
0x124a0550 50 05 4a 12 54 05 4a 12 58 05 4a 12 5c 05 4a 12
0x124a0560 60 05 4a 12 64 05 4a 12 68 05 4a 12 6c 05 4a 12
0x124a0570 70 05 4a 12 74 05 4a 12 78 05 4a 12 7c 05 4a 12
0x124a0580 80 05 4a 12 84 05 4a 12 88 05 4a 12 8c 05 4a 12
0x124a0590 90 05 4a 12 94 05 4a 12 98 05 4a 12 9c 05 4a 12
0x124a05a0 a0 05 4a 12 a4 05 4a 12 a8 05 4a 12 ac 05 4a 12
0x124a05b0 b0 05 4a 12 b4 05 4a 12 b8 05 4a 12 bc 05 4a 12
0x124a05c0 c0 05 4a 12 c4 05 4a 12 c8 05 4a 12 cc 05 4a 12
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If the Memory Diagnostics still fail, then please send email to: techsupport-snt@viavisolutions.com and request an RMA# for repair.