



# Calnex Diagnostic Utility (CxDiag) Getting Started Guide

Diagnostic Utility for Paragon-neo and Paragon-100G

This Getting Started Guide describes how to use the Calnex Diagnostic Utility to gather useful diagnostic information from your Paragon-neo or Paragon-100G.

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## 1 Introduction

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When issues arise in the the use of Paragon-neo or Paragon-100G, Calnex Application Experts often require further information in order to help diagnose the problem.

In addition, some issues arise in the use of various optical modules which can be difficult to investigate.

The *CxDiag* utility allows you to gather diagnostic information from your instrument that can then be provided to Calnex Application Experts when required.

### CxDiag Overview

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There are two versions of *CxDiag*: **basic** and **full**. The features supported by each version is listed below.

The **basic** version of *CxDiag* provides the following features:

- Downloads session (capture) files and log files from the instrument
- A pcap file can be generated from a downloaded PTP session
- Collects basic instrument information

The **full** version of *CxDiag* provides the following features in addition to those above:

- Implements a limited all-packet capture facility
- Reads optical module EEPROM contents
- Monitors the performance of active ports and optical modules (e.g. RxPower, BIP errors)

Note: The **full** version of *CxDiag* makes use of unpublished interfaces to the Paragon-neo and Paragon-100G. These interfaces are intended for use by Calnex (or by Calnex scripts) only. No part of the *CxDiag* script should be incorporated into another test script without the explicit, written consent of Calnex Solutions. Any attempt to use the unpublished interfaces may result in your instrument becoming inoperable.

### System Requirements

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*CxDiag* must be run on a Windows-based PC that can connect to your Paragon-neo or Paragon-100G.

Running *CxDiag* requires Tcl version 8.6 or higher, or Tcl 8.5.8.1 with OO extensions installed.

In addition, the *REST* Tcl library (version 1.0.1 or later) is required.

### Installation

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*CxDiag* and associated files are delivered as a zip file. The contents of the zip file should be extracted to a folder of your choice. No further installation is required.

## 2 Using *CxDiag*

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### Running *CxDiag*

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#### *From File Explorer*

Navigate to the location where *CxDiag* has been installed. Double-click the *CxDiag.tcl* file.

Note: This will work only if the default file associations have not been changed since Tcl was installed. If this does not work, then run the script from the command line.

#### *From the Command Line*

Run **cmd.exe** to launch a shell. Change the working directory (*cd*) to the location where *CxDiag* has been installed.

*CxDiag* should now be run by launching a Tcl shell with *CxDiag.tcl* as an argument. An example is shown below:

```
tclsh CxDiag.tcl
```

### File Locations and Data

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All diagnostic data will be stored in the *CxDiag* installation folder. The folder is named:

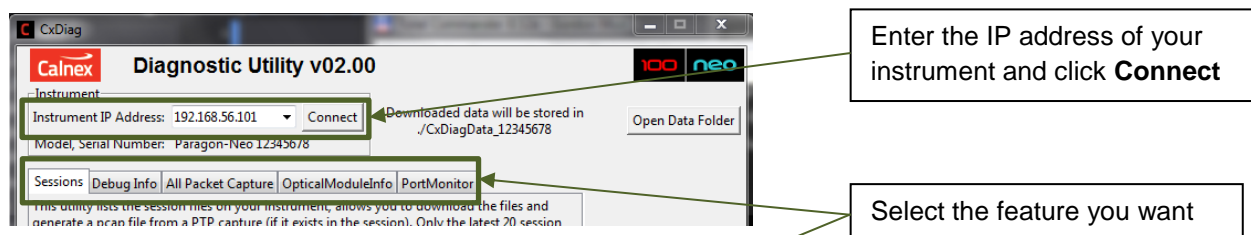
```
CxDiagData_<InstrumentSerialNumber>
```

The entire folder should be zipped up and provided to Calnex Application Experts

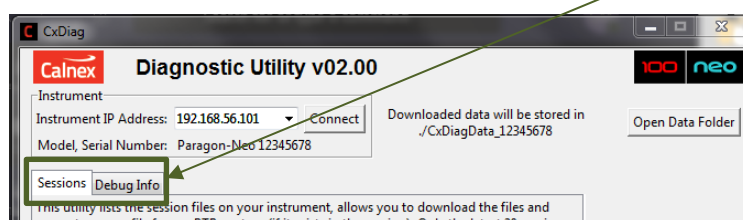
### The *CxDiag* UI

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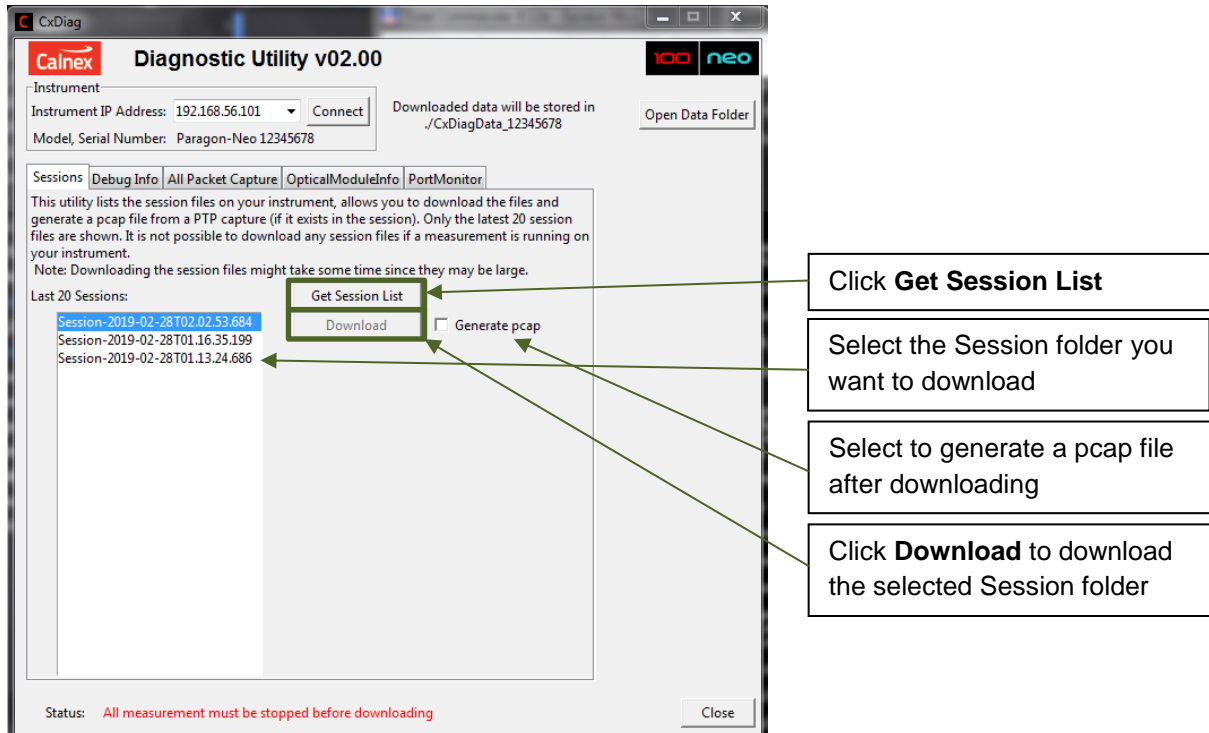
Each major feature has a separate tab on the UI. The full version:



The basic version:



## Sessions



The screenshot shows the 'Sessions' tab in the CxDiag Diagnostic Utility v02.00. The interface includes a 'Get Session List' button and a 'Download' button. A checkbox labeled 'Generate pcap' is also present. The 'Last 20 Sessions' list shows three entries: 'Session-2019-02-28T02:02:53.684', 'Session-2019-02-28T01:16:35.199', and 'Session-2019-02-28T01:13:24.686'. The first session is selected. A status message at the bottom reads: 'Status: All measurement must be stopped before downloading'. Callout boxes on the right provide instructions: 'Click Get Session List', 'Select the Session folder you want to download', 'Select to generate a pcap file after downloading', and 'Click Download to download the selected Session folder'.

The **Sessions** tab allows you to download a specific session folder from your instrument. Only the 20 most recent Sessions are available for download.

If measurements are currently running on your instrument, it is not possible to download; you must stop all measurements first.

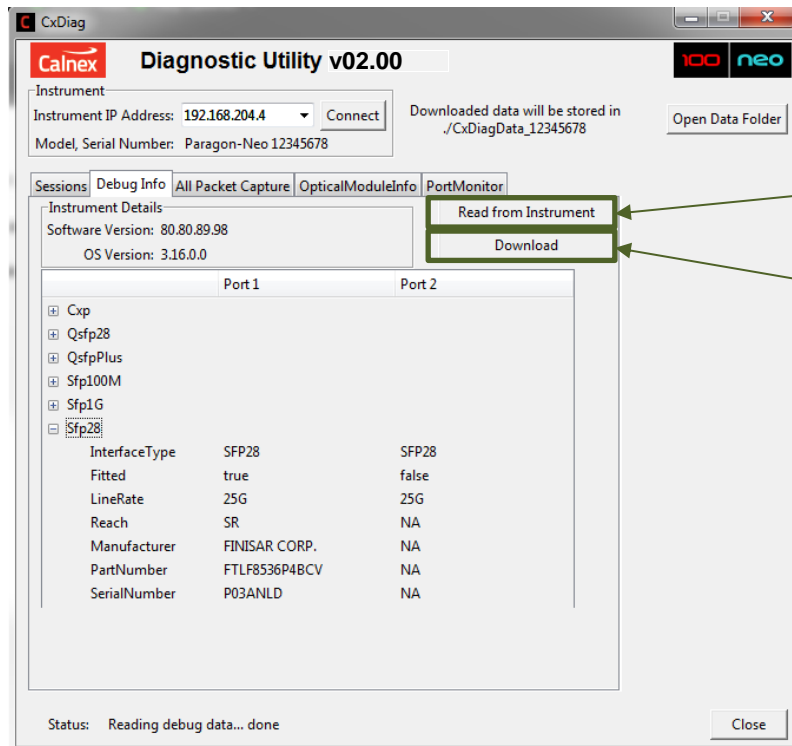
The instrument logs are also downloaded along with the selected Session.

If **Generate pcap** is selected, then a pcap file will be generated from any PTP capture in the downloaded Session.

### Notes:

1. Reading the Session list and downloading the files from the instrument may take some time
2. Downloading session folders and logs is usually possible using File Explorer. This uses Samba to establish a connection with the instrument. In some situations, Samba may be blocked by IT policy. The *CxDiag* utility does not use Samba to download files but HTTP. This means that if you can connect to the instrument using your browser, *CxDiag* will be able to download session folders

## Debug Info



The screenshot shows the CxDiag Diagnostic Utility v02.00 interface. The 'Debug Info' tab is selected, displaying instrument details and a tree view of optical modules. Two callout boxes provide instructions:

- Click **Read from Instrument** to get the instrument details
- Click **Download** to generate the Debug Info file

The instrument details shown are:

- Instrument IP Address: 192.168.204.4
- Model, Serial Number: Paragon-Neo 12345678
- Software Version: 80.80.89.98
- OS Version: 3.16.0.0

The tree view shows the following structure:

- Port 1
  - Cxp
  - Qsfp28
  - QsfpPlus
  - Sfp100M
  - Sfp1G
  - Sfp28
- Port 2
  - Sfp28

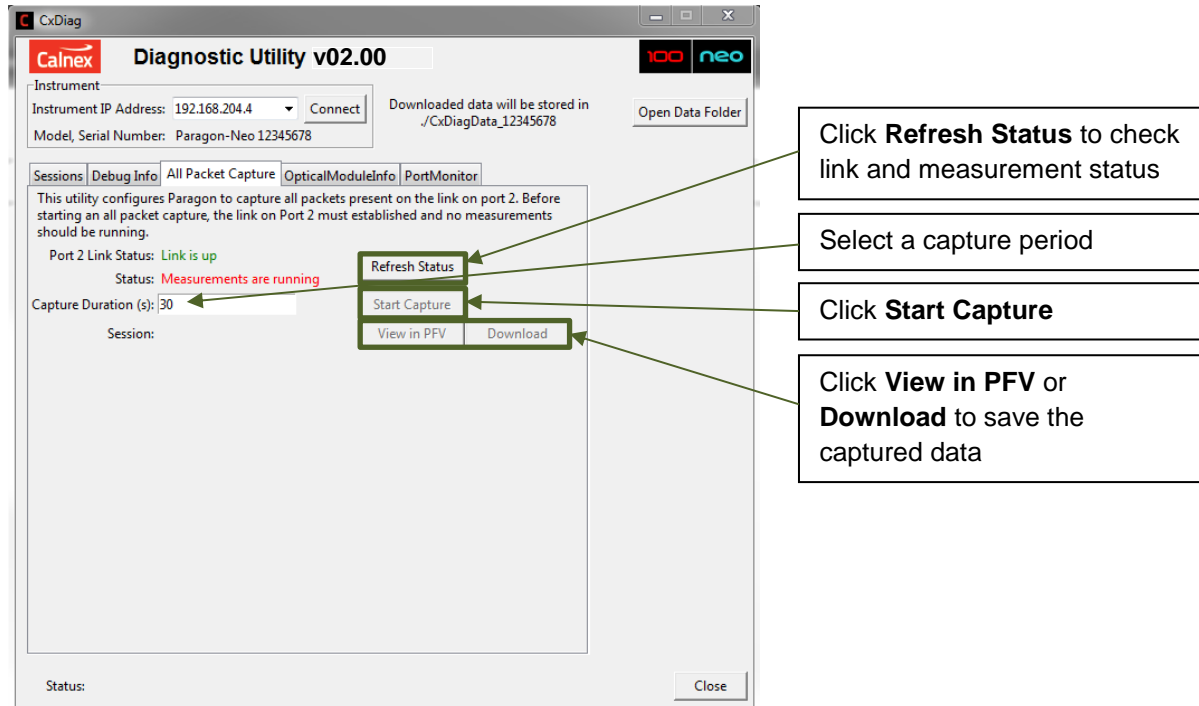
The Sfp28 module details are as follows:

InterfaceType	Port 1	Port 2
Fitted	true	false
LineRate	25G	25G
Reach	SR	NA
Manufacturer	FINISAR CORP.	NA
PartNumber	FTLF8536P4BCV	NA
SerialNumber	P03ANLD	NA

The **Debug Info** tab allows you to see the version numbers of the instrument as well as details of any optical modules inserted in either port of your instrument.

Clicking **Download** generates a text file (debugInfo\_<date>.txt) containing debug information that is useful in diagnosing issues. This will also download the log files from the instrument (and this make take some time).

## All Packet Capture



Click **Refresh Status** to check link and measurement status

Select a capture period

Click **Start Capture**

Click **View in PFV** or **Download** to save the captured data

In normal use, Paragon-neo and Paragon-100G apply a filter to the packets being captured. In some circumstances, it is useful to see all the packets being received by the instrument. The **All Packet Capture** tab disables the instrument filter and then performs a capture for the specified duration. The resulting capture can then be viewed in PFV or the Session folder downloaded to the local PC.

### Notes:

1. The instrument filter will be re-enabled when any subsequent measurements are performed.
2. All measurement must be stopped before an all packet capture can be started.

## Optical Module Info

**Calnex Diagnostic Utility v02.00**

Instrument IP Address: 192.168.204.4  Downloaded data will be stored in ./CxDiagData\_12345678

Model, Serial Number: Paragon-Neo 12345678

Sessions | Debug Info | All Packet Capture | **OpticalModuleInfo** | PortMonitor

This utility reads the EEPROM data from an optical module in a specified port. The list of interfaces presented below are those that are available on your instrument. You must make sure that you select the interface / module type that you have inserted. This utility is intended to interrogate the EEPROM contents even if the instrument does not recognise the module i.e. even if the module shows up as "Not Fitted" in the UI.  
 Note: Downloading the data might take some time since the instrument logs may be large.

Select Port: Port 2

Select Interface: Qsfp28

GPIO Status: Module is inserted

Active Interface: Cxp

Selected EEPROM Contents:

Type:	QSFP28 (00 80:11)
Encoding:	64B/66B (00 8B:05)
BR Nominal:	26.00G
Extended Compliance:	100GBASE-LR4/25GBASE-LR (00 C0:03)

Status:

Select a port

Click **Get Interfaces** to establish which interfaces are available

Select an interface

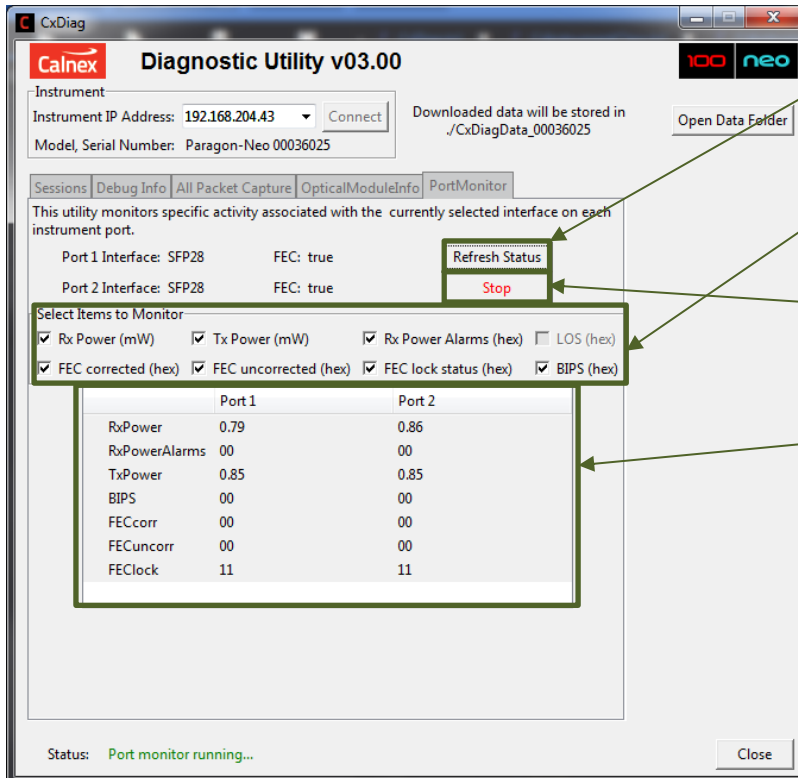
Click **Download** to read the module EEPROM and save contents to a file

Click **Read** to display some details from the module

Notes: The EEPROM can only be read from some interfaces.



## Port Monitor



Click **Refresh Status** to establish which interfaces are selected

Select the items to monitor

Click **Start** to begin monitoring; click **Stop** to stop monitoring

Values for the selected items are displayed and periodically updated.

	Port 1	Port 2
RxPower	0.79	0.86
RxPowerAlarms	00	00
TxPower	0.85	0.85
BIPS	00	00
FECcorr	00	00
FECuncorr	00	00
FEClock	11	11

The **Port Monitor** tab allows a number of items associated with the port / interface to be continuously monitored. The results are written to a file (portMonitor\_<date>.csv).

### Notes:

1. Some interfaces do not support all monitor items.
2. RxPowerAlarms is a bitfield with each bit indicating a low or high power alarm or warning. The contents of the field is defined by the appropriate SFF document. In general, the first reading of this field may be non-zero; thereafter, there should be no warnings or alarms – in other words, if this field shows non-zero after the first reading, this would indicate a problem with Rx power.
3. The BIP counter is cleared on read. In other words, if this field consistently shows a non-zero value, it indicates a problem with the Rx on the associated port.
4. The FECcorr counter (errors corrected by the FEC) is continuous. If this counter increases over time, then this indicates that there are errors on the link but these are being corrected by the FEC. Note: this counter is only meaningful when FEC is enabled.
5. The FECuncorr counter (errors that could not be corrected by the FEC) is continuous. If this counter increases over time, it indicates a problem with the Rx on the associated port.
6. FEClock indicates whether FEC lock is being achieved. If this is non-zero, then this indicates that the FEC is unable to lock on the Rx of the associated port.



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