



Debug Support SOP

VI.2

METANO**A**



SOP list

- SOP01-modem debug environment setup
- SOP 02-Remote debug support by VNC
- SOP 03-Remote debug by public IP address
- SOP 10-Debug modem general problem
- SOP 11-Using connection report to debug modem can't connect
- SOP 12-Debug modem low performance



SOP01-Modem debug environment setup

- When to use:
 - any HW/FW problem that related on Aero
- Please follow SoftwareSupportUserManual.pdf to setup enviroment



SOP 02-Remote debug support by VNC

- When to use:
 - when problem that is not easy to describe and support laptop can be access by internet
- Requirement:
 - ShowMyPC-
 - Download: Metanoia FTP or <http://download2.showmypc.com/ShowMyPCSSH.exe>
 - How to USE: <http://showmypc.com/ShowMyPCUI.html>
- Procedure:
 - Tell metanoia password after you run ShowMyPC



SOP 03-Remote debug by public IP address

- Please setup the devices (HOPE or AWARD) with public IP and can be access from internet
- Tell metanoia the IP



SOP 10-Debug modem general problem



SOP 10.1

- Monitor metanoia group from DslMonitor and sent the screen shot to us



SOP 10.1 - result

Msg - Firmware Ver= 030001, Date= 112707, Time= 200347, Board= 000002, Terminal= 000320, Sign= 474154, Metanoia DSL Monitor (Ver: 1.57 HW: V1.0) - [M...]

dis_Connect Setting Preference MemoryMonitor YDSLStatus CustomerRequest

Variable Setting Monitoring

Production Check: PASS

Checking Msg: PASS

US_Rate=59144
OS_Rate=101180
VCD=8E0000
DpSetting=080000, Others

log: Clear Log Log Only Change

000.012.844.vdsFirmwareTime: 200347
000.012.859.vdsFirmwareVer: 030001
000.012.875.vdsLineConDownMaxInterDelay: 10
000.012.875.vdsLineConDownSlowMaxDataRate: 10
000.012.891.vdsLineConDownTargetSlowBurst: 250
000.012.906.vdsLineConDownTargetSnrMgn: 24
000.012.922.vdsLineConUpMaxInterDelay: 10
000.012.937.vdsLineConUpSlowMaxDataRate: 10
000.012.953.vdsLineConUpTargetSlowBurst: 250
000.012.969.vdsLineConUpTargetSnrMgn: 24
000.012.984.vdsOfFirmwareDate: 112707
000.013.000.vdsOfFirmwareTime: 200347
000.013.016.vdsOfFirmwareVer: 030001
000.013.031.vdsOfIntlvChanBadBlks: 0
000.013.047.vdsOfIntlvChanCurTxRate: 90880
000.013.062.vdsOfIntlvChanFixedOctets: 0
000.013.078.vdsOfIntlvChanInterleaveDelay: 4
000.013.094.vdsOfPerfDataInts: 1
000.013.109.vdsOfPhysCurLineRate: 59136
000.013.109.vdsOfPhysCurSnrMgn: 28
000.013.125.vdsRtFirmwareDate: 112707
000.013.156.vdsRtFirmwareTime: 200347
000.013.172.vdsRtFirmwareVer: 030001
000.013.187.vdsRtIntlvChanBadBlks: 0
000.013.203.vdsRtIntlvChanCurTxRate: 59120
000.013.219.vdsRtIntlvChanFixedOctets: 0
000.013.234.vdsRtIntlvChanInterleaveDelay: 4
000.013.250.vdsRtPerfDataInts: 1
000.013.266.vdsRtPhysCurLineRate: 101088
000.013.297.vdsRtPhysCurSnrMgn: 25
000.013.312.vdsTwConfig: 00004E
000.013.328.vdsTwConfig2: 000002

Monitoring

Refresh: 100 ms Stop Keep History Monitoring -- update completed: 10:43:11

Page: 0 Modem Action: 1-ReTrain Go

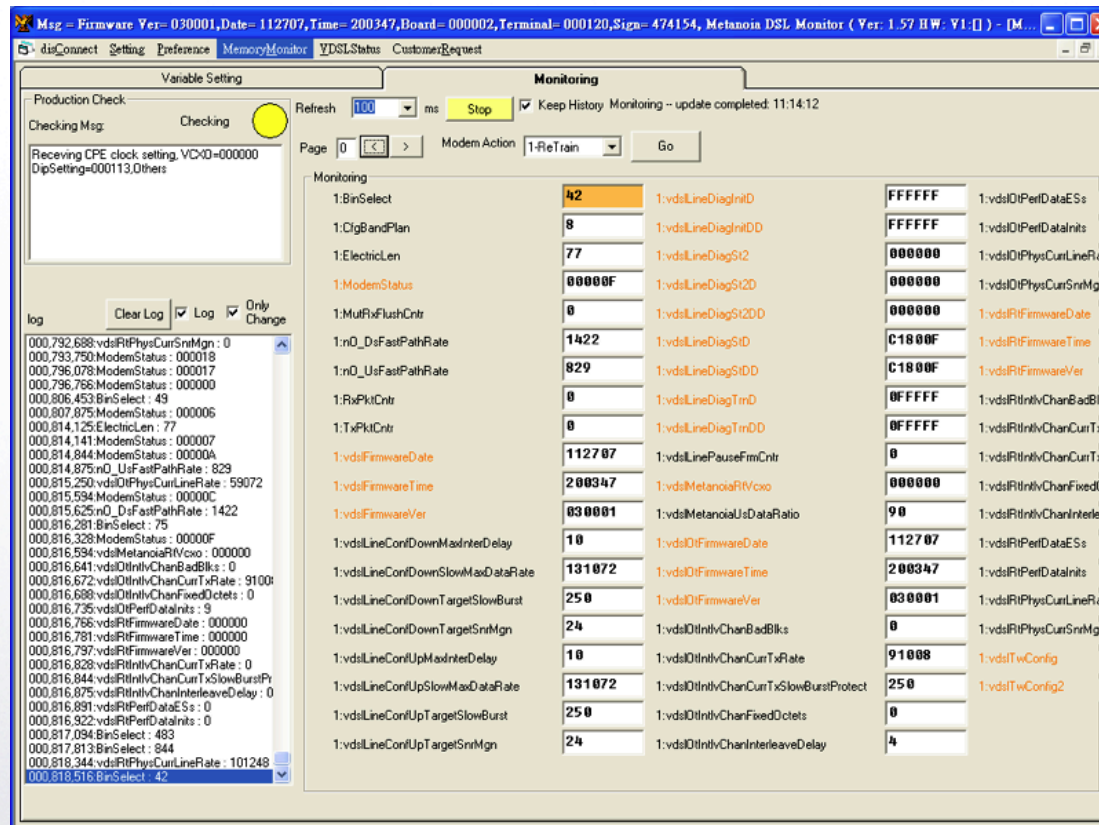
1.vdsFirmwareDate	112707	1.vdsOfPhysCurSnrMgn	28
1.vdsFirmwareTime	200347	1.vdsRtFirmwareDate	112707
1.vdsFirmwareVer	030001	1.vdsRtFirmwareTime	200347
1.vdsLineConDownMaxInterDelay	10	1.vdsRtFirmwareVer	030001
1.vdsLineConDownSlowMaxDataRate	131072	1.vdsRtIntlvChanBadBlks	0
1.vdsLineConDownTargetSlowBurst	250	1.vdsRtIntlvChanCurTxRate	53120
1.vdsLineConDownTargetSnrMgn	24	1.vdsRtIntlvChanFixedOctets	0
1.vdsLineConUpMaxInterDelay	10	1.vdsRtIntlvChanInterleaveDelay	4
1.vdsLineConUpSlowMaxDataRate	131072	1.vdsRtPerfDataInts	1
1.vdsLineConUpTargetSlowBurst	250	1.vdsRtPhysCurLineRate	101088
1.vdsLineConUpTargetSnrMgn	24	1.vdsRtPhysCurSnrMgn	25
1.vdsOfFirmwareDate	112707	1.vdsTwConfig	00004E
1.vdsOfFirmwareTime	200347	1.vdsTwConfig2	000002
1.vdsOfFirmwareVer	030001		
1.vdsOfIntlvChanBadBlks	0		
1.vdsOfIntlvChanCurTxRate	90880		
1.vdsOfIntlvChanFixedOctets	0		
1.vdsOfIntlvChanInterleaveDelay	4		
1.vdsOfPerfDataInts	1		
1.vdsOfPhysCurLineRate	59136		



SOP 10.2

- delete log file first. The path is the same directory of dslmonitor.exe, filename is EyeboxUI_[weekday].log
- Monitor metanoia, debug, advance group of variable, make sure it is logging (this is default)
- connect the phone line, let modem training about 3 mins.
- sent us the log file (EyeboxUI_[weekend].log)

SOP 10.2-processing





SOP 10.2 - result

```
01/31 11:18:26----- Eyebbox Start -----
01/31 11:18:26-
01/31 11:18:29-Connected
01/31 11:18:29-Firmware Ver= 030001,Date= 112707,Time= 200347,Board= 000002,Terminal= 000120,Sign= 474154
01/31 11:18:44-000,018,453:BinSelect : 15
01/31 11:18:44-000,018,469:CfgBandPlan : 8
01/31 11:18:44-000,018,485:ElectricLen : 0
01/31 11:18:44-000,018,500:ModemStatus : 000000
01/31 11:18:44-000,018,500:MutRxFlushCntr : 0
01/31 11:18:44-000,018,516:nO_DsFastPathRate : 64
01/31 11:18:44-000,018,532:nO_UsFastPathRate : 64
01/31 11:18:44-000,018,547:RxPktCntr : 0
01/31 11:18:44-000,018,563:TxPktCntr : 0
01/31 11:18:44-000,018,578:vdslFirmwareDate : 112707
01/31 11:18:44-000,018,594:vdslFirmwareTime : 200347
01/31 11:18:44-000,018,610:vdslFirmwareVer : 030001
01/31 11:18:44-000,018,625:vdslLineConfDownMaxInterDelay : 10
01/31 11:18:44-000,018,641:vdslLineConfDownSlowMaxDataRate : 131072
01/31 11:18:45-000,018,657:vdslLineConfDownTargetSlowBurst : 250
01/31 11:18:45-000,018,672:vdslLineConfDownTargetSnrMgn : 24
01/31 11:18:45-000,018,688:vdslLineConfUpMaxInterDelay : 10
01/31 11:18:45-000,018,703:vdslLineConfUpSlowMaxDataRate : 131072
01/31 11:18:45-000,018,719:vdslLineConfUpTargetSlowBurst : 250
01/31 11:18:45-000,018,735:vdslLineConfUpTargetSnrMgn : 24
01/31 11:18:45-000,018,750:vdslLineDiagInitD : FFFFFF
01/31 11:18:45-000,018,766:vdslLineDiagInitDD : FFFFFF
01/31 11:18:45-000,018,782:vdslLineDiagSt2 : 000000
01/31 11:18:45-000,018,797:vdslLineDiagSt2D : 000000
01/31 11:18:45-000,018,813:vdslLineDiagSt2DD : 000000
01/31 11:18:45-000,018,828:vdslLineDiagStD : C1800F
01/31 11:18:45-000,018,844:vdslLineDiagStDD : C1800F
01/31 11:18:45-000,018,860:vdslLineDiagTrnD : 0FFFFF
01/31 11:18:45-000,018,875:vdslLineDiagTrnDD : 0FFFFF
01/31 11:18:45-000,018,891:vdslLinePauseFrmCntr : 0
01/31 11:18:45-000,018,922:vdslMetanoiaRtVcxo : 8FF000
01/31 11:18:45-000,018,938:vdslMetanoiaUsDataRatio : 90
```

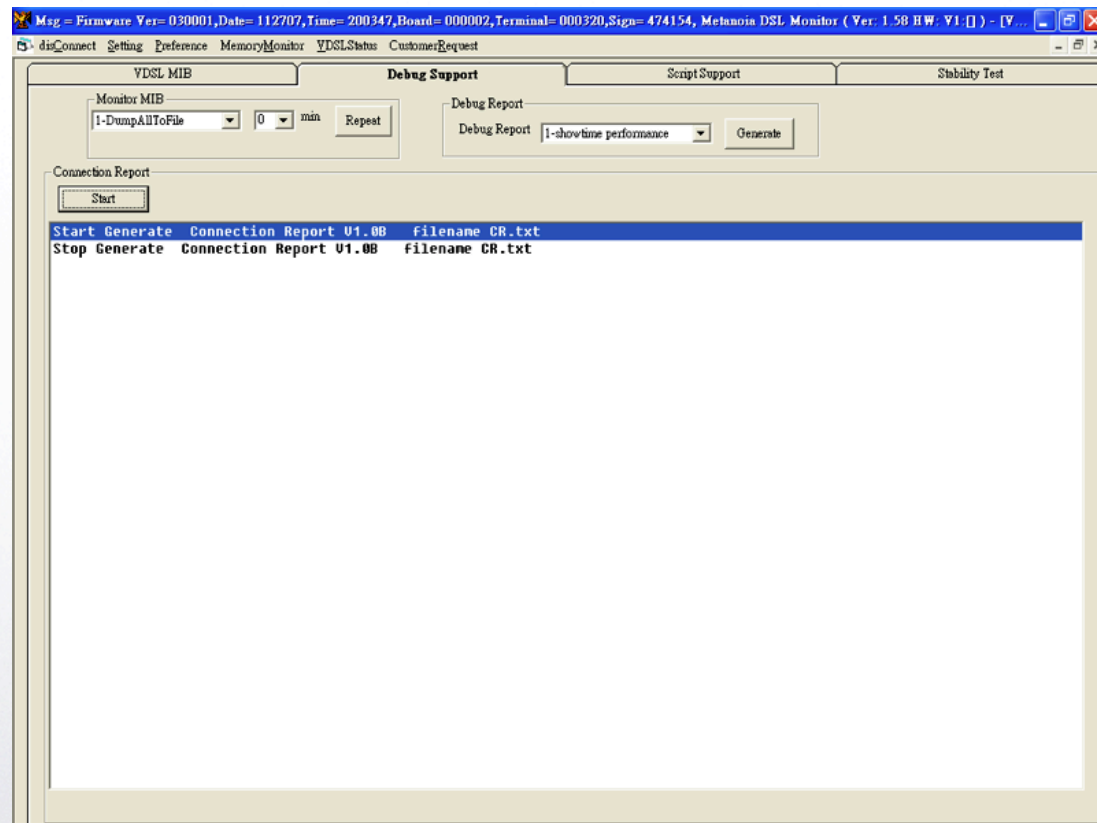


SOP II-Using connection report to debug modem can't connect

- version of DslMonitor must > 1.58 , you can get it from FTP
- unplug phone line
- start connection report from DslMonitor
- plug phone line, wait 3 mins
- end connection report from DslMonitor
- send CR.txt at the directory of DslMonitor.exe to metanoia



SOP II - processing





SOP || - result

```
01/31 12:52:29-000,072,563:----- Connection Report V1.0B -----
01/31 12:52:29-000,072,563:----- Firmware version information -----
01/31 12:52:29-000,072,563:Firmware Ver= 030001,Date= 112707,Time= 200347,Board= 000002,Terminal=
000320,Sign= 474154
01/31 12:52:33-000,076,672:ModemStatus-state=GHS_TONES_DET
01/31 12:52:33-000,076,672:----- Tone Detect -----
01/31 12:52:34-000,077,047:ModemStatus-state=GHS_RSILENCE_DET
01/31 12:52:34-000,077,422:ModemStatus-state=GHS_RTONE1_DET
01/31 12:52:35-000,078,422:ModemStatus-state=GHS_RFLAG1_DET
01/31 12:52:40-000,083,391:vdsLLineDiagInit-Enter END_TX_GHS
01/31 12:52:40-000,083,391:----- HandShake End -----
01/31 12:52:40-000,083,391:----- Boot parameter information -----
01/31 12:52:40-000,083,391:          vdsLLineConfDownMaxInterDelay=00000a
01/31 12:52:40-000,083,391:          vdsLLineConfDownSlowMaxDataRate=020000
01/31 12:52:40-000,083,407:          vdsLLineConfDownTargetSnrMgn=000018
01/31 12:52:40-000,083,407:          vdsLLineConfUpMaxInterDelay=00000a
01/31 12:52:40-000,083,407:          vdsLLineConfUpSlowMaxDataRate=020000
01/31 12:52:40-000,083,407:          vdsLLineConfUpTargetSnrMgn=000018
01/31 12:52:40-000,083,407:vdsLLineDiagInit-Enter HIT_TX0_SIGNATURE
.
.
.
01/31 12:52:40-000,083,594:vdsLLineDiagTrn-Enter HIT_RXADJUSTPGA_B
01/31 12:52:40-000,083,735:vdsLLineDiagTrn-Enter HIT_RXADJUSTPGA_C
01/31 12:53:02-000,105,547:----- Show time , Using 28.875 seconds -----
01/31 12:53:04-000,107,766:          vdsLRtPhysCurrLineRate=0074e0
```

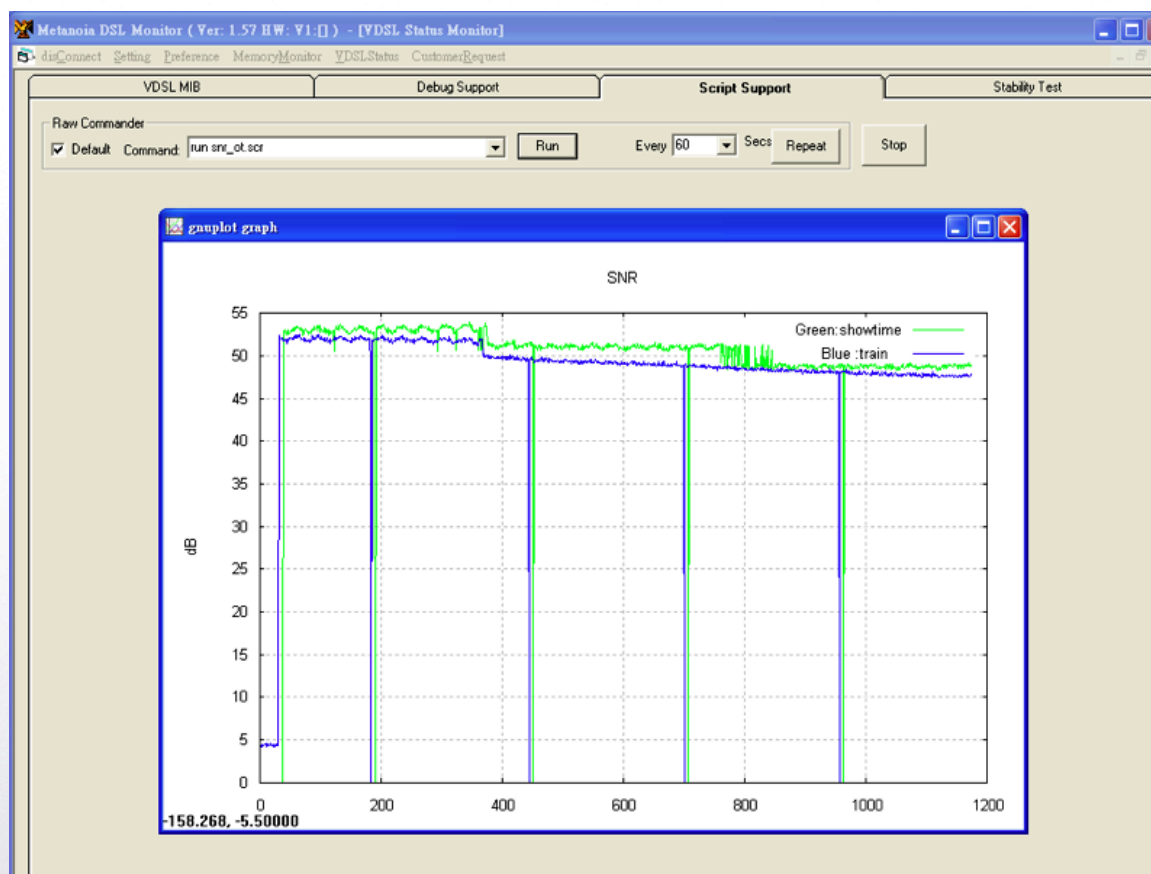



SOP 12-Debug modem low performance

- Using script support in DslMonitor
- at CO command is :“run snr_ot.scr”
- send chart to us

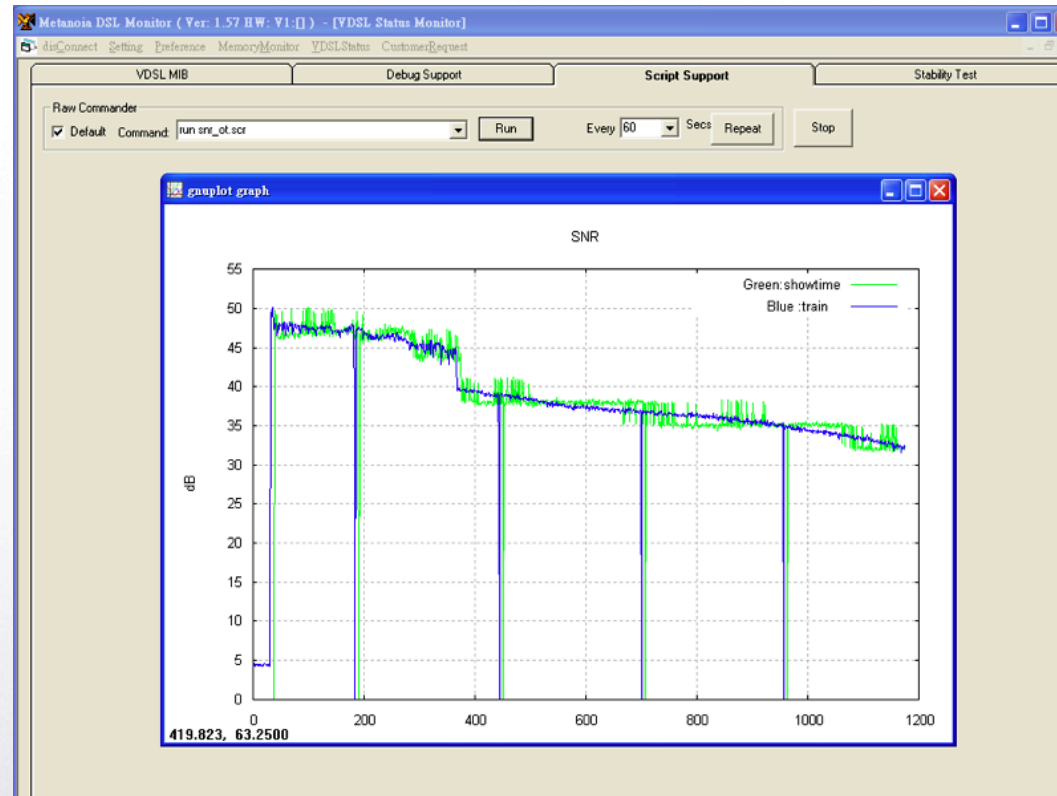


SOP 12 - B2B



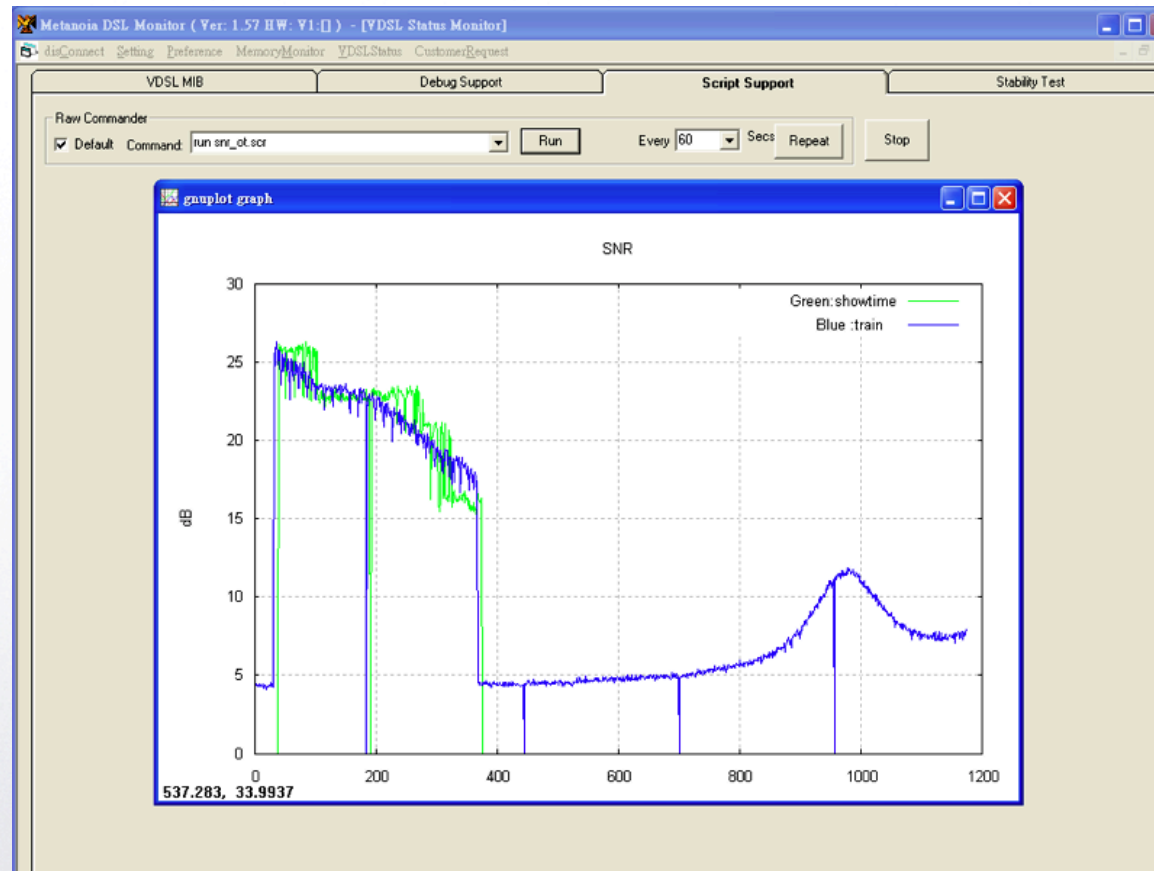


SOP 12 - SNR at 1000 ft





SOP 12 - SNR at 3000 ft





SOP 12 - SNR with bridge tape

