



SNMP Agent Software for Windows Operating Systems

Administration Guide

May 2003



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Publication Date: August 2003

Document Number: 05-1886-002

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About This Publication

The following topics provide information about this publication:

- Purpose
- Intended Audience
- How to Use This Publication
- Related Information

Purpose

This publication provides guidelines for using the SNMP agent software, which provides remote (or local) monitoring and limited control of Intel® Dialogic® boards and Intel® NetStructure™ boards over an Internet protocol (IP) network.

Intended Audience

This publication is written for the following audience:

- System Integrators
- Independent Software Vendors (ISVs)
- Original Equipment Manufacturers (OEMs)
- Telephony Equipment Manufacturers (TEMs)
- Network Equipment Providers

How to Use This Publication

This publication assumes that you are familiar with the Windows* operating system and Simple Network Management Protocol (SNMP), a standard IP network mechanism for exchanging management information between an SNMP agent and a network management station.

The information in this guide is organized as follows:

- [Chapter 1](#), “[Administration Overview](#)” provides an overview of SNMP, the preparation needed to use the SNMP agent, and the administration tasks that can be performed using the SNMP agent software.
- [Chapter 2](#), “[Stopping and Starting the System](#)” provides information on stopping and starting the Intel® Dialogic® system and stopping and starting Intel Dialogic boards and Intel NetStructure boards.

- [Chapter 3](#) , “Installing and Using the MIBs” provides information about installing the MIBs and using them to monitor DS-1 lines, ISDN interfaces, and the status of configured Intel Dialogic boards and Intel NetStructure boards.
- [Chapter 4](#) , “Performance Monitoring” describes how to use the SNMP agent software to diagnose problems with the managed node or telephony application including traps, errors and lost messages.
- Glossary provides a definition of terms used in this guide.

Related Information

Refer to the following documents for more information about the SNMP agent software and the Intel® Dialogic® system release software with which it is used:

- The software installation guide for the Intel® Dialogic® system release provides information on installing the system release software, Windows* SNMP service, and SNMP agent software.
- The Intel® NetStructure™ configuration guides provide information on configuring the SNMP agent software.
- For system release software administration procedures, refer to the administration guide for the system release.
- The system release diagnostics guide provides detailed descriptions of the various diagnostic tools available with the system release, including customer use cases, system requirements, procedural information about how to invoke the tools, and general guidelines about using the utilities to diagnose system problems.

This chapter provides an overview of SNMP, the preparation needed to use the SNMP agent, and the administration tasks that can be performed using the SNMP agent software.

- [Understanding SNMP and the SNMP Agent](#) 9
- [Preparing to Use the SNMP Agent Software](#) 11
- [Using the SNMP Agent for Administrative Tasks.](#) 11

1.1 Understanding SNMP and the SNMP Agent

The following sections describe how the SNMP agent software works with SNMP:

- What is SNMP?
- The Role of the SNMP Agent
- The Role of the SNMP Manager
- What is a MIB?
- What is a Trap?

1.1.1 What is SNMP?

SNMP stands for Simple Network Management Protocol (SNMP), a standard IP network mechanism for exchanging management information between an SNMP agent and an SNMP manager. SNMP was designed to manage routers, switches and other network devices. SNMP provides an industry standard protocol for fault and monitoring support.

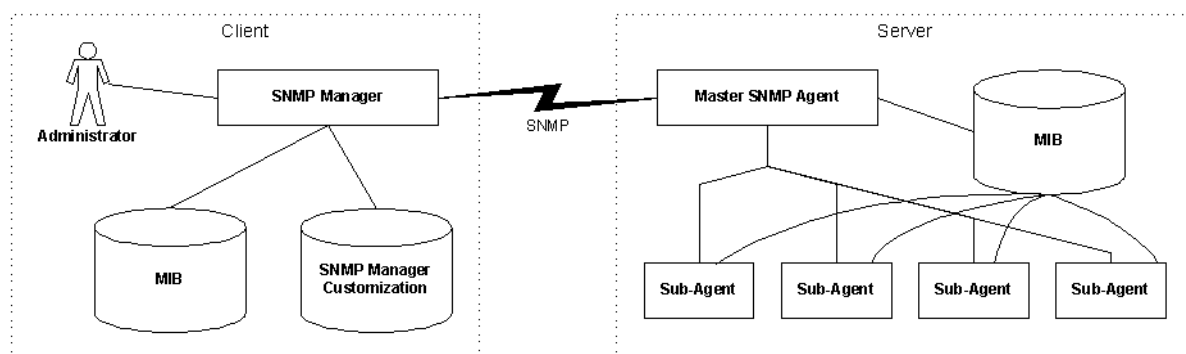
1.1.2 The Role of the SNMP Agent

The SNMP agent provides remote (or local) monitoring and limited control of Intel® Dialogic® boards and Intel® NetStructure™ boards over an IP network. The SNMP agent resides on an IP stack and responds to SNMP “gets” and “sets” from an SNMP manager and the SNMP agent sends SNMP traps. The objects that an SNMP agent can manipulate are defined in **MIBs** (see What is a MIB?).

The node running the SNMP agent is called the **managed node**. The managed node is the system that contains the Intel Dialogic boards and Intel NetStructure boards you wish to administer remotely. The SNMP agent makes administrative functions available remotely over an IP network.

The **network management station** is the system that has the **SNMP manager** installed. The network management station is the system that exchanges administrative information and tasks with the SNMP agent on the managed node. The network makes this exchange possible and provides a user interface for viewing administrative information and performing management tasks.

Figure 1. General SNMP Architecture



1.1.3 The Role of the SNMP Manager

The SNMP manager is the management application that monitors and/or administers a remote system. The SNMP manager does the following:

- Receives and displays traps
- Sends SNMP “gets” and “sets” to the SNMP agent
- Provides a user interface.

A single SNMP manager can support multiple SNMP agents. For a fully supported network management application, you must use a third-party product such as HP OpenView* or any other SNMP-compliant network management application.

1.1.4 What is a MIB?

A MIB is a Management Information Base that resides on a managed node. The MIB definition sets the limits on what can be managed. The MIB defines

- Which variables or parameters will be accessed
- How each value will be identified
- How each value will be encoded
- How each value will be interpreted

A MIB contains *objects* (units of management information) divided into *scalars* and *tables*, which are identified by object identifiers (OIDs). These objects are exchanged between the managed node and the SNMP manager. Each MIB defines three types of OIDs:

- Read-Only OIDs: This type defines the information that the network management station can read from the managed node.
- Read-Write OIDs: This type defines the system configuration settings on the managed node that can be modified by the network management station.
- Traps: This type defines the information that the managed node sends to the network management station under specified conditions.

MIBs can be either proprietary (or enterprise) MIBs or standard MIBs. SNMP agent software currently supports both proprietary and standard MIBs. SNMP agent software provides the following MIB modules:

- Proprietary Hardware Information MIB Module
- Proprietary ISDN MIB Module
- Proprietary DS-1 MIB Module
- Standard DS-1 MIB Module
- Standard MIB-2 Module
- Proprietary DM3 Extended Platform MIB
- Proprietary R4 Device Information MIB

Note: **The proprietary DS-1 MIB has been marked as deprecated.** Deprecated status indicates that a MIB is supported in the current release, but support for the MIB may be discontinued in future releases without notice. **If you are now using the Intel Dialogic proprietary DS-1 MIB, it is highly recommended that you migrate to using the standard DS-1 MIB specified in RFC 2495.** For information on the standard DS-1 MIB specified in RFC 2495, refer to section [Section 3.9, “Using the Standard DS-1 MIB \(RFC 2495\)”](#), on page 35.

1.1.5 What is a Trap?

A trap is an unsolicited event sent by the agent to a manager. Related objects and their values (variable bindings) may be sent with a trap. Trap delivery is not guaranteed. Individual MIBs have objects which turn traps on and off.

1.2 Preparing to Use the SNMP Agent Software

Before you use the SNMP agent software, you will need to install the Windows operating system, Windows SNMP service, the Intel Dialogic system release software, and Intel Dialogic boards and/or Intel NetStructure boards. Details are given in the software installation guide for the Intel® Dialogic® system release software.

1.3 Using the SNMP Agent for Administrative Tasks

After you complete the preparations for using the SNMP agent software given in the software installation guide for the Intel Dialogic system release, you can perform the following administrative tasks:

- Reset the Intel Dialogic System
- Stop and start Intel Dialogic and Intel NetStructure boards
- Monitor DS-1 lines, ISDN interfaces, and the status of configured Intel Dialogic and Intel NetStructure boards
- Diagnose problems with the managed node or telephony application.

Details are given in Chapters 2, 3, and 4.



Stopping and Starting the System 2

This chapter provides information on using the `dlgHiIdentServiceStatus` OID in the `dlghwinf.mib` MIB to stop and start (reset) the Intel® Dialogic® system and using the SNMP agent software to stop and start Intel® Dialogic® boards and Intel® NetStructure™ boards.

Note: For information about starting the Intel Dialogic system for the first time, starting the Intel Dialogic System after initial startup, and stopping the system (without the use of SNMP), refer to the Administration Guide for the system release software.

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- [Order of Procedures](#) 13
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2.1 Assumptions and Prerequisites

Before you can stop and restart the Intel Dialogic system, Intel Dialogic boards, and Intel NetStructure boards using the SNMP agent software, you must do the following:

- Install and configure Windows SNMP service. (Refer to the Intel Dialogic system release software installation guide.)
- Install the Intel Dialogic system release software and select SNMP component manager from the Select Components screen (refer to the Intel Dialogic system release software installation guide).
- Configure all the boards in the system (refer to the appropriate Intel NetStructure configuration guides).

- Notes:**
1. For information about starting the Intel Dialogic System for the first time, starting the Intel Dialogic System after initial startup, and stopping the system (without the use of SNMP), refer to the administration guide for the system release software.
 2. For additional information about the Intel Dialogic Configuration Manager (DCM) and the Intel Dialogic system service, consult the DCM online help by pressing F1 when the DCM Main window is active.

2.2 Order of Procedures

The procedures in this chapter can be used in any order: one does not depend on the other. For information about starting the Intel Dialogic system for the first time, starting the Intel Dialogic system after initial startup, and stopping the system (without the use of SNMP), refer to the administration guide for the system release software.

2.3 Stopping and Starting the System

Some situations require resetting all the Intel Dialogic boards and Intel NetStructure boards running in your system. Resetting the system requires interaction with more than the SNMP agent. To reset the system, follow these steps:

1. Re-route telephone activity away from the malfunctioning system to another system, or take each port, time slot, channel, or station line for all Intel Dialogic boards and Intel NetStructure boards in the system out of service as they become available.
2. Stop all telephony applications using Intel Dialogic hardware on the system.
3. Stop and restart all the Intel Dialogic boards and Intel NetStructure boards.
4. Restart the telephony applications.
5. Re-route telephone activity back to the system and monitor the status to verify the functioning of the line or port.

Note: Shutting down the telephony application will disconnect any calls in progress. Be sure to wait for inactivity on any line before taking it off hook.

2.4 Stopping and Starting Boards

In order to use the SNMP agent software, you must start all the Intel Dialogic boards and Intel NetStructure boards on the managed node. Starting the boards results in downloading firmware with configuration parameter settings to the boards and initiating their host device drivers. Once you have used the SNMP agent to read OIDs from the managed node, you can start and stop the boards from the network management station as follows:

For starting/stopping an individual Intel NetStructure or Intel Dialogic board (excluding Intel Dialogic Springware boards, which cannot be individually stopped or started):

1. Open the network management application MIB browser.
2. Traverse the Hardware MIB tree looking for the `dlgHiIdentAdminStatus` OID for the desired Intel NetStructure board.
 - To start a stopped board, set `dlgHiIdentAdminStatus` object to *start-pending*.
 - To stop a started board, set `dlgHiIdentAdminStatus` object to *stop-pending*.

For starting/stopping all Intel NetStructure *and* Intel Dialogic boards:

1. Open the network management application MIB browser.
2. Traverse the Hardware MIB tree looking for the `dlgHiIdentServiceStatus` OID for the desired board.
 - To start stopped service, set `dlgHiIdentServiceStatus` object to *start-pending*.



- To stop started service, set `dlgHiIdentServiceStatus` object to *stop-pending*.

When a board start/stop has completed, a `dlgHiBoardStatusChange` trap will be generated, indicating completion of the desired operation.



This chapter provides information about installing the MIBs and using them to monitor DS-1 lines, ISDN interfaces, and the status of configured Intel® Dialogic® and Intel® NetStructure™ boards.

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- Order of Procedures 18
- Installing and Compiling the MIBs 18
- Using the Proprietary Hardware Information (HWINF) MIB Module 18
- Using the Proprietary ISDN MIB Module 23
- Using the Proprietary Springware Performance Module 27
- Using the Proprietary DS-1 MIB Module 28
- Using the Standard MIB-2 Module (RFC 1213) 33
- Using the Standard DS-1 MIB (RFC 2495) 35
- Using the Proprietary DM3 Extended Platform MIB 37
- Using the Proprietary R4 Device Information MIB 39

Note: This chapter includes information about PCI products, including Intel Dialogic Springware boards. Some of the PCI information is not relevant to the CompactPCI* release of the Intel Dialogic System Release software.

3.1 Assumptions and Prerequisites

Before you use the MIBs, you must meet the following prerequisites:

- Install and configure Windows SNMP service. (Refer to the Intel® Dialogic® system release software installation guide.)
- Install the Intel Dialogic system release software and select SNMP component manager from the Select Components screen (refer to the Intel Dialogic system release software installation guide.).
- Configure all the boards in the system (refer to the appropriate Intel NetStructure configuration guides).

- Notes:**
1. For information about starting the Intel Dialogic system for the first time, starting the Intel Dialogic system after initial startup, and stopping the system (without the use of SNMP), refer to the administration guide for the system release software.
 2. For information on stopping and starting boards and the system using SNMP, refer to [Chapter 2, “Stopping and Starting the System”](#).
 3. For additional information about DCM and the Intel Dialogic system service, consult the DCM online help by pressing F1 when the DCM Main window is active.

3.2 Order of Procedures

Once you have installed and compiled the MIBs (refer to [Section 3.3, “Installing and Compiling the MIBs”](#), on page 18), you can use the other procedures in any order.

3.3 Installing and Compiling the MIBs

The Intel Dialogic MIBs are installed when you install the Intel Dialogic system release software.

In addition, some network management applications also require that you compile the MIBs. If compilation is required, you must compile the MIBs in the following order:

1. Hardware and Software (*dlghwinf.mib*)
2. DM3 Extended Platform (*dlgdm3extplatinfo.mib*)
3. R4 Device Information (*dlgr4dev.mib*)
4. Springware Performance (*dlgsrprf.mib*)
5. Network (*dlgds1.mib*, *dlgisdn.mib*)

3.4 Using the Proprietary Hardware Information (HWINF) MIB Module

This section describes the proprietary Hardware Information (HWINF) MIB Module and provides a sample procedure demonstrating how to use it to monitor the status of Intel Dialogic and Intel NetStructure boards:

- Understanding the Proprietary Hardware Information (HWINF) MIB Module
- Monitoring the Status of Intel® Dialogic® and Intel® NetStructure™ Boards

3.4.1 Understanding the Proprietary Hardware Information (HWINF) MIB Module

The proprietary Hardware Information MIB module provides a board inventory table and general parameters regarding the Intel Dialogic system services. This module permits the monitoring of board status changes and provides board status change notification using SNMP traps. It also provides the capability to start or stop individual Intel NetStructure boards and to start or stop all boards in the system.

The Hardware MIB module contains the following groups:

- MIB Revision Group (*dlgHiMibRev*)
- OS Common Group (*dlgHiOsCommon*)
- Board Identification Group (*dlgHiIdent*)

3.4.1.1 MIB Revision Group (dlgHiMibRev)

This group contains general revision and condition information and is comprised of:

- major revision number (dlgHiMibRevMajor): Indicates the major revision of the HWINF MIB module. This revision will always return '1'.
- minor revision number (dlgHiMibRevMinor): Indicates the minor revision of the HWINF MIB module. This revision will always return '2'.
- dlgHiMibCondition: Indicates the MIB status for this module. It will indicate *ok* if the MIB module can function properly or *failed* otherwise. When the agent starts up, this object initially indicates *failed* until the agent completes self-initialization.

3.4.1.2 OS Common Group (dlgHiOsCommon)

This group contains the following scalar objects and tables:

- Common Polling Frequency (dlgHiOsCommonPollFreq): This scalar object controls the global poll frequency. The current implementation of the SNMP agents does not support this variable, and setting its value to a new frequency has no effect on the run-time state of the agents.
- Common Module Table (dlgHiOsCommonModuleTable): This table contains a row entry for installed software modules used to control boards. It has read-only attribute columns that describe the module attributes (module name, module version, module date, and module purpose/description).
- Number of Modules (dlgHiOsCommonNumberOfModules): Indicates the number of rows present in the Common Module Table.
- Log Enable (dlgHiOsLogEnable): This scalar object is not implemented. Network management stations (NMS) or other SNMP managers should handle logging any trap or status changes.
- Test Trap Enable (dlgHiOsTestTrapEnable): Setting this scalar object to '1' causes the SNMP agent to send a test trap to all configured trap destinations (for instructions on how to configure trap destinations, see the Configuration Guide for the Intel NetStructure products). Reading this object always returns '0' as result.

3.4.1.3 Board Identification Group (dlgHiIdent)

This group contains the following scalar objects and tables:

- Board Identification Table (dlgHiIdentTable)
- Board Identification Table Size (dlgHiIdentNumberOfDevices)
- Service Status Object
- Service Change Date
- Global Trap Mask

The following information describes each item:

Board Identification Table (`dlgHiIdentTable`)

The Board Identification Table contains a row entry for each board device installed on the managed node. It has read-only attribute columns that describe the board attributes (IRQ, firmware name, serial number, etc.) and the board operational status. It has mutable columns that describe the board administrative status and that allow the user to start, stop, or cause a board to perform self-diagnostics.

The following are the columns in the Board Identification Table:

- *board index* (`dlgHiIdentIndex`): This column contains the indices for this table. All SNMP tables have one or more indices that uniquely identify the row in which they belong. Performing a **get** on this column should always return the same value as the row requested. For example,


```
snmp get dlgHiIdentIndex.2
```

 returns 2
- *model name* (`dlgHiIdentModel`): This column contains the string name of the board model for each board in the table.
- *family type* (`dlgHiIdentType`): This column indicates the CT family type for each board. In the CompactPCI release of System Release 6.0, the only valid values are DM3 (Intel NetStructure on DM3 architecture boards) and PMAC (Intel NetStructure IPT Series boards). The PCI release of System Release 6.0 will also include this value: ReleaseR4Span (Intel Dialogic Springware),
- *functional description* (`dlgHiIdentFuncDesc`): For each board, this column contains a short description of its purpose.
- *serial number* (`dlgHiIdentSerNum`): This column contains the unique serial number assigned to each board by the Intel Dialogic system release software.
- *firmware name* (`dlgHiIdentFWName`): This column contains the firmware file name for each board in the table.
- *firmware version* (`dlgHiIdentFWVers`): This column contains the firmware version for each board in the table.
- *base memory address* (`dlgHiIdentMemBaseAddr`): This column contains the memory address for each board's shared RAM space.
- *base I/O address* (`dlgHiIdentIOBaseAddr`): This column contains the I/O address for each board that supports this style of interface.
- *interrupt request number* (`dlgHiIdentIRQ`): This column contains each board's IRQ number.
- *board ID* (`dlgHiIdentBoardID`): This column contains each board's board ID. For Intel NetStructure on DM3 architecture boards, the board ID is the logical board number. For Intel NetStructure IPT series boards, the board ID is the driver board ID. For Intel Dialogic Springware boards, the board ID is the ID selected from the on-board thumbwheel or the assigned board ID for PCI boards.
- *PCI slot number* (`dlgHiIdentPCISlotID`): For each PCI board, this column contains the PCI slot number at which the board is installed. Non-PCI boards return -1 in this column.
- *PCI bus number* (`dlgHiIdentPCIBusID`): For each PCI board, this column contains the PCI bus number at which the board is installed. Non-PCI boards return -1 in this column.
- *operational status* (`dlgHiIdentOperStatus`): This column contains the operational status of each board. The operational status can indicate a *failed* or *ok* status. If this column

indicates *ok*, then the board is working normally and has responded to all requests as expected. If this column indicates *failed*, then the board is not operating normally and something has caused it to enter a potentially dangerous state. Two conditions exist to cause *operational status* to indicate a *failed* status: the board has stopped responding to routine ping messages or the board was instructed to start or stop using the administrative status column, and it has failed to do so. In general, a board that is indicating a *failed* status, should be restarted. If the problem persists, the board should be replaced.

- *administrative status (dlgHiIdentAdminStatus)*: Administrative status uses two groups of values. The first group is used to indicate the present condition of the board. The possible values are *started*, *stopped*, and *diagnose*. The state of the board is *diagnose* while the diagnostic is running.

Note: If a board is in the process of starting or stopping, it will always indicate the state from which it is coming from until the operation is complete.

The second group is made up of three values that are used to change the board state using *set* operations. These states are *start-pending*, *stop-pending*, and *diagnose*. When a board is in a stopped state, and its administrative status value is set to *start-pending*, the SNMP agent will attempt to start the board. When a board is in a started state, and its administrative status value is set to *stop-pending*, the SNMP agent will attempt to stop the board. If either operation fails, the board's *operational status* (see below) will indicate *failed* and the administrative status will stay at the old value. The *diagnose* state is used to cause a stopped board to run a power-on-self-test (POST). Once in the *diagnose* state, the board cannot be stopped or started until the POST has completed. When the diagnostics complete, the board is placed back into the stopped state, and the diagnostic results are stored in the Board Error Message column (see below).

Note: Only Intel NetStructure boards support these mutable states. Intel Dialogic Springware boards will reject any requests to stop and start individual boards.

All transitions in administrative status, except those that are the direct result of a *set*, cause a trap. So the transition from *stopped* to *diagnose* as the result of a *set* does not cause a trap. The transition from *diagnose* to *stopped* when the diagnostic finishes *does* cause a trap.

- *device change date (dlgHiIdentDeviceChangeDate)*: This column indicates the time and date (in 7-octet format) of when the administrative status of the board last changed.
- *specific group OID (dlgHiIdentSpecific)*: Not used in a meaningful way in this system release.
- *board error message (dlgHiIdentErrorMsg)*: This column is used to indicate the last error message for each board. Primarily, it is used to store the results in textual format of a *dm3post* operation (administrative status *diagnose* state). Refer to the system release software Diagnostics Guide for details on *dm3post*.

Board Identification Table Size (dlgHiIdentNumberOfDevices)

This scalar object is type INTEGER and returns the number of boards installed and configured on the managed node. This number corresponds directly with the number of rows present in the Board Identification Table (dlgHiIdentTable). A value of zero indicates that no boards have been installed or configured.

Service Status Object

This scalar object is used to control the entire Intel Dialogic system release software run-time state (i.e., the software program is stopped or started). When it indicates *stopped*, the Intel

Dialogic run time has not been started. When it indicates *started*, the Intel Dialogic run time is loaded and running.

An SNMP manager may set the value of this object to change the run time state of the Intel Dialogic system release software. When the manager sets the value to *started*, the Intel Dialogic system release software will start and initialize. All configured boards will be downloaded. When the manager sets the value to *stopped*, the Intel Dialogic system release software will be stopped and unloaded.

Service Change Date

This scalar object indicates the last time in which the system service was started or stopped though the Service Status Object (dlgHiIdentServiceStatus). The result is in 7-octet format described in the MIB specification.

Global Trap Mask

This scalar object is not implemented and setting its value has no effect.

3.4.2 Monitoring the Status of Intel® Dialogic® and Intel® NetStructure™ Boards

The core of the Hardware MIB module is the Board Identification Table (dlgHiIdentTable), which contains a row for every board installed and configured on the managed node. Using this table, you can determine and verify which boards are configured on the node, and whether or not a board is working from a high-level point of view. Other MIB modules, such as the Intel Dialogic DS-1 MIB module and standard DS-1 MIB module, use the indices of the Board Identification Table to link subdevices, such as DS-1 trunk lines, to their host boards, such as an Intel NetStructure DM/V voice board.

An example of the output from the Board Identification Table follows:

dlgHiIdent-Index	dlgHiIdent-Model	...	dlgHiIdent-AdminStatus	dlgHiIdent-OperStatus
1	qs_t1	...	started(2)	ok(2)
2	qs_t1	...	stopped(3)	ok(2)
3	D/480JCT-2T1	...	started(2)	ok(2)
4	D/120JCT-LS	...	stopped(2)	failed(4)

In this example configuration, the managed node contains four boards indexed from 1 to 4, sequentially. The first three boards are operating normally, the second of which is an Intel NetStructure DM/V voice board in a stopped state. The fourth board is indicating that it has failed some operation and may need to be replaced.

The SNMP manager may poll this table periodically to determine if any board status changes have occurred and then notify the user accordingly, perhaps with a pop-up message or alert beep.

Suppose the user has stopped the second board and wishes to diagnose the board, check the results, and then restart the board after verifying the board is healthy. The following operations are performed to achieve this end:

Note: The following diagnostic procedure only works on Intel NetStructure boards.

1. An SNMP-get request is sent to the `dlgHiIdentAdminStatus.2` object which returns *stopped(3)*, matching what is seen in the example table. Note that the “.2” suffix is added to specify which row in the `dlgHiIdentAdminStatus` column the request is targeting. In this case, we are interested in the second board, which has an index of ‘2’.
2. An SNMP-set request is sent to `dlgHiIdentAdminStatus.2` object with the value *diagnose(5)*. The agent will invoke the `dm3post` tool, which begins running diagnostics on the board. (For more information on the `dm3post` tool, refer to the Diagnostics Guide for the system release software.)
3. The SNMP manager now polls `dlgHiIdentAdminStatus.2` until it changes from *diagnose(5)* back to *stopped(3)*. When this occurs, the POST diagnostics have completed.
4. To view the results of the diagnostics, the manager issues a SNMP-get request on `dlgHiIdentErrorMsg.2`. The manager again uses “.2” to indicate the second row in the table. When the error message is returned, it will contain a message detailing the results of the POST. If the diagnostic fails, the operational status is set to failed. When the diagnostic completes, a trap is always generated. If it completed in failure, the operational status in the trap will be *failed*. (For more information on the POST result messages, refer to the Diagnostics Guide for the system release software.)
5. Finally, the manager starts the board by issuing an SNMP-set request to `dlgHiIdentAdminStatus.2` with the value *start-pending(5)*. After starting, the `dlgHiIdentAdminStatus.2` object will indicate *started(2)* or the `dlgHiIdentOperStatus.2` object will return a *failed* status indicating the start attempt failed.

3.5 Using the Proprietary ISDN MIB Module

This section describes the proprietary ISDN MIB module and describes how to use it to monitor ISDN interfaces:

- Understanding the Proprietary ISDN MIB Module
- Monitoring ISDN Interfaces

3.5.1 Understanding the Proprietary ISDN MIB Module

The proprietary ISDN MIB module provides management stations with an interface to review ISDN B- and D-channels, monitor their status, and report fault conditions using SNMP traps.

The ISDN MIB module contains the following tables and traps:

- D-Channel Table (`dlgIsdnSigTable`)
- Bearer Channel Table (`dlgIsdnBearerTable`)

- ISDN Traps

3.5.1.1 D-Channel Table (dlgIsdnSigTable)

The D-Channel table contains an entry for each D-channel for all ISDN-configured Intel Dialogic and Intel NetStructure boards. Primary Rate Interface (PRI) devices may have zero or one D-channel configured. If NFAS is not being used, then the D-Channel table contains one entry per trunk line, corresponding to each D-channel needed to provide control signals for each interface. If NFAS is configured, then the D-Channel table will contain fewer entries corresponding to the shared D-channel among multiple interfaces. The D-Channel table contains the following columns described in this section.

D-Channel Index (dlgIsdnSigIndex)

This column contains the table indices.

D-channel Name (dlgIsdnSigName)

This column contains the names of the D-channels using the Intel Dialogic R4 convention for naming devices. For PRI devices, the R4 names are dtiBx, where x is a positive integer.

ISDN Protocol (dlgIsdnSigProtocol)

The ISDN protocol used by each D-channel is stored in this column. For instance, 4ess, 5ess, and NTI are possible values for this column.

B-channel Count (dlgIsdnSigBchanCount)

This column contains the number of B-channels whose control signaling is performed by each D-channel.

Primary Channel Indicator (dlgIsdnSigPrimary)

When this boolean-typed column indicates true for an entry, then the corresponding D-channel is considered to be the primary ISDN D-channel for the managed node.

LAPD Operational Status (dlgIsdnSigLapdOperStatus)

Each D-channel may indicate a link-up or link-down status depending on the Layer-2 connection state of the LAPD layer. This column contains this state for each D-channel, and each entry contains one of the following three values:

- UNKNOWN: the managed node is unable to access this information
- LINK_DOWN: the D-channel layer-2 is inoperable
- LINK_UP: the D-channel layer-2 is operating normally

Board Index (dlgIsdnSigHiIdentIndex)

Each entry in this column contains an index into the Board Identification Table (dlgHiIdentTable) that indicates on which board its corresponding D-channel resides.

3.5.1.2 Bearer Channel Table (dlgIsdnBearerTable)

The Bearer Channel (B-channel) table contains one entry for each B-channel on every Intel Dialogic and Intel NetStructure -based ISDN board that is configured and started. This table allows the user to monitor the call state of each B-channel and to also trace a B-channel to its corresponding D-channel and its board or residence.

Bearer Channel Index (dlgIsdnBearerIndex)

This column contains the table indices.

Bearer Channel Name (dlgIsdnBearerName)

This column contains the name of each B-channel. This name is based on the Intel Dialogic convention for naming logical R4 devices. It has the form dtiBxTy, where x is the logical Intel Dialogic Springware board number and y is the time slot number of the B-channel.

Bearer Channel Status (dlgIsdnBearerStatus)

This column indicates the operational status for each B-channel. The possible values for B-channel status are:

- IN_SERVICE: the B-channel is ready to send and receive a message
- OUT_OF_SERVICE: the B-channel is unable to send and receive a message
- MAINTENANCE: the B-channel is ready to receive an incoming test call
- UNKNOWN: the state of the B-channel is undefined

Note: Do not use a set on the the dlgIsdnBearerStatus OID.

D-Channel Index

Each B-channel has an associated D-channel listed in the D-Channel table (section 1.1). The indices in this table refer to the indexed entries in the D-Channel table and can be used to trace each B-channel over to its associated D-channel.

Board Index

Each entry in this column contains an index into the Board Identification Table (dlgHiIdentTable) that indicates on which board its corresponding B-channel resides.

3.5.1.3 ISDN Traps

ISDN traps provide information on fault conditions.

D-Channel Status Change (dlgIsdnDChanged)

This trap is generated anytime the LAPD status of a D-channel changes value. The trap contains the following variables and associated current values:

- D-channel index (dlgIsdnSigIndex)
- D-channel name (dlgIsdnSigName)
- LAPD operational status (dlgIsdnSigLapdOperStatus)

Bearer Channel Status Change (dlgIsdnBChanged)

This trap is generated anytime the operational status of a B-channel changes value. The trap contains the following variables and associate current values:

- Bearer channel index (dlgIsdnBearerIndex)
- Bearer channel name (dlgIsdnBearerName)

- Bearer channel status (dlgIsdnBearerStatus)

Note: B Channel traps are not generated on Intel NetStructure boards because this could cause too many traps to be sent.

3.5.1.4 A Typical ISDN Configuration

The following tables show a typical managed node's ISDN tables:

D-Channel Table:

dlgIsdnSig-Index	dlgIsdnSig-Name	dlgIsdnSig-LapdOperStatus	dlgIsdnSig-HildentIndex
1	dtiB1	LINK_DOWN	1
2	dtiB2	LINK_UP	1
3	dtiB5	LINK_UP	3
4	dtiB6	LINK_UP	3

Bearer Channel Table:

dlgIsdn-BearerIndex	dlgIsdn-BearerName	dlgIsdn-BearerStatus	dlgIsdn-BearerHildentIndex
1	dtiB1T1	OUT_OF_SERVICE	1
2	dtiB1T2	OUT_OF_SERVICE	1
3	dtiB1T3	OUT_OF_SERVICE	1
4	dtiB1T4	OUT_OF_SERVICE	1
...
47	dtiB5T1	IN_SERVICE	3
48	dtiB5T2	IN_SERVICE	3
...

The first table shows four trunk lines configured with R4 virtual board device names dtiB1, dtiB2, dtiB5, and dtiB6. Each one has a D-channel configured; hence, there are four entries in the D-Channel table. The first D-channel is indicating a link-down status, which may indicate a potential fault on the trunk line. The potentially faulty trunk may be further diagnosed by referring to the DS-1 Alarm table and the DS-1 Configuration table for more detailed signal-level information. The first table also shows that the first two ISDN interfaces are configured on the board with index 1 in the Board Identification Table, and the second two interfaces are found at index 2 in the Board Identification Table.

The Bearer Channel table shown above provides greater depth of information regarding individual B-channels, each of which may be carrying voice data for a call conversation. From the table, it is obvious that the B-channels associated with the potentially faulty trunk line are out-of-service

(indices 1-4 and beyond). The interfaces for the operational ISDN interfaces have been configured and they indicate this status in the entries 47, 48, and beyond.

3.5.2 Monitoring ISDN Interfaces

Using general SNMP monitoring methods, there are two ways to monitor the ISDN interfaces for fault detection. The first way requires that the management station poll the managed node for the ISDN tables at regular intervals. When a change in status has been detected, the management station can take appropriate action to notify the user of a detected fault.

The second way is more efficient, but less reliable. This method requires the management station to act on received ISDN traps (see [Section 3.5.1.3, “ISDN Traps”](#), on page 25). Each time a B- or D-channel changes state, a trap is generated by the agent and sent to the management station. This trap contains the index and status of the channel that changed state. An important limitation of SNMP version 1 traps is that they are sent using an unreliable delivery method.

A third, more common approach that overcomes the unreliability of trap reception is to use trap-based polling. Trap-based polling requires the management station to poll the ISDN tables at regular intervals. This polling guarantees that a fault condition will be detected at each interval boundary. The reception of the ISDN traps optimizes the polling by forcing the end of an interval at the reception of a trap causing the fault to be detected immediately and the next polling interval to begin.

When providing fault detection capabilities on the management station, the most important table columns are the `dlgIsdnSigLapdOperStatus` and `dlgIsdnBearerStatus` columns. Because there are far more B-channels on a system than D-channels, it may only be practical to poll the `dlgIsdnSigLapdOperStatus` columns to detect faults. Inspecting the status of individual B-channels should only be performed when the B-channel is of particular interest, such as diagnosing a call connection.

3.6 Using the Proprietary Springware Performance Module

The proprietary Springware Performance Module (`dlgsrprf.mib`) contains Springware performance information maintained by the device driver. It includes the following groups:

- **Current Interval Performance Information Group:** contains the current interval’s performance data, including hardware interrupts, messages to and from the board, bulk data transfer counts, and lost or error message counts.

The default interval of one hour can be changed. The performance counters are reset at the beginning of a new interval. A separate MIB variable indicates the duration of the current interval.

- Total Performance Information Group: contains performance information cumulative from the time the agent started collecting statistics.

The information tracked is the same as for the Current Interval Performance Information Group. These counters are reset when the agent is restarted or when the device driver is restarted.

Note: The Intel Dialogic Springware Performance MIB (*dlgsrprf.mib*) can only be used with Springware boards. This MIB module is not relevant to the Intel Dialogic CompactPCI system release.

3.7 Using the Proprietary DS-1 MIB Module

This section describes the proprietary DS-1 MIB module and provides a sample procedure demonstrating how to use it to monitor DS-1 lines:

- Understanding the Proprietary DS-1 MIB Module
- Monitoring DS-1 Lines

3.7.1 Understanding the Proprietary DS-1 MIB Module

The proprietary DS-1 MIB module provides management stations with an interface to review DS-1 trunk lines, monitor their status, and report fault conditions using an SNMP trap. It also provides a 24-hour historical fault metrics log in the current, interval, and total tables.

Note: **The proprietary DS-1 MIB has been marked as deprecated.** Deprecated status indicates that a MIB is supported in the current release, but support for the MIB may be discontinued in future releases without notice. **If you are now using the Intel Dialogic proprietary DS-1 MIB, it is highly recommended that you migrate to using the standard DS-1 MIB specified in RFC 2495.** For information about the standard DS-1 MIB specified in RFC 2495, refer to section [Section 3.9, “Using the Standard DS-1 MIB \(RFC 2495\)”](#), on page 35. Also refer to the RFC 2495 page on the Internet Engineering Task Force web site: <http://www.ietf.org/rfc/rfc2495.txt>

The DS-1 MIB module contains the following tables:

- DS-1 Trunk Configuration Table (*dlgDsx1ConfigTable*)
- DS-1 Alarm Table (*dlgDsx1AlarmTable*)
- Metrics Statistics Tables
 - Current Metrics Interval Table (*dlgDsx1CurrentTable*)
 - Historic Metrics Interval Table (*dlgDsx1IntervalTable*)
 - Total Metrics Interval Table

3.7.1.1 DS-1 Trunk Configuration Table (*dlgDsx1ConfigTable*)

The trunk configuration table is identified in the MIB as *dlgDsx1ConfigTable*. It contains one row entry for each DS-1 trunk line configured for all operational Intel Dialogic and Intel NetStructure boards in the managed node. When a board is in a stopped state or if a board is unconfigured, its

trunk lines will not appear in this table. A trunk line can be verified for correct configuration by requesting its row from this table. A trunk line can be monitored for fault information by polling columns from this table.

Line Index Column (dlgDsx1LineIndex)

This column contains the indices for the table. In general, each line is assigned a unique index with the first line starting from '1' and each successive line being assigned indices in ascending order. It is possible for indices to skip, or to not start at one, such as the case when boards are swapped in and out in CompactPCI-based platforms.

Board Index Column (dlgDsx1HiIdentIndex)

For each trunk line, this column contains the index of the board on which the trunk jack is located (near-side). This index corresponds to the indices in the dlgHiIdentTable (Board Identification Table).

Current Interval Elapsed Time Column (dlgDsx1TimeElapsed)

This column contains the time, in seconds, since the start of the current 15-minute metric interval. When this counter reaches 900, the metrics interval has ended, and it is archived in the Historic Interval table (refer to the section describing the Historic Metrics Interval Table (dlgDsx1IntervalTable)).

Valid Metric Intervals Column (dlgDsx1ValidIntervals)

For each trunk line, this column contains the number of elapsed 15-minute intervals since metrics tracking began. It contains a value between 0 and 96.

Line Type Column (dlgDsx1LineType)

This column contains a value that indicates the type of line the trunk is configured to be. The possible values are:

- D4: A T-1 bit rate introduced by AT&T
- E1-CRC: bit rate associated with E-1 lines

Line Coding Column (dlgDsx1LineCoding¹)

This column contains a value for each line that indicates the type of coding in use. The possible values are:

- JBZS
- B8ZS
- HDLC
- TRANS

Loopback Configuration Column (dlgDsx1LoopbackConfig²)

Entries in this column indicate the loopback configuration for each line. The possible values are:

- Normal loopback
- Payload loopback
- Line loopback
- Local loopback

1. Do not try to set a different LineCoding. Dsx1LineCoding is not able to set values.
2. Do not try to set a different LoopbackConfig. Dsx1LoopbackConfig is not able to set values.

Line Status Column

This column can be used to determine the link state of each line in detail. The value contained in each entry is a bitmap that represents the possible conditions that indicate line faults. The bit numbering assumes bit 1 is the least-significant bit (LSB). The bitmap positions have the following meaning:

Bit	Description
1	The line is not indicating any faults
2	The far end is indicating loss-of-frame
3	The near end is sending an alarm indication signal (AIS)
4	The near end is indicating loss-of-frame
5	The near end is indicating loss-of-signal
6	The near end is configured for loopback
7	Time slot 16 of an E-1 line is showing an alarm indication signal
8	Far end is sending an E-1 time slot 16 loss-of-multiframe
9	Near end is sending an E-1 time slot 16 loss-of-multiframe
10	Unclassified failure (other)

Line Signal Mode Column

This column contains the signal mode for each line. The possible values for signal mode are:

- None
- Robbed bit (T-1)
- Bit-Oriented (E-1)
- ISDN

3.7.1.2 DS-1 Alarm Table (dlgDsx1AlarmTable)

The DS-1 Alarm table contains an entry for each trunk on every configured and started Intel Dialogic and Intel NetStructure board on a managed node. The Alarm Type column in this table can be polled to determine high-level alarm flag information for DS-1 trunk lines.

Alarm Table Index Column (dlgDsx1AlarmIndex)

This column is the table index. It corresponds directly to each index that exists in the DS-1 Trunk Configuration Table (see [Section 3.7.1.1, “DS-1 Trunk Configuration Table \(dlgDsx1ConfigTable\)”](#), on page 28). For example, if trunk line A is located at index 3 in the configuration table, then it is also represented in the alarm table as index 3.

Alarm Type Column (dlgDsx1AlarmType)

This column contains the current alarm flag for each trunk line. The possible flags values are red, yellow, blue, E-1, and no-alarm. Under normal circumstances, a configured and operational line will indicate the “no-alarm” type. When the alarm type changes to any of the other values, the management station should take the steps necessary to alert the network administrator of a possible trunk fault.

Note: The `dlgDsx1TransmitClockSource` OID reports a 0 value when a query is issued. The description states that the only values that should be reported are 1,2,3. The `dlgDsx1TransmitClockSource` OID is not able to use the settable values of 1,2,3.

3.7.1.3 Metrics Statistics Tables

During the analysis of a recurring fault, the user may wish to consult current and historic fault metrics. These metrics may provide some insight into the cause of a faulty trunk. The metrics statistics tables present this information to the user.

Each metric measures an instance of a particular kind of fault. The metrics tracked are:

- Errored seconds
- Severely errored seconds
- Severely errored framing seconds
- Unavailable seconds
- Controlled slip seconds
- Path code violations
- Line error seconds
- Bursty error seconds
- Degraded minutes
- Line code violations

Each fault for each metric is counted for a fifteen-minute interval. The most current, incomplete interval is stored for each trunk line in the Current Metrics Interval table. After a fifteen-minute interval has expired, the metrics counters in the current table are archived in the Historic Metrics Interval table. A third table, called the Total Metrics Interval table, contains the summation of the metrics counters in all the archived intervals, for each line, in the Total Metrics interval table.

Current Metrics Interval Table (dlgDsx1CurrentTable)

This table contains one index column called `dlgDsx1CurrentIndex`. Indices in this column correspond one-to-one with the indexed entries of the DS-1 Trunk Configuration table (see [Section 3.7.1.1, “DS-1 Trunk Configuration Table \(dlgDsx1ConfigTable\)”](#), on page 28).

Historic Metrics Interval Table (dlgDsx1IntervalTable)

The historic metrics interval table contains archived 15-minute intervals for up to the last 24 hours of service. There are 96 15-minute intervals in 24 hours, so this table may contain up to 96 entries for each trunk line.

This table has two index columns. The first index corresponds one-to-one with the indexed entries of the DS-1 Trunk Configuration table. The second index identifies the interval number. The interval number ranges from 1 to 96, with 1 as the most recent interval and 96 as the least recent interval.

Total Metrics Interval Table

The Total Metrics Interval table contains the sum of all interval metrics for each trunk up to the last 24 hours. It has one index column called `dlgDsx1TotalIndex`. Each index in this column corresponds one-to-one with the indexed entries of the DS-1 Trunk Configuration table.

3.7.1.4 Trunk Line Status Trap

This trap is sent whenever an entry in the Line Status column changes value. The trap contains the index into the configuration table of the line affected and the line status bitmap value.

3.7.1.5 A Typical DS-1 Configuration

The following is an example of a typical DS-1 Trunk Configuration table:

dlgDsx1-LineIndex	dlgDsx1-LineType	...	dlgDsx1-LineStatus	dlgDsx1-SignalMode
1	dlgDsx1D4	...	1	dlgDsx1Isdn
2	dlgDsx1D4	...	1	dlgDsx1Isdn
3	dlgDsx1D4	...	96	dlgDsx1Isdn
4	dlgDsx1D4	...	96	dlgDsx1Isdn
5	dlgDsx1E1CRC	...	1	dlgDsx1BitOriented
6	dlgDsx1E1CRC	...	1	dlgDsx1BitOriented
...

The following is an example of a corresponding DS-1 Alarm Table:

dlgDsx1AlarmIndex	dlgDsx1AlarmType
1	No Alarm
2	No Alarm
3	Red Alarm
4	Red Alarm
5	No Alarm
6	No Alarm
...	...

These two tables contain 6 trunk lines: 4 configured as T-1 lines and 2 as E-1 lines. Two of the T-1 lines show a line status of 96, which is a bitmap that indicates near-end loss-of-frame and loss-of-signal faults. The indices for these two lines are 3 and 4. It is clear in the DS-1 Alarm table provided that the trunks represented by rows 3 and 4 are showing a red state, consistent with the fault indications in the configuration table. To further diagnose the problem, you can try analyzing the metrics counters in the current interval table to determine if the faults may be frame-related, bit-level, etc. The actual analyzing of each metric type to diagnose a difficult-to-diagnose line fault is beyond the scope of this document.

3.7.2 Monitoring DS-1 Lines

There are two options available to a management station that allows it to monitor trunk lines managed by this MIB module. The most high-level option is to monitor the DS-1 Alarm table for changes in the Alarm Type column. Using this method, a management station can determine high-level shifts in line service status. For instance, if a management station observes that a trunk line's alarm type changes from no-alarm to red, the conclusion can be made that a severe fault has been detected for that trunk.

A more detailed way of monitoring trunk line service status is to poll the Line Status column in the DS-1 Trunk Configuration table. Each entry in this column is a bitmap that indicates very specific fault conditions, but does not make any interpretation on what changes in these faults mean. This gives the management station flexibility in making its own policy decisions on what constitutes severe and non-severe alarm conditions.

A management station may use the Line Status trap as a trigger to poll these two columns. This can lead to a more efficient and timely alert to the user when a trunk fault is observed. For example, suppose a management station is configured to poll the Line Status column in the configuration table every five minutes. If the management station does not take advantage of the Line Status trap, a line fault would only be detected on the expiration of every five-minute interval. If the management station is configured to poll when it receives the line status trap, it can take action right away instead of waiting up to five minutes for its polling interval to expire.

3.8 Using the Standard MIB-2 Module (RFC 1213)

This section describes the MIB-2 module (specified in *RFC 1213*), lists the MIB-2 objects that are supported by the SNMP agent software, and describes how MIB-2 is used:

- Understanding the MIB-2 Module (RFC 1213)
- The Role of the MIB-2 Module

3.8.1 Understanding the MIB-2 Module (RFC 1213)

This section provides the following information:

- Description
- SNMP Agent Software and MIB-2
- Supported Objects and Limitations

3.8.1.1 Description

The MIB-2 module is an industry standard MIB and a convention for monitoring interfaces of various protocols and hardware implementations. The core object of MIB-2 is the **ifTable**, also known as the Interfaces Table. This table contains a row entry for each interface configured on the managed entity. These interfaces include Ethernet, DS-1, and other devices.

MIB-2 information is expanded in detail by media-specific MIBs. These MIBs are generally written to provide specific details for a particular type of interface. For example, RFC 2495 expands upon the information in MIB-2 regarding DS-1 interfaces. In most cases, media-specific MIBs also include tables whose indices exactly correspond to the **ifIndex** column of the Interfaces Table. This correspondence permits management applications to quickly cross-reference between MIB-2 and media-specific MIB tables.

Note: MIB-2 also includes detailed information for interfaces that support the Internet Protocol (IP). For details, refer to the RFC 1213 page on the Internet Engineering Task Force web site: www.ietf.org/rfc/rfc1213.txt.

3.8.1.2 SNMP Agent Software and MIB-2

The SNMP agent software supports MIB-2 management of DS-1 and Ethernet interfaces for the Intel NetStructure DM/V, DM/V-A, DM/IP, and IPT series boards or Intel Dialogic Springware boards. The SNMP agent extension adds row entries to the Interfaces Table for each DS-1 or Ethernet device. These rows are added immediately following the host platform entries, which represent interfaces managed by the Linux operating system.

The agent extension also adds row entries to the **ipAddrTable** according to the configuration of Intel NetStructure boards that support Ethernet interfaces such as the IPT series and DM/IP products.

3.8.1.3 Supported Objects and Limitations

Table 1 lists the MIB-2 objects that are supported by the SNMP agent software:

Table 1. MIB-2 Objects Supported by SNMP Agent Software

Object	Springware DS-1	DM/V, DM/V-A DS-1	DM/IP Ethernet	IPT Ethernet
IfNumber	supported for all families	-	-	-
ifIndex	supported for all families	-	-	-
IfDescr	supported	supported	supported	supported
IfType	supported	supported	supported	supported
IfMtu	not supported	not supported	not supported	supported
IfSpeed	supported	supported	not supported	supported
ifPhysAddress	supported	supported	not supported	supported
ifAdminStatus	indicates 'up'	'not supported	indicates 'up'	'indicates 'up'
ifOperStatus	indicates 'up'	'supported	indicates 'up'	'indicates 'up'
ifLastChange	always show time interface was started	always show time interface was started	always show time interface was started	always show time interface was started
all other ifTable ¹	not supported for all families	-	-	-

1. Objects not mentioned are assumed to be unsupported by any family.

The following table lists the IP Group objects that are supported by the SNMP agent software:

Table 2. MIB-2 IP Group Objects Supported by SNMP Agent Software

Object	DM/IP Ethernet	IPT Ethernet
all IP group scalars ¹	-	-
ipAdEntAddr	supported	supported
ipAdEntIfIndex	supported	supported
ipAdEntNetMask	supported	supported
ipAdEntBcastAddr	supported	not supported
ipAdEntReasmMaxSize	not supported	not supported

1. The SNMP agent software does not augment any of the scalar variables in the IP group.

3.8.2 The Role of the MIB-2 Module

The Interfaces Table is used by management entities as a basis for other tables. The **ifIndex** is a key column, which provides the management entity with a way to find interfaces in other tables such as the dsx1ConfigTable and the ipAddrTable tables.

3.9 Using the Standard DS-1 MIB (RFC 2495)

This section describes the standard DS-1 MIB (specified in *RFC 2495*), lists the IP Group objects that are supported by the SNMP agent software, and describes how the standard DS-1 MIB is used:

- Understanding the Standard DS-1 MIB (RFC 2495)
- Monitoring DS-1 Lines

3.9.1 Understanding the Standard DS-1 MIB (RFC 2495)

This section provides the following information:

- Description
- Supported Objects and Limitations

Note: The proprietary DS-1 MIB (described in Section 3.7, “Using the Proprietary DS-1 MIB Module”, on page 28) **has been marked as deprecated**. Deprecated status indicates that a MIB is supported in the current release, but support for the MIB may be discontinued in future releases without notice. **If you are now using the Intel Dialogic proprietary DS-1 MIB, it is highly recommended that you migrate to using the standard DS-1 MIB specified in RFC 2495.** (Refer to the RFC 2495 page on the Internet Engineering Task Force web site: <http://www.ietf.org/rfc/rfc2495.txt>)

3.9.1.1 Description

The DS-1 MIB specified in RFC 2495 is a media-specific extension of the MIB-2 module (see [Section 3.8, “Using the Standard MIB-2 Module \(RFC 1213\)”](#), on page 33); in particular the Interfaces Table (ifTable). It contains a configuration table and three metrics statistics tables. The configuration table is called dsx1ConfigTable, and it contains information such as line coding and line status. The metrics statistics tables track fault counters for fifteen-minute intervals. The current table (dsx1CurrentTable) shows the metrics information for the current interval. The interval table (dsx1InterfaceTable) shows the metrics information for the ninety most recent intervals (24 hours). The total table shows the cumulative sum for all the intervals in the interval table, including the interval in the current table.

Like tables in other media-specific MIBs, the interface number of the DS-1 line indexes the DS-1 MIB tables. These indices correspond to the indices of the same interfaces in the Interfaces Table. This correspondence between interface indices allows management software to quickly find the complete set of general (RFC 1213 MIB-2) and specific (RFC 2495 DS-1) information available for each DS-1 interface.

3.9.1.2 Supported Objects and Limitations

The following table lists the IP Group objects that are supported by the SNMP agent software:

Table 3. DS-1 MIB IP Group Objects Supported by SNMP Agent Software

Object	Springware DS-1	DM/V, DM/V-A, DM/IP DS-1
dsx1ConfigTable		
dsx1LineIndex	supported	supported
dsx1IfIndex	supported ¹	supported ¹
dsx1TimeElapsed	supported	supported
dsx1ValidIntervals	supported	supported
dsx1LineType	supportedread-only	supportedread-only
dsx1LineCoding	supportedread-only	supportedread-only
dsx1SendCode	not supported	not supported
dsx1CircuitIdentifier	supported	supported
dsx1LoopbackConfig	not-supported	supportedread-only
dsx1LineStatus	supported	supported
dsx1SignalMode	supportedread-only	supportedread-only
dsx1TransmitClockSource	not supported	not supported
dsx1Fdl	not supported	not supported
dsx1InvalidIntervals	not supported	not supported

Table 3. DS-1 MIB IP Group Objects Supported by SNMP Agent Software

Object	Springware DS-1	DM/V, DM/V-A, DM/IP DS-1
dsx1LineLength	supported	supported
dsx1LineStatusChange	supported	supported
dsx1LineStatusChangeTrapEnable	supported	supported
dsx1LoopbackStatus	not supported	not supported
dsx1Ds1ChannelNumber	not supported	not supported
dsx1Channelization	not supported	not supported

1. Deprecated objects that are supported by the agent.

3.9.2 Monitoring DS-1 Lines

The DS-1 MIB is similar to the proprietary Intel Dialogic DS-1 MIB, and they can be used in like ways. A few major differences exist between the standard DS-1 MIB in RFC2495 and the Intel Dialogic proprietary DS-1 MIB that create minor differences in their usages.

Most notably, the standard DS-1 MIB does not include an alarms table. All line status gathered from the standard DS-1 MIB must be obtained by using the dsx1LineStatus column object in the configuration table. A correspondence exists between the Intel Dialogic DS-1 MIB alarms table and the standard dsx1LineStatus object. Red alarms are indicated in the dsx1LineStatus object when the 6th least significant bit is set to 1. Yellow alarms are indicated in the dsx1LineStatus object when the 2nd least significant bit is set to 1. No alarms exist when neither the yellow nor the red bits are set to 1, although other bits in the dsx1LineStatus object may indicate conditions that do not fit into either the red or yellow alarm condition.

The standard MIB has more enumerated values for configuration table columns, which allows the standard MIB to indicate more types of line configurations. For instance, in the Intel Dialogic proprietary MIB, there are no dsx1LineType values for T-1 Extended Super Frame line type, but in the standard MIB there is a value for this configuration.

3.10 Using the Proprietary DM3 Extended Platform MIB

This section provides the following information:

- Understanding the DM3 Extended Platform MIB
- Collecting Information About Intel NetStructure Boards with a DM3 Architecture

3.10.1 Understanding the DM3 Extended Platform MIB

The proprietary Dm3ExtPlatform MIB module is a hardware-specific extension of the Board Identification Table (dlgHiIdentTable). This MIB contains detailed information about the configuration of hardware on Intel NetStructure boards with a DM3 architecture. This information is organized into three tables:

- dlGdm3ExtBrdLevelTable - Each row in the dlGdm3ExtBrdLevelTable table corresponds to a row in the Board Identification Table, so the indices of rows in the former table match indices of corresponding rows in the latter table.
- dlGdm3ExtSubAssemblyTable - The dlGdm3ExtSubAssemblyTable table contains entries that represent board subassemblies, and each row can be mapped back to its parent board in the dlGdm3ExtBrdLevelTable table.
- dlGdm3ExtProcTable - The dlGdm3ExtProcTable table contains rows that represent each processor on each subassembly of each board. Each entry in the dlGdm3ExtProcTable table can be mapped back to a parent subassembly in the dlGdm3ExtSubAssemblyTable table. Each processor maps to a board by way of the subassembly table.

The dlGdm3ExtBrdLevelTable table contains only configuration information that includes the following:

- shelf ID
- FCD configuration file name
- PCD configuration name
- PCD configuration version

The dlGdm3ExtSubAssemblyTable table contains only configuration information that includes the following:

- subassembly type
- serial number
- index of parent board in the dlGdm3ExtBrdLevelTable table

The dlGdm3ExtProcTable table contains configuration and status information for each processor, and columns exist that provide the following information:

- processor type
- run-time kernel version
- boot kernel version
- operation status

In addition to its three tables, the dlGdm3ExtPlatform MIB module also defines a trap, dlGdm3epOperStatusChange, which is generated whenever the processor operation status value changes for a processor in the dlGdm3ExtProcTable table.

3.10.2 Collecting Information About Intel NetStructure Boards with a DM3 Architecture

The DM3 Extended Platform MIB is used to collect configuration information from a managed node regarding Intel NetStructure boards on the DM3 architecture and their subassemblies and processors. The `dlgDm3epOperStatus` column and the `dlgDm3epOperStatusChange` trap allow a management station to monitor boards for processor health information providing a gathering of finer-grained fault information from Intel NetStructure boards on the DM3 architecture than what the Board Identification Table provides through its operational status column.

3.11 Using the Proprietary R4 Device Information MIB

This section provides the following information:

- Overview
- Table Descriptions

3.11.1 Overview

The proprietary R4 Device Information MIB provides configuration and status information for devices using the R4 API on DM3 architecture on a managed node. It is arranged in a two-tiered device table hierarchy in addition to a separate table, which provides statistics information about active applications that use the R4 SRL API.

A top-level Device Table contains a row for each device using the R4 API on DM3 architecture on a managed node. In System Release 6.0, the devices using the R4 API on DM3 architecture that are included in this table are voice resource channel devices (`dxxxBaCb`), digital trunk interface timeslot devices (`dtiBaTb`) configured with or without PRI ISDN signaling, and MSI station interface channel devices (`msiBaCb`). For each device, the Device Table contains the following information:

- device name - the R4 name of the device
- device type- the type of R4 device (`dxxx`, `dti`, `PRI isdn`, or `msi`)
- board index- the index in the Board Identification Table which contains the R4 device
- open count- how many times this device has been opened (not supported for DM3)
- transmit timeslot- the CT bus slot the device is configured to transmit on
- receive timeslot- the CT bus slot the device is configured to read information from

Four additional tables extend information provided in the Device Table for each specific device type (`dxxx`, `dti`, `PRI ISDN`, and `MSI`). These tables are called `dlgR4VoiceTable`, `dlgR4DTITable`, `dlgR4ISDNTable`, and `dlgR4MSITable`.

3.11.2 Table Descriptions

This section provides the following information:

- R4 Voice Device Table
- R4 DTI Device Table
- R4 ISDN Device Table
- R4 MSI Device Table
- SRL Application Table

3.11.2.1 R4 Voice Device Table

The R4 Voice Device Table contains only indices and rows from the Device Table that describe R4 voice channel resource devices. Each device is presented with the following information:

- voice channel status (not supported for DM3)
- voice line status (not supported for DM3)
- number of digits (not supported for DM3)
- EEPROM features (not supported for DM3)

3.11.2.2 R4 DTI Device Table

The R4 DTI Device Table contains only indices and rows from the Device Table that describe R4 digital trunk line timeslot devices. Each timeslot device is presented with the following information:

- protocol
- timeslot status (not supported for DM3)
- receive signaling bits (not supported for DM3)
- transmit signaling bits (not supported for DM3)

Note: DS-1 timeslot devices configured for PRI ISDN are not included in the R4 DTI Device Table.

3.11.2.3 R4 ISDN Device Table

The R4 ISDN Device Table contains only indices and rows from the Device Table that describe R4 digital trunk line timeslot devices configured for a PRI ISDN protocol. These devices correspond to the B-channel devices on each PRI ISDN trunk line. Each B-channel device is presented with the following information:

- ISDN protocol
- B-channel status (not supported for DM3)

3.11.2.4 R4 MSI Device Table

The R4 MSI Device Table contains only indices and rows from the Device Table that describe MSI station channel devices. Each channel device is presented with station line status information.

3.11.2.5 SRL Application Table

The SRL Application Table is an independent table. Each row in this table corresponds to an active application, which use the R4 API. The SRL Application Table contains the following information for each application:

- application name
- number of open handles
- number of closed handles
- SRL event queue size
- number of SRL events currently queued
- maximum number of SRL events ever on the queue
- total number of SRL events since the agent started monitoring each application
- number of SRL callback handlers registered by each application



This chapter describes how to use the SNMP agent software to diagnose problems with the managed node or telephony application including traps, errors and lost messages.

- [Using Traps to Monitor the System](#) 43
- [Resolving an Application Failure Using the SNMP Agent](#) 45
- [Monitoring Errors and Lost Messages](#) 46

4.1 Using Traps to Monitor the System

This section provides general information on using traps and a detailed description of each trap supported by this version of the SNMP agent software. This section contains the following subsections:

- Controlling the Occurrence of Traps
- Responding to Events That Trigger Traps

4.1.1 Controlling the Occurrence of Traps

A trap is a notification that is sent by the SNMP agent when an event occurs on the managed node. When your network management application receives a trap, it may indicate that your telephony application or the Intel Dialogic platform on the managed node entered a condition that requires diagnostic treatment.

The network management station may not receive all the traps described in the previous subsection. The traps your network management station receives are affected by the Intel Dialogic device driver's event mask. Currently, the only value supported for the event mask is 1 (allAlarmEvtmsk), which indicates that all events applicable to T1 and E1 are enabled.

4.1.2 Responding to Events That Trigger Traps

This subsection describes all the traps supported by this version of the SNMP agent. These descriptions indicate the event that triggers the trap and include brief suggestions for responding to these events.

It is possible to use the SNMP agent software to monitor boards and to determine if a board has failed. If a board has failed, you can diagnose the board to determine if the hardware is good. If it is, the board can then be restarted. If the diagnosis indicates that the board is bad, then the board must be replaced. If you are using an SNMP manager that can be extended through programming, you can program the manager to diagnose the board when a fault is detected, and either restart the board or notify a person through email or other communication methods.

If there is a hardware fault on your board, the steps described under `dlgHiBoardStatusChanged` (below) can help you diagnose the issue. This process will not detect a failure in software, but will allow you to restart your system if the software has caused the fault and the hardware is good. Also, if there is a Signal Processor fault, it is possible the POST will not detect this. (Refer to the system release Diagnostics Guide for more information about POST.)

dlgHiBoardStatusChanged

MIB: Hardware Information MIB Module (*dlghwinf.mib*)

Condition: Change of a board state from *OK* to *failed* or from *failed* to *OK*

Remarks: This OID identifies the Intel Dialogic or Intel NetStructure board to which it applies by the board's device name. A trap is also sent if the administrative status changes other than by a set. If the board's state changes from *OK* to *failed*, perform the following steps:

1. You (or an automated program) should stop the board that has failed. The board is stopped through the use of the `dlgHiIdentAdminStatus`. This can be found in the *dlghwinf.mib*. You would set this value to stop pending state (7). This will stop the board.
2. Once the board is stopped, you can run the diagnose function. This is done by setting the `dlgHiIdentAdminStatus` to diagnose (5). While the board is in the diagnose state, it will not accept any other commands. The diagnose state runs the full power on self test (POST). For more information about POST, refer to the Diagnostics Guide for the system release.
3. Once the POST is complete, a trap will be sent to the SNMP manager. The `dlgHiBoardStatus` changed trap will be received. If there is an error during POST, it will be sent back in the trap.
4. If the POST did not return an error, then you can start the board. This is done by setting the `dlgHiIdentAdminStatus` to start-pending. Another trap will be sent up once the board has moved into the Started state.
5. If the POST did return an error, this means the board failed the POST and should be replaced. It should not be started.

Note: If this process is automated, certain safeguards should be put in place to make sure a board is not restarted too often. For example, if there is a software failure that causes the board to fail immediately after starting, it is possible that the process will continually restart the board. This will cause a large performance hit on the system. When automating the process, it is important to keep a counter on how often a board is restarted. This counter should be checked, and if a board is started too often within a specified amount of time, the restart for that board should be disabled. This will have to be implemented by the programmer as part of the process automation.

dlgHiTestTrap

MIB: Hardware Information MIB Module (*dlghwinf.mib*)

Condition: Setting of `dlgHiIdentTestTrapEnable` 0 to a value of 1.

Remarks: This trap can be sent by setting the `dlgHiIdentTestTrapEnable` OID to a value of 1 (using any MIB browser) to verify that the hardware agent is capable of communicating with the network management station.

dlgDsx1Alarm

MIB: Digital Service Level 1 (DS-1) Line Interface (*dlgds1.mib*)

Condition: Occurrence of new alarm for T-1 or E-1 interface (alarms include Red (101), Blue (102), Yellow (103), E-1 (104), and end of alarm (100)).

Remarks: In most cases, an alarm indicates a problem with either the network trunk or with the configuration of the Intel Dialogic board's front-end. For example, an alarm might indicate that the Intel Dialogic board is configured to provide clocking, which would conflict with the clocking provided by the network trunk.

dlgIsdnDChanged

MIB: ISDN Configuration and Statistics (*dlgisdn.mib*)

Condition: Change in the operational status of a D-channel's link access protocol (LAPD).

Remarks: This trap may or may not indicate a problem depending on its value for a given event.

dlgIsdnBChanged

MIB: ISDN Configuration and Statistics (*dlgisdn.mib*)

Condition: Change in the operational status of a B-channel.

Remarks: This trap may or may not indicate a problem depending on its value for a given event.

4.2 Resolving an Application Failure Using the SNMP Agent

If a telephony application fails, the remote monitoring and control facilities provided by the SNMP agent can help you to resolve the problem. When an application fails, take the following diagnostic steps:

1. Verify that all the Intel Dialogic and Intel NetStructure boards are still running.
The `dlgHiIdentServiceStatus` OID in the Hardware MIB Module (*dlghwinf.mib*) MIB indicates the current status of the boards.
If the boards are running, proceed to the next step. If the boards are not running, restart them using the `dlgHiIdentServiceStatus` OID.
2. Verify that the Intel Dialogic and Intel NetStructure boards used by the application are still running.
The `dlgHiIdentOperStatus` OID in the Hardware Information MIB Module (*dlghwinf.mib*) MIB indicates the board's current status. The possible values for this OID are *OK*, *Failed*, *Degraded*, and *Other*.
If the board is not running, reset the system; for instructions, see [Section 2.3, "Stopping and Starting the System"](#), on page 14.

4.3 Monitoring Errors and Lost Messages

Note: The following information applies only to Intel Dialogic Springware boards and is not relevant to the CompactPCI system release.

Errors and lost messages are important indicators of a telephony application's stability. Errors are generated by the Intel Dialogic host drivers or board firmware when a request is made for a function that they cannot perform. Lost messages indicate malfunctioning of the driver or firmware. The presence of errors and lost messages indicates a potential problem that should be addressed.

You can monitor errors and lost messages with the OIDs specified in Table 4. All of the OIDs listed in Table 4 are contained in the *dlgsrprf.mib*. They are refreshed periodically for an interval that can be specified with the *dlgPsPollingInterval* OID in the *dlgsrprf.mib*.

Table 4. OIDs for Critical Errors

OID	Description
dlgPsCurrentLostMsgToFW	Number of messages sent from the driver to the firmware that were lost.
dlgPsCurrentLostMsgFromFW	Number of messages sent from the firmware to the driver that were lost.
dlgPsCurrentFWErrorMsgs	Number of error messages generated by the firmware.
dlgPsCurrentDrvErrorMsgs	Number of error messages generated by the driver.

If errors or lost messages occur, resetting the system may clear the problem; for instructions, see [Section 2.3, “Stopping and Starting the System”](#), on page 14. If you continue to encounter errors or lost messages, take note of the frequency and types of errors in a given interval and report the problem to your telephony application developer.



Glossary

API: Application Programming Interface. A set of ready-to-use functions that provide the basis for a method of programming a user application.

Board: A Board is a physical board installed in the system (typically the managed node). A board may be made up of one or more devices, but each one of those devices shall have the same Board ID.

Community: An entity that contains one agent and one or more managers, and is named by the string of octets.

Device: A device is whatever the MIB Module creators choose it to be. It can be a board, or it can be a channel. That is up to the MIB Module. The Intel Dialogic agent is not concerned with what a device is.

Enterprise: Area for delegation of subtrees to other organizations.

Managed Node: The system that is being remotely monitored and has SNMP agents installed.

Management Station: (also called management node): The system that has the manager (management application) installed.

Manager: The management application which monitors and/or administers a remote system, such as HP OpenView* Network Node Manager.

Master Agent: The primary interface between the network manager and the subagents. The master agent acts as a request scheduler and dispatcher for all subscribed subagents. The subagents send traps to the master agent, which are then forwarded to the manager.

MIB: Management Information Base. Specification containing definitions of management information so that networked systems can be remotely monitored, configured and controlled.

NMS: Network Management Station. A dedicated workstation that gathers and stores network performance data. The NMS gets the data from network nodes (computers) running network agent software that enables them to collect the data.

OID: Object Identifier. SNMP uses an identification scheme found in ASN.1 to uniquely identify items used throughout SNMP. An identifier in this scheme is called an object identifier.

SNMP: Simple Network Management Protocol. A simple protocol which uses either UDP, TCP/IP, or IPX (depending on the operating system) to transmit messages between a manager and an agent to perform network management.

SNMP Agent: This SNMP subagent supports the Management Information Base (MIB) module and provides manageability to various Intel Dialogic applications or components within a system. The subagents interact with the Master Agent using SNMP.

SNMP Master Agent: Acts as a relay/multiplexor in its communication with subagents, and also as an agent in servicing requests from SNMP managers.



Trap: An event that is sent by the agent asynchronously. However, the manager does have control over whether traps are sent or not.

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