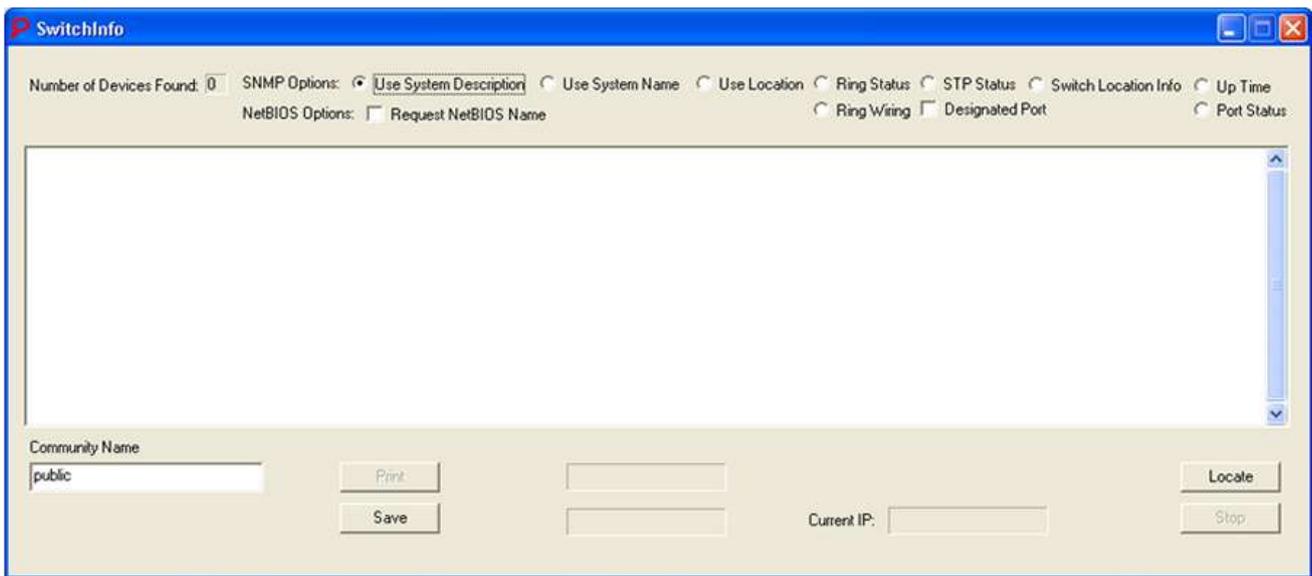


# SwitchInfo 4.3 User Manual

## Preliminary Considerations

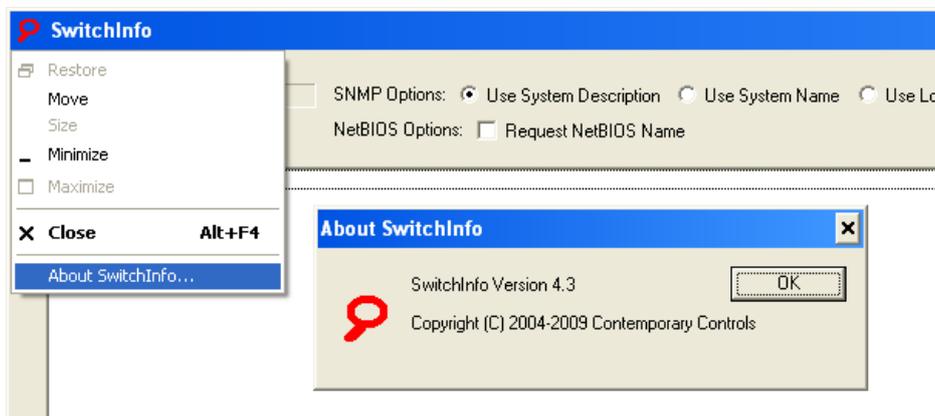
First make sure each device of interest is currently functioning and accessible. If the host computer has more than one Ethernet card, **SwitchInfo** will select one without your input. Therefore, you may need to disable one of the cards before running the application. If the host has only one card, there will be no problem.

**SwitchInfo** can be executed on a PC running Windows XP or Windows 7. To use **SwitchInfo** under Windows 7, run the program as an *administrator*. We have found that if the program is run by simply double-clicking it, it will run but not report any discovered devices. However, if you run the program as an administrator, it runs without any issues (it now discovers devices and reports their SNMP information). To launch with administrator privileges, right click the application and select *Run as administrator*. After initiating the **SwitchInfo** application, the following screen appears. To find the switch status of all CTRLLink switches, select the *Use System Description* radio button as shown below:



## Version Information

Click on the magnifying glass located in the upper-left corner — and in the drop-down menu select *About SwitchInfo...* to see which version you are using as shown below:



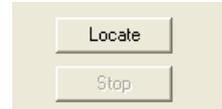
## Setup

In the lower-left corner, enter the *SNMP Community Name*. This is “public” by default. Each device discovered by **SwitchInfo** must use the **same** community name.



Community Name  
public

In the lower-right portion of the screen, press *Locate*.

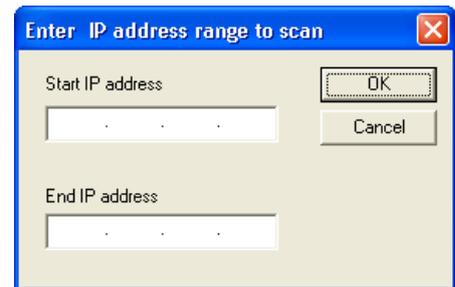


Locate  
Stop

You will be prompted for the IP range you want to scan. Enter the smallest and largest IP address of the range of IP addresses for all CTRLink switches — for example:

*Start IP address*    10.0.0.1  
*End IP address*    10.0.0.254

The range can include devices that are not on the network. If other devices fall within this range, they will simply report a MAC address but no CTRLink status — or they will not show up at all.



Enter IP address range to scan

Start IP address: [ ] [OK] [Cancel]  
End IP address: [ ]

## Scanning

After entering the IP range, **SwitchInfo** will begin to scan the network. The MAC and IP addresses of the host PC is then displayed. A progress bar appears over *Current IP* (the address currently being scanned).



00:04:76:35:1a:89  
10.0.0.144      Current IP: 10.0.0.124

## Scan Results

The upper-left corner of the screen will display the number of devices found and the middle portion of the screen will display results for each device it contacted. **SwitchInfo** first uses Ping — and then attempts to communicate via SNMP. If Ping is the only successful method, the IP address and MAC address of the device will be displayed. If SNMP is successful, you will see the SNMP information received. Double-clicking any entry will launch your default browser and display the device webpage — if the device supports webpages (our managed switches do) — otherwise, an Internet 404 error shows in the browser window.

Number of Devices Found: 17

```
PING: 10.0.0.1    F8:66:F2:D4:2A:90
PING: 10.0.0.2    00:50:DB:00:68:39
PING: 10.0.0.3    00:22:68:5E:D2:AC
SNMP: 10.0.0.4    Hardware: x86 Family 6 Model 11 Stepping 1 AT/AT COMPATIBLE - Software: W
SNMP: 10.0.0.5    Hardware: x86 Family 6 Model 11 Stepping 1 AT/AT COMPATIBLE - Software: W
PING: 10.0.0.6    00:26:55:86:45:31
SNMP: 10.0.0.7    Hardware: x86 Family 6 Model 11 Stepping 1 AT/AT COMPATIBLE - Software: W
SNMP: 10.0.0.8    Hardware: x86 Family 6 Model 23 Stepping 6 AT/AT COMPATIBLE - Software: W
PING: 10.0.0.11   00:0A:CD:1A:56:E3
PING: 10.0.0.12   00:1E:08:6F:E0:F3
PING: 10.0.0.15   3C:4A:92:F7:F5:0E
SNMP: 10.0.0.41   HP ETHERNET MULTI-ENVIRONMENT_ROM none,JETDIRECT_JD145.EEPRC
SNMP: 10.0.0.42   HP ETHERNET MULTI-ENVIRONMENT_ROM G.08.08,JETDIRECT_JD33.EEPP
SNMP: 10.0.0.44   HP ETHERNET MULTI-ENVIRONMENT_ROM K.07.15,JETDIRECT_JD38.EEPR
SNMP: 10.0.0.48   Gestetner C7528n 1.11 / Gestetner Network Printer C model 00:00:74:A2:B0:E3
SNMP: 10.0.0.49   HP SNMP Agent    00:14:38:DA:ED:13
```

If desired, you can save your scan by clicking the *Save* button near the bottom of the screen. A file named **SwitchInfoFile.txt** is then created in the same folder where the **SwitchInfo** application resides. The *Print* button is currently reserved for future use.



Print  
Save

---

## SNMP Options

When communicating with devices on the network, you can use these options to indicate what kind of information that **SwitchInfo** will seek. By default, *Use System Description* is checked.



The screenshot shows a configuration interface with two sections. The first section, 'SNMP Options', contains several radio button options: 'Use System Description' (selected), 'Use System Name', 'Use Location', 'Ring Status', 'STP Status', 'Switch Location Info', and 'Up Time'. The second section, 'NetBIOS Options', contains a checkbox for 'Request NetBIOS Name' (unchecked), a radio button for 'Ring Wiring' (selected), a checkbox for 'Designated Port' (unchecked), and a radio button for 'Port Status' (selected).

**Use System Description** — good to learn what is on the network. It will show you the name assigned by the manufacturer of each SMNP-supported device — such as servers, switches, some PCs, etc.

**Use System Name** — a name you can assign. Many devices may not have this field assigned.

**Use Location** — an SNMP field you can set to indicate the location of a device.

**NetBIOS Name** — useful when scanning computers running Microsoft Windows®.

**Ring Status** — displays the status of each **RapidRing**® (RR) switch. This is a good way to confirm that every switch is configured for RR and each switch's RR status (*ring complete* or *ring incomplete*).

**Ring Wiring** — asks each switch which port has knowledge of the PC running **SwitchInfo**. You will then see a single port for each switch. This is only useful for confirming proper RR network connections. Connect your PC to the RR master switch. If the ring is complete, all switches should show the even ring port (8 or 2), except for the switch to which you are directly connected. If the ring is broken, you will see even ring ports on one side of the break and odd ring ports (7 or 1) on the other.

**STP Status** — displays the STP or RSTP status of each switch in the network. This is useful when diagnosing large RSTP systems.

**Designated Port** — for STP Status requests, choose this to learn the MAC address of the designated device connected to each port.

**Switch Location Info** — learns the MAC address of each switch in the scanned IP address range. It then asks each switch which of its ports has knowledge of this MAC address. This will reveal the *network topology* (how the switches are interconnected) and can confirm customer documentation. This may not function properly if a non-CCSI managed switch is within the scanned range.

**Up Time** — displays the number of seconds each switch has been powered up. This is good to know when diagnosing large systems. For example: If a few switches have a very short *Up Time*, perhaps some region of the system has recently experienced a power failure.

**Port Status** — shows the status of each port of the switch — even if it is not performing RSTP.