



NETWORK MAINTENANCE AND TROUBLESHOOTING GUIDE

FIELD-TESTED SOLUTIONS FOR EVERYDAY PROBLEMS

SECOND EDITION



Praise for Neal Allen's Network Maintenance and Troubleshooting Guide

"This is one of the most informative and easy to learn books on networking basics and troubleshooting techniques. A must read for all new associates to the field of Networking."

-Javier Garcia, CCNA

"I can best summarize this book by quoting Arnold Glascow: 'Success is simple. Do what's right, the right way, at the right time."

-Heriberto Rebollo, Network Analyst

"The new version of the Guide brings hard-to-gather theory to bear on issues of practical importance."

-Dennis C. Frezzo, Ph.D.

Network Maintenance and Troubleshooting Guide: Field Tested Solutions for Everyday Problems

Table of Contents

Contents

Introduction

Boundaries

Media Standards Development

Terms

Physical Layer

Media Access Control (MAC) Layer Within the Data Link Layer

Logical Link Control (LLC) Layer Within the Data Link Layer

Network Layer

Transport Layer

Help Desk

Network Technician

Network Engineer

Network Manager

Organization

Technical Details

Conventions Used in This Book

Supplemental Materials

Chapter 1: Using the OSI Model

Quick Tour of the OSI Model

Seven Layers of the OSI Model

Layer 7: Application Layer



Layer 6: Presentation Layer

Layer 5: Session Layer

Layer 4: Transport Layer

Layer 3: Network Layer

Layer 2: Data Link Layer

Layer 1: Physical Layer

Networking Devices and the OSI Model

Repeaters

Bridges

Routers

Switches

Switch Forwarding Techniques

Common Networking Tools

Network Management Tools

Protocol Analyzers

Handheld Network Analyzers

Cable Testers

Flow Protocols

Summary

Chapter Review Questions

Chapter 2: Copper Media

Standards

Basic Cable Uses

Test Parameters

Basic Tests and Parameters Required for In-Channel Testing

Basic Frequency-Based Test Parameters Related to In-Channel Testing

Advanced Frequency-Based Test Parameters Related to In-Channel and External Testing

Other Commonly Referenced Test Parameters



Test Configurations

What Should Be Tested?

Grounding and Shielding Cable

Summary

Chapter Review Questions

Chapter 3: Fiber Optic Media

Safety

Light

Glass

Standards

Fiber Optic Cable Design

Fiber Cable Construction

Cable Construction

Connector Types

Test Parameters

Field Testing Parameters

Light Behavior

Dispersion

Modal Bandwidth

Critical Angle

Bending Fiber

Graded Index

Light Sources

Launch Conditions

Mandrels

Mode Conditioning

Absorption

Fresnel Reflections

Fiber Termination Polish



Fiber Alignment Errors and Manufacturing Flaws

Testing Practices and Tools

Test Methods

Tools

Levels of Testing

Tier 1

Tier 2

Precautions for Measurement and Testing

Summary

Chapter Review Questions

Chapter 4: Media Access Control Layer

Ethernet and the OSI Model

Frame Structure

Bits to Bytes

Bytes to Field Groupings

Basic Ethernet Frame Fields

Theory of Operation

Interpacket Spacing

Retransmission

Error Handling

Duplex

Frame Bursting

Auto-Negotiation

Power over Ethernet (PoE)

Ethernet Implementation Details

10Mbps Versions of Ethernet

100Mbps Versions of Ethernet

1000Mbps Versions of Ethernet

10Gbps Versions of Ethernet



Ethernet for Subscriber Access Networks

Summary

Chapter Review Questions

Chapter 5: Data Link Layer

Bridges

Bridge Forwarding Table

Effect of Forwarding

Priority

Spanning Tree Protocol

VLANs

MAC Control Sublayer

Frame Structure

Slow Protocols

Link Aggregation Sublayer

Operations, Administration, and Maintenance (OAM) Sublayer

Logical Link Control Sublayer

802.2 LLC

802.2 LLC Field Definitions

802 SNAP

802 SNAP Field Definitions

Novell Raw

Summary

Chapter Review Questions

Chapter 6: Network Layer

Routers

OSI Model Implications: Effect of Forwarding

Internet Protocol (IP)

IPv4 Addressing

Internet Control Message Protocol (ICMP)



IPv6 Addressing ICMPv6

Summary

Chapter Review Questions

Chapter 7: Transport Layer

TCP and UDP Ports

Transmission Control Protocol (TCP)

TCP Segments and Maximum Segment Size (MSS)

TCP Sockets and Connections

Opening and Closing Connections

Sequence and Acknowledgment Numbers

Retransmission

Selective Acknowledgment (SACK)

Window Size, Window Scaling, and Sliding Window

Congestion Control

TCP Segment Structure

User Datagram Protocol (UDP)

User Datagram Protocol (UDP) Datagram Structure

Summary

Chapter Review Questions

Chapter 8: Preventing Problems

Strategy for Network Maintenance

- 1. Management Involvement in Network Decision Making
- 2. Preparation and Planning
- 3. Problem Prevention
- 4. Early Problem Detection
- 5. Quick Problem Isolation and Resolution
- 6. Investing More in Tools and Training Rather Than Additional Staff to Accommodate Network Growth



7. Quality Improvement Approach to Network Management and Maintenance

Documentation

Methodology

Discovery and Baselining

Design Assistance

Validation

Create a Server Log and Software Library

Create a Network Diagram

Cable Plant Documentation

Develop a Baseline

Traffic Monitoring

Proactive Activity and Preparedness

Monitoring the Physical and MAC Layers

Monitoring the Network Layer

Monitoring the Transport Layer

Application Monitoring

Summary

Chapter Review Questions

Chapter 9: Troubleshooting

Best Method

Process

Eight Key Steps to Successful Troubleshooting

- Step 1. Identify the Exact Issue
- Step 2. Re-create the Problem
- Step 3. Localize and Isolate the Cause
- Step 4. Formulate a Plan for Solving the Problem
- Step 5. Implement the Plan
- Step 6. Test to Verify That the Problem Has Been Resolved
- Step 7. Document the Problem and Solution



Step 8. Provide Feedback to the User

A Place to Start

Summary

Chapter Review Questions

Chapter 10: Troubleshooting Media

Troubleshooting Copper Media

Tools

General Testing and Installation Issues

Troubleshooting Fiber Optic Media

Tools

General Testing and Installation Issues

Summary

Chapter Review Questions

Chapter 11: Network Troubleshooting

Tools

Cable Testers

Protocol Analysis

Network Management

Flow Protocols

Handheld Network Analyzers

Advanced Analysis Products

Troubleshooting Generalized User Complaints

Problem: Can't Connect

Problem: Connections That Drop Problem: Slow or Poor Performance

General Troubleshooting Advice

Avoid Misleading Symptoms

Specific Error Types

Some Simple Guidelines



Specific Test Suggestions

Summary

Chapter Review Questions

Appendix A: Copper Test Failure Cause Tables

Wiremap

Length

Propagation Delay or Delay Skew

Insertion Loss (Attenuation)

NEXT and PSNEXT

Return Loss

ACRF and PSACRF (ELFEXT and PSELFEXT)

Resistance

Characteristic Impedance

Impulse Noise

Alien Crosstalk Mitigation

Appendix B: Waveform Decoding Exercise

Module 1: Counting Systems and Encoding Methods

Counting Systems

OSI Seven-Layer Model

Signaling and Encoding Methods

Module 2: Decoding a Waveform into Ethernet

10Mbps Transmission Process

Decoding the Waveform

Module 3: Using Standards Documents and RFCs

Standards and RFCs

Module 4: Using a Protocol Analyzer

OptiView Protocol Expert in Five Buttons

Protocol Expert Lab



Appendix C: Auto-Negotiation

FLP Field Definitions

Base Page

Message Pages

Unformatted Pages

Extensions to Auto-Negotiation for 1000BASE-X

Extensions to Auto-Negotiation for 10GBASE-T

Appendix D: Discovering Device Behavior

At What Layer Does This Device Operate?

Test #1: Basic Functionality

Test #2: The Gray Area

Test #3: Find Any Configured VLANs

How to Use the Test Results

Collision Domain

Broadcast Domain

Different Network

Appendix E: Techniques for Troubleshooting Switches

What Problems Are Encountered in Switched Environments?

How Do You Find Which Port or Switch Has a Problem?

Techniques for Troubleshooting a Switch

Method 1: Access the Switch Console

Method 2: Connect to an Unused Port

Method 3: Configure a Mirror or Span Port

Method 4: Connect to a Tagged or Trunk Port

Method 5: Insert a Hub into the Link

Method 6: Place the Tester in Series

Method 7: Place a Tap Inline on a Link

Method 8: Use SNMP-Based Network Management

Method 9: Have the Switch Send Flow Technology Summaries



Method 10: Set Up a Syslog Server

Method 11: Use the Server (Host) Resources

Method 12: Use a Combination of Methods

Troubleshooting Methods: Conclusion

Appendix F: Simple Network Management Protocol

SNMP Operation

SNMPv1

SNMPv2

SNMPv3

SNMP Use

Appendix G: Troubleshooting with a Protocol Analyzer

Understanding a Web Page Connection

DNS Query

ARP Query

TCP Connection

Data Transfer

Closing the Connection

DNS Failure

Protocol Analyzers and Protocol Knowledge

Appendix H: Network Diagnostic Products Used in This Book

What Tool to Start With?

Network Operations

Network Engineering

Network Technicians

Network/PC Support Help Desk

Media Test

DTX 1800 Cable Analyzer

OptiFiber Certifying OTDR

AnalyzeAir Wi-Fi Spectrum Analyzer



Network Analysis: Hybrid Handhelds
OptiView
EtherScope
NetTool
LinkRunner
Protocol Analysis
Capture
Built-in Features
Alarms and Triggers
Data Storage and Reporting
Flow Protocols Analysis
Visual Performance Manager
Visual UpTime Select
NetFlow Tracker
Application Performance
Appendix I: Answers to Chapter Review Questions
Chapter 1
Chapter 2
Chapter 3
Chapter 4
Chapter 5
Chapter 6
Chapter 7
Chapter 8
Chapter 9
Chapter 10
Chapter 11
Index



