Symbols

! (exclamation point), 153
# prompt, 13
& (ampersand) return code, 153
&C1 modem command, DCD configurations, 521
&D3 string, sensing DTRs, modems, 522
&W, 454
(no memory) field, 418
* (asterisk) return code, 154
.(period) return code, 153
^Q, misconfigured modems and hung sessions, 456
^U, misconfigured modems and hung sessions, 456
{Single ring | multiring node} field, 134
0x field, 528
3Com Corporation, 379
5 minute input rate field, 122
5 minute output rate field, 122
56K flex modem standard, 507
81 hex value, 529
90 hex value, 529
91 hex value, 529
92 hex value, 529
93 hex value, 529
95 hex value, 529
9C hex value, 529
9F hex value, 529
10BaseT, link integrity, 98
100BaseT, link integrity, 98
100BaseT4, link integrity, 98
12000 linecards, memory maps, 884–885
12000-GRP memory maps, 883–884

A

A frame, 470
A return code, 154
A state, 118
a1 field, 528
a2 field, 528
A2 hex value, 529
A6 hex value, 529
AAA (authentication, authorization, and accounting), 492, 498

AAL5 frames, segmentation and reassembly, 613
AARP (AppleTalk Address Resolution Protocol), 221
abort field, 427
Aborted transmission (abort) field, serial line input errors, 403
AC hex value, 529
access
hosts to hosts, 349–351, 354
hosts to networks, 346–348
media
AppleTalk, 221
Banyan Virtual Integrated Network Service (VINES) protocol, 364
Internetwork Packet Exchange (IPX) protocol, 174
remote
configuring auxiliary ports, 940–941
configuring console ports, 939–940
SwitchProbe devices, 810
access control, rejections, 323
access control bytes, 129
Access Control Failed field, troubleshooting DECnet traffic, 337
access control lists (ACLs), 478–479
connectivity problems, 164
misconfigurations, 327, 354–355, 373–374, 384, 387, 554
AppleTalk, 237, 240, 243
dialer lists, 187
MLS-RP component, 713
numbering by protocols, 478
access server console port, control signal conflicts, 63
access servers, unresponsive terminal connections, 62–63
access-group command, access list misconfigurations, 554
accessing, 328–329
CCO, 941
chassis, 44
Essentials servers, 755
internal systems externally, PIX Firewall, 841–842
privileged exec commands, 13
remote networks, 310–311
routers, remote console and auxiliary ports, 939
zones and services, 235–237, 239
access-list permit-1 statement, access list
misconfigurations of dialer lists, 187
access-list statements, 192, 199, 479
accounting keyword, show interfaces ethernet
command, 99
Acknowledgment Number field, 149
ACLs. See access control lists
acquiring mode, ports stuck in, 252–253
action plans, network failures, 7
active links, 111
Active mode
opening data connections, 166
routers stuck in, 203–205, 257, 259
active timer value, misconfigurations, 204
actual costs vs. configured costs, 326
actual hops vs. configured hops, 326
adding device information, Essentials, 756–757
address availability, clients, 539
address errors, 881
Address fields, 562, 564
length, Token Ring networks, 130
SDLC frames, 269
address mapping errors, 374–377, 388
address registration, ILMI, 601
address resolution clients, 369
Address Resolution Protocol (ARP), 27, 146, 369
client, timeouts requested during network boots,
57–58
requests, routers, 27
address resolution services, 369
address value, 372, 376
addresses
ATM, debug output, 601
BUS, LAN Emulation Clients (LECs), 604–605
changing, MLS-RP component, 713
Connectionless Network Service (CLNS)
protocol, 337
DECnet Phase IV protocol, 337
DECnet protocol, 318–319
destination, 97, 562
destination MAC, 629
Ethernet-to-Token Ring mapping,
misconfigurations, 289–291
IEEE 802 vs. host numbers, 381
interfaces, verifying with Network Control
Protocol (NCP), 539
Internet Protocol (IP)
connectivity problems, 160
verifying, 440
IP helper, missing and misconfigured on
intermediate routers, 58
IS-IS NSAP, 342, 344–345
ISO-IGRP NSAP, 342, 344–345
LAN Emulation Configuration Servers (LECS),
596–597
Layer 3, mismatches in peer routers, 621
mapping errors, 184
Media Access Control (MAC), 146
DECnet protocol, 319, 321
finding duplicates, 717
protocols embedded with, troubleshooting
bridging, 292–293
troubleshooting duplicates, Token Ring
networks, 131
misconfigured, troubleshooting, 336, 349
MLS-RP, 713–716
multicast, missing and misconfigured, 186
networks, translation, 164
node, 179
nodes, troubleshooting ranges, 328, 333
NSAP, 342, 344–345
protocol
assignments, 221–222
TFTP servers, 52
routers, troubleshooting, 347
second-network, 334
selecting, Banyan Virtual Integrated Network
Service (VINES) protocol, 365–366
servers, verifying configurations, 539
source, 97, 562
troubleshooting, 304
verifying availability, clients, 539
virtual Token Ring, troubleshooting, 303–304
Web, transparent bridging resources, 590
X.121, 562
addressing
between Channel Interface Processor (CIP) and
hosts, 310
Connectionless Network Service (CLNS),
342–345
errors, RISC processors, 881
global, Frame Relay, 547–548
MIPS, 12000-GRP, 883
Transmission Control Protocol/Internet Protocol (TCP/IP), 144–146
troubleshooting, 371–372
adjacencies
bidirectional, 331, 334
establishing, 332–334
routing nodes, toggling, 334
administrative VLANs, Spanning-Tree Protocol (STP), 734
administratively down, 480
administratively down interfaces, 524
administratively down state, 429, 441
Administrator has shut down the server state, 744
ADSP (AppleTalk Data Stream Protocol), 229
AEP (AppleTalk Echo Protocol), 228
AFP (AppleTalk Filing Protocol), 229
agents, testing, 810
AIS (alarm indication signals), 432–434
alarm indication signals (AISs), 432–434
alarm indications field, 428
alarms
controllers, 432–434
remote, 443–445
T1 circuits, 405
algorithms
Address Resolution Protocol (ARP) clients and servers, 369
retransmitting frames, Ethernet, 93
routing, Banyan Virtual Integrated Network Service (VINES) protocol, 366
Spanning-Tree (STA), 577, 579, 588
SRB, 271–273
transparent bridging, 629–630
ALO (at-least-once) transactions, 228
ALS state, 119
Alternate Mark Inversion (AMI) coding, 413
American National Standards Institute (ANSI), 341, 543
AMI (Alternate Mark Inversion) coding, 413
ampersand (&) return code, 153
Analyzer Port field, Switch Agent Test, 813
analyzers
network, 18, 20
traffic, 620
analyzing logs, Atm Director, 802–803
AniServer, 758, 760, 780
ANSI (American National Standards Institute), 341, 543
answering modems, MNP5 enabled on, 264
apple event-logging command, route flapping, 245
AppleTalk, 219
access list numbering, 478
technology basics, 219–229
troubleshooting
accessing zones and services, 235–239
clients cannot connect to servers, 253–254
configurations, 230–234, 238
connection hangs, "Communicating At..." message, 262–263
connections, clients to servers, 261–262
dialin connections, 263–265
dropped service connections, 249–250
FDDITalk, no zones associated with routes, 260–261
interface fails to initialize, 251–252
no devices in Chooser, 243
performance, AppleTalk Enhanced IGRP, 257
phantom zones in Chooser, 247, 249
ports stuck in restarting or acquiring mode, 252–253
routers not establishing neighbors, 254, 256
routers stuck in Active mode, 257, 259
routes missing from routing tables, 256
routes not propagated through AURP tunnels, 259–260
unavailable network services, 244–247
zones missing from Chooser, 239–243
appletalk address 0.0 command, configuration mismatches, 235, 240, 251
appletalk address 0.9 command, configuration mismatches, 248
appletalk address command, nondiscovery mode, 252
AppleTalk Address Resolution Protocol (AARP), 221
appletalk cable-range, duplicate network numbers and overlapping cable-ranges, 236, 244
appletalk cable-range 0-0 command, configuration mismatches, 235, 240, 248, 251
appletalk cable-range command

duplicate network numbers and overlapping
cable-ranges, 236, 244
invalid zone names in routing tables, 249
nondiscovery mode, 252
AppleTalk Data Stream Protocol (ADSP), 229
AppleTalk discovery mode, 233–234, 252
AppleTalk Echo Protocol (AEP), 228
AppleTalk Enhanced IGRP
clients cannot connect to servers, 253–254
configurations, routers, 254
enabled on network with connected Macintosh computers, 254
not enabled on interfaces, 255–256
performance, 257
routers not establishing neighbors, 254, 256
routers stuck in Active mode, 257, 259
routes missing from routing tables, 256
AppleTalk Filing Protocol (AFP), 229
appletalk ignore-verify-errors command, 234
appletalk interface ethernet command, empty zone lists, 264
appletalk name-lookup-interval command, 236, 238, 252
appletalk protocol eigrp command, AppleTalk Enhanced IGRP not enabled on interfaces, 255–256
appletalk protocol rtmp command, AppleTalk Enhanced IGRP enabled on network with connected Macintosh computers, 254
appletalk route-redistribution command, missing commands, 260
appletalk routing eigrp command
AppleTalk Enhanced IGRP not configured on routers, 254
misconfigured timer values, 258
AppleTalk routing not enabled on interfaces, 262
AppleTalk Session Protocol (ASP), 229
appletalk timers command, route flapping, 241, 246, 250
AppleTalk Transaction Protocol (ATP), 228–229
AppleTalk Update Routing Protocol (AURP), 226–228
Application Monitoring field, Agent Test, 811
application problems, AppleTalk, 253
Application Response Time field, Agent Test, 811
applications
AtmDirector, 801–807
Cisco IOS, older versions, 256–259
CiscoView, 813–816
CiscoWorks, installing on servers, 742
connecting to servers, ISDN, 186–189
debugging, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 824–835
discovery, Cisco Secure Intrusion Prevention System (IPS) (NetRanger), 826–830
errors, Spanning-Tree Protocol (STP) failures, 723
TrafficDirector, 808–813
Virtual Profiles, 498–502
VlanDirector, 795–801
arap network command, 261–263
architecture, Digital Network (DNA), 315–316
area numbers, troubleshooting, 333
areas, 342
addresses, 318
host access, 349–351, 354
partitioned, 328
ARP (Address Resolution Protocol), 27, 146, 369
client, timeouts requested during network boots, 57–58
requests, routers, 27
ARP filtering, intermediate routers, 58
ARP tables, incomplete, 279
ARP type field, 101, 117, 134
AS5100 modem standard, 507
AS5200, memory maps, 922–925
AS5300, memory maps, 925–926
AS5800, memory maps, 926–931
ASP (AppleTalk Session Protocol), 229
assignments
addresses, Banyan Virtual Integrated Network Service (VINES) protocol, 365–366
protocol addresses, 221–222
subinterfaces, incorrect, 553–554
asterisk (*) return code, 154
async mode dedicated command, establishing modem connections, 513
async mode interactive command, establishing modem connections, 512–513
async modems, call pickups, 510
asynchronous traffic, 108
Asynchronous Transfer Mode (ATM)
LAN Emulation (LANE) networks, 593–600
transporting frames and packets over WAN
backbones, 611–612
connectivity problems, 618–621
mapping between destination addresses
and PVCs, 618
segmentation and reassembly, AAL5
frames, 613–614, 616
traffic shaping and policing, 616–617
troubleshooting commands, 622–624
variable bit rate, non-real time
(VBR-NRT), 617–618
AT prompt, trainup failures, 512
AT&FE1Q0, modem misconfigurations and hung
sessions, 456
at-least-once (ALO) transactions, 228
ATM. See Asynchronous Transfer Mode
ATM Adaptation Layer, segmentation and
reassemblage, 613
ATM addresses, debug output, debug lane client all
command, 601
atm ds3-scramble command, 621
atm e3-scramble command, 621
ATM Forum, 593
atm framing xxx command, 620
atm lecs-address-default command, connecting
to LAN Emulation Configuration Servers
(LECS), 596
ATM networks
checking, AtmDirector, 803–804
c clouds, CWSI Campus maps, 792
atm pvc command, 623
ATM service providers, 612
ATM signaling, 599–600
ATM switches, 611
AtmDirector, 782, 801, 803–807
atm-dxi keyword, 389
ATM-VLAN networks, checking with
AtmDirector, 804
ATP (AppleTalk Transaction Protocol), 228–229
attachment unit interfaces (AUIs), 96
AUI (attachment unit interfaces), 96
AURP (AppleTalk Update Routing Protocol),
226–228
AURP tunnels, 259–260
authentication
applying commands before completing, 487
failures, Point-to-Point (PPP) protocol, 536
PPP negotiation, 491–492
authentication, authorization, and accounting
(AAA), 492, 498
authenticators, 491
Auto state, 655
Automated TAC Case Management tool, 942
autonegotiation, 94
EtherChannel, 686
Ethernet, 639–640, 642–650
autonomous systems, routers in different, 200
autoreconfiguration, 128
autoselect arap command, missing commands, 264
autoselect command, 264
autoselect enabled on lines, 517
autoselect ppp command, establishing modem
connections, 512–513
auxiliary port numbers, finding, 455
auxiliary ports
configuring, remote access, 940–941
output, 521
AV pairs, 501
availability
client addresses, verifying, 539
network services, troubleshooting, 244–247
bad routing paths, neighbor routers, 57
badValue error message, SNMP, 816
bandwidth, periodic SAP updates, 210
bandwidth command, 425
banners, system. See system banners
Banyan Virtual Integrated Network Service (VINES) protocol
   access list numbering, 478
   media access, 364
   Network layer, 364, 366, 368–370
   protocol stacks, 363
   Transport layer, 370
   troubleshooting, 363–364, 366, 368–377
Basic Rate Interface (BRI), 469, 473, 475
BBN (Bolt, Beranek, and Newman), 141
beaconing, 128
beacons field, 123
bearer capability (bearer cap), 508
BECN (backward explicit congestion notification), 546
BER inactive field, 428
BERT/BLERT. See bit/block error rate testers
BGP. See Border Gateway Protocol
bidirectional adjacencies, 331, 334
binary eight-zero substitution (B8ZS) coding, 412
binhex format, submitting information to Technical Assistance Center (TAC), 943
bit/block error rate testers (BERTs/BLERTs), 19
bit-oriented synchronous protocols vs. SDLC protocol, 267
bits
   C/R, 546
   D, 273
discard eligibility (DE), 546
extended address (EA), 546
intraLAN, 317
ISDN physical layer frames, 470
return-to-sender, 317
return-to-sender-request, 317
routing information indicator (RII), 272
blocked connections
   IPX Enhanced IGRP routers, 196–199
   RIP routers, 189–193
blocked ports
   checking, 725–727
   logging Spanning-Tree Protocol (STP) events, 725
   reducing, Spanning-Tree Protocol (STP), 731–732, 734
   blocking mode, ports, 719
   Bolt, Beranek, and Newman (BBN), 141
   books, transparent bridging, 590
   boot images, missing and corrupted, 64–73
   boot loader recovery
   Cisco 4500/4700 routers, 67–71
   xmodem, 71–73
   boot prompt, routers booting from Flash memory, 49–50
   boot system command
   misconfigurations, TFTP servers, 53
   router boot failures, Flash memory, 50
   booting problems, 25–26
   Catalyst 4000 switches, startup, 86–88
   Catalyst 6000 switches, 63–80
   LAN switches
   Catalyst 2900, 42–43
   Catalyst 5000, 40–42
   local timeouts from ROM, 62
   networks
   client ARPs request timeouts, 57–58
   invalid routes, 56–57
   undefined load module errors, 59
timeouts and out-of-order packets, 55–56
   routers, 26–29
   booting from another router, 54–55
   Cisco 2500 series, 38–39
   Cisco 2600, recovering from corrupted and missing ios images, 80–81, 83
   Cisco 3600, recovering from corrupted and missing ios images, 84–86
   Cisco 4000 series, 36–37
   Cisco 7000 series, 32–35
   Cisco 7500 series, 29–32
Flash memory, 44–50
   hangs after ROM monitors initialize, 59–60
   stuck in ROM monitor mode, 60–61
   TFTP servers, 51–53
   scrambled output from ROM, 61
testing and verifying replacement parts, 44
   unresponsive terminal connections,
   unconfigured access servers, 62–63
   Border Gateway Protocol (BGP), 381
   bottlenecks, reducing for priority queuing, 419–420
boundaries, NSAP addresses, 345
boxes
   breakout, 18–19
      empty with red Xs, devices, 790
   fox, 18–19
BPDU (bridge protocol data units), 579, 726
BPDU port guards, 637
bps field, speed line command, 514, 519–520
break keys, pressed during boot process, 61
breakout boxes, 18–19
BRI (Basic Rate Interface), 469, 473, 475
BRI async modem calling, 509
bridge domain command, misconfigured bridging domains, 589
bridge priority command, changes in root bridges, 586
bridge protocol data units (BPDUs), 579, 726
bridge-group group lat-compression command, 420
bridges, 628
   backdoor between segments, 183, 385
designated, 578
failures, 579
   forwarding traffic, 576
   parallel with routers, troubleshooting, 360
remote source-routing (RSRB)
   host connectivity to server, 279, 281–284
   NetBIOS client connectivity to server, 285
   periodic communication failures, 284–285
root, 578, 730
bridging
   connectivity and performance, IBM-based networks, 274–312
   source-route transparent (SRT), 271, 292–293
   translational, client connectivity to server, 289–292
   transparent, 575–576
   access list numbering, 478
   Cisco router techniques, 581–582
   frame formats, 579
   looping and broadcast storms, 588–589
   loops, 576–577
   message formats, 580
   session terminations, 587
   Spanning-Tree Algorithm (STA), 577, 579
   unstable spanning trees, 586–587
   bridging domains, misconfigurations, 589
   bridging loops, 724–725
   broadcast field, show dialer map command, 486
   broadcast keyword
      frame-relay map statements, 556
      misconfigurations, dialer map commands, 516
troubleshooting RIP configurations, 312
   broadcast networks, 93
   broadcast packets, forwarding by routers, 385–386
   broadcast storms, transparent bridging, 588–589
   broadcast value, 373, 376
   Broadcast-and-Unknown Server (BUS), 594
   broadcasts
      directed, 381
      forwarding, 377
      global, 381
      requests for servers, 364
   broadcasts field, 102, 122, 135
   broken bridging paths, 584
   broken lines, restoring, 679–681
   broken PVCs, 620
   browsers
      NetSonar components not showing in, 822
      setting up, Essentials, 756
   bstun keyword, 389
   buffered mode, 514, 519–520
   buffers, adjusting in serial lines, 416–420
   buffers max free command, 418
   bugs, researching known, 639
   building dialer maps, IOS, 485
   bundles, multilink, 494
   BUS (Broadcast-and-Unknown Server), 594
   BUS addresses, LAN Emulation Clients (LECs), 604–605
   bus errors, 880
   Busied Out field, show modem command, 463
   BW field, 100, 116, 134, 425
   byapss switches, 114
   bytes
      access and frame control, 129
      Local Management Interface (LMI), 547
   bytes field, 103, 122–123, 426
   bytes input field, 102, 135
   bytes output field, 136, 428
C

C return code, 153
C/R bits, 546
cable problems
Cisco 2500 routers, 39
Cisco 4000 routers, 37
cable testers, 18
cable-length [long | short] command, 430, 435
cable-length short command, line build out
(LBO), 431
cable-ranges, overlapping, 236, 244
cables
AppleTalk discovery mode, 233–234
connectivity problems, 161
console, boot problems, 61
fiber, 105–106
fiber-optic, testing equipment, 18
out of specification, 415
ports, 633–634
separation of, 405
transceiver, 96
cabling
connection failures, X.25 links, 567
failures, frame relay links, 551
incorrect, modems, 457, 522
RJ-45, 511
serial errors, X.25 links, 570
caches, NetBIOS name, 285–287
call references, 547
call setup packets, address fields, 562
Call Switching Modules (CSMs), internal modem allocations for handling incoming calls, 511
calls
incoming, ISDN lines, 508–523
outbound
configuring interfaces, 484–486
ISDN lines, 523–532
remote-procedure (RPC), 370
CAM (Content Addressable Memory) tables, 629
candidate packets, 708
cards
NetFlow Feature (NFFC), 711
network interface (NIC)
Asynchronous Transfer Mode (ATM), 593
EtherChannel support, 684
replacements, 44

Catalyst 4000 switches, startup, 86–88
Catalyst 6000 switches, startup, 63–80
Catalyst 8540CSRs, memory maps, 886–889
Catalyst IOS images, loading, 74–76
Catalyst OS images, loading, 76–80
Catalyst switches
configuring switch-to-switch connections, 658–682
Inter-Switch Link (ISL) trunks, 650–658
startup delays, 686–689, 696–697, 701–703
timing tests, 689–703
Category 5 cables, 635
cause code fields, ISDN connection failures, 528
cause values, ISDN connection failures, 529–530
CCITT (Consultative Committee for International Telegraph and Telephone), 543, 559
CCO, 941, 943
CD transitions, serial lines, 404
CDDI (Copper Distributed Data Interface), 113
CDP (Cisco Discovery Protocol), 646
CDPCP (Cisco Discovery Protocol Control Protocol), 492
cells, 614, 618–620
CFM is... field, 120
Challenge Handshake Authentication Protocol (CHAP), 491
challenges, 491
Channel Interface Processor (CIP), 308–311
channels
creating, 665–666
D, 439
encapsulation ppp, verifying signaling channels, 436
signal, verifying, 436, 447
CHAP (Challenge Handshake Authentication Protocol), 491
chart component, NetSonar, 822
chassis, accessing, 44
chat scripts, verifying for outbound calls, 526–527
check state, 119
Checksum field, 149, 175, 368, 380
Chooser
  no devices in, 243
  phantom zones in, 247, 249
  zones missing from, 239–243
CHPIDs, offline to host, troubleshooting, 309
CIO, 941, 943
CIP (Channel Interface Processor), 308–311
circuits
  crossed serial, 253
  E1, 440–450
  permanent virtual (PVC), 561, 563
  switched virtual (SVC), 561, 563
  T1, 405, 429–440
  virtual, 543, 561
Cisco 1000, 1003/1004/1005, memory maps, 932
Cisco 1400, memory maps, 921–922
Cisco 1600, memory maps, 920
Cisco 1720, memory maps, 920
Cisco 2500, memory maps, 919–920
Cisco 2600 routers
  memory maps, 919
  recovering, missing and corrupted ios images, 80–81, 83
Cisco 3600 routers, recovering, 84–86
Cisco 3620, memory maps, 916–917
Cisco 3640, memory maps, 917
Cisco 3660, memory maps, 918
Cisco 4000, memory maps, 914–915
Cisco 4500 and 4500-M, memory maps, 915–916
Cisco 4500/4700 routers, boot loader recovery, 67–71
Cisco 4700 and 4700-M, memory maps, 915–916
Cisco 6200, memory maps, 912
Cisco 6260, memory maps, 913
Cisco 6400-NRP, memory maps, 901–910
Cisco 6400-NSP, memory maps, 910–911
Cisco 7000 Series RP, memory maps, 891–892
Cisco 7100, memory maps, 900–901
Cisco 7200 Series NPE, memory maps, 892–900
Cisco Dialout Utility, verifying configurations, 457
Cisco Discovery Protocol (CDP), 646
Cisco Discovery Protocol Control Protocol (CDPCP), 492
Cisco Information Online (CIO), 941, 943
cisco value, 376
CiscoSecure Intrusion Detection System (IDS),
  security, 823–835
CiscoSecure Scanner, security, 822
CiscoView, 15–16, 782, 813–816
CiscoWorks 2000, 741–742
  applications included in CWSI (CiscoWorks for Switched Internetworking) Campus, 795–816
CWSI (CiscoWorks for Switched Internetworking) Campus, 779–795
  installation and setup, 742–760
  RME problems, 760–779
CiscoWorks for Switched Internetworking (CWSI)
  Campus, 779–795
  applications included in, 795–816
  Daemon Manager, 757–758
  testing database connections, 760
claims field, 123
Class A networks, 144
Class B networks, 145
Class C networks, 145
Class D networks, 145
Class E networks, 145
classes, Internet Protocol (IP) addressing, 144–145
CLAW (Common Link Access for Workstations), 308
claw command, troubleshooting RIP
  configurations, 312
clear appletalk interface command, configuration
  mismatches, 235, 239, 247–248, 251
clear counters command, 440, 681
  router connectivity, 164
  troubleshooting addressing problems, 310
clear frame-relay-inarp command, 555
clear interface command, open relays in multistation
  access units (MAUs), 131
clear ipx eigrp neighbor command, link problems in
  propagating SAP packets, 203
clear line command, DCD configurations, 521
CLEAR REQUESTS message, misconfigurations of
  protocol parameters, 567–568
Clearinghouse Protocol, 382
client ARPs, timeouts requested during network boots, 57–58
clients, 219
  address resolution, 369
  communicating with servers over routers, 371–374
  connecting to hosts, 299–303
  connecting to servers, 253–254, 261–262, 289–293
  ISDN, 186–187
    Local Area Networks (LANs), 178–183
  over PSN, 374–377
  packet-switched networks (PSNs), 183–186
CWSI Campus, 781
  intermittent connections between servers, 205–209
  NetBIOS, connectivity to servers, 285–288
  performance data, gathering, 465
  starting, NetSonar, 822
  Topology, 781
  User Tracking, 781
  verifying address availability, 539
VlanDirector, 781
clns es-neighbor command, troubleshooting ES-IP protocol, 347, 350, 353
clns keyword, 357–358
CLA protocol. See Connectionless Network Service protocol
clns router command, troubleshooting
  Connectionless Network Service (CLNS) and DECnet protocols, 336
  clock rate command, 294, 307, 396
  clocking problems, troubleshooting, 412–415
  clocks, transmit, 415
  cloning, 501
  closed peers, 279–282, 304–305
clouds
  ATM networks, CWSI Campus maps, 792
  broken PVCs, 620
cmt signal bits field, 118
codes
  data network identification (DNIC), 562
  return, 153–154
coding
  Alternate Mark Inversion (AMI), 413
  binary eight-zero substitution, 412
  collision detect rule, Ethernet, 92
  collision domains, 92

 collisions
  cause of, 91
  Ethernet, excessive and late, 98
  Token Ring networks, 126
  collisions field, 103, 123, 136, 428
  columns, Process Failures table, 744
  command frames, 128–129
  command mode
    show interfaces ethernet command, 99
    show interfaces serial command, 424
  commands, 187–188, 236, 244, 445, 508–510, 539, 601, 621, 938, 941
  &C1 modem, DCD configurations, 521
  access-group, access list misconfigurations, 554
  apple event-logging, route flapping, 245
  appletalk address, nondiscovery mode, 252
  appletalk address 0.0, configuration mismatches, 235, 240, 248, 251
  appletalk cable-range
    invalid zone names in routing tables, 249
    nondiscovery mode, 252
  appletalk cable-range 0-0, configuration mismatches, 235, 240, 248, 251
  appletalk ignore-verify-errors, 234
  appletalk interface ethernet, empty zone lists, 264
  appletalk name-lookup-interval, 236, 238, 252
  appletalk protocol eigrp, AppleTalk Enhanced IGRP not enabled on interfaces, 255–256
  appletalk route-redistribution, 260
  appletalk routing eigrp
    AppleTalk Enhanced IGRP not configured on routers, 254
    misconfigured timer values, 258
  appletalk timers, route flapping, 241, 246, 250
  applying before completing authentication, 487
  arap network, 261–263
  async mode dedicated, establishing modem connections, 513
  async mode interactive, establishing modem connections, 512–513
  async-bootp subnet-mask, 539
  atm ds3-scramble, 621
  atm e3-scramble, 621
  atm framing xxx, 620
  atm lecs-address-default, connecting to LAN Emulation Configuration Servers (LECS), 596
atm pvc, 623
autoselect, 264
autoselect arap, missing commands, 264
autoselect ppp, establishing modem connections, 512–513
backup interface
invoking backup DDR, 482
standby mode, interfaces, 524
bandwidth, 425
boot system, TFTP server misconfigurations, 53
boot system flash, router boot failures, 50
bridge domain, misconfigured bridging domains, 589
bridge priority, changes in root bridges, 586
bridge-group group lat-compression, 420
buffers max free, 418
cablelength {long | short}, 430, 435
cablelength short, line build out (LBO), 431
checking router resources, 163
claw, RIP configurations, 312
clear apple talk interface, configuration mismatches, 235, 239, 251
clear counters
addressing problems, 310
clearing interface counters, 440
router connectivity, 164
clear frame-relay-inarp, missing frame-relay map commands, 555
clear interface, open relays in multistation access units (MAUs), 131
clear ipx eigrp neighbor, link problems when propagating SAP packets, 203
clear line, DCD configurations, 521
clns es-neighbor, troubleshooting ES-IS protocol, 347, 350, 353
clns router, troubleshooting Connectionless Network Service (CLNS) and DECnet protocols, 336
clock rate, 294, 307, 396
cout permit icmp any any, 839
config-register, 856
copy running-config startup-config, 234, 855
dce-terminal-timing enable, Link-layer problems, 295, 297
debug, 11, 13–14
PIX Firewall, 836–837, 839
troubleshooting serial lines, 408–409
debug apple events, 234, 241, 245, 250
debug apple zip, ZIP storms, 242, 247
debug arp, 409
debug atm errors, ATM signaling, 600
debug atm sig-error, ATM signaling, 600
debug cas, outbound calls from CAS groups, 530–531
debug chat, verifying chat scripts, 526
debug clns packet, troubleshooting ES-IS protocol, 347, 350, 352
debug decnet adj
bidirectional adjacencies, nodes, 334
hello packet exchanges, 329
debug decnet adj privileged, bidirectional adjacencies of nodes, 331
debug decnet connects, misconfigured access lists, 327
debug decnet events, troubleshooting number of adjacencies, 332, 335
debug dialer, 480
debug frame-relay events, 409
debug frame-relay lmi, 185, 409
debug icmptrace, 838
debug ip packet, 155–157
debug ip packet, missing ipx helper-address commands, 188
debug ipx routing, propagating RIP updates, 191
debug ipx sap, misconfigured SAP filters, 201
debug ipx sap activity
link problems, propagating SAP packets, 203
SAP filter misconfigurations, 194
sending SAP updates, 195
debug isdn events, ISDN connection failures of outbound calls, 527
debug isdn q921, troubleshooting PRI, 437
debug isdn q931
ISDN connection failures, outbound calls, 527
Link Control Protocol (LCP) failures, 536
debug lane client all, LAN Emulation Client (LEC) failures, 598
debug lane client packet
FLUSH process, 608
LE_ARP requests, 607
commands

debug laph, 409, 565
  connection failures over X.25 links, 567
  misconfigurations, protocol parameters, 567–568
  serial errors, X.25 links, 570

debug llc2 packet
  test frames, 300–301
  XID frames, 302–303

debug modem, establishing modem sessions, 512

debug packet, 838, 840

debug packet if_name, 837

debug ppp authentication, ISDN connection failures of outbound calls, 528

debug ppp chap, 409

debug ppp errors, 409

debug ppp negotiation, 409
  establishing modem connections, 513
  ISDN connection failures, outbound calls, 528

debug ppp packet, 409

debug q921, troubleshooting PRIs, 437–439, 448–450

debug sanity, generating core dumps, 875

debug sdlc, Link-layer problems, 295–296

debug sdlc
  test frames, 300–301
  XID frames, 302–303

debug serial interface, 409

debug serial packet, 409

debug source event, exceeded hop counts, 276, 282

debug source-bridge
  end system misconfigurations, 283
  explorer traffic, 284

debug spantree event, link flapping, 586

debug spantree tree, hellos not exchanged, 587

debug sqlnet, 838

debug stun, closed peers, 305

debug stun packet, 305–306

debug telnet, 168

debug token-ring, end system misconfigurations, 283

debug x25 events, 409, 567–568

debug xns packet
  missing or misconfigured xns helper-address commands, 386
  missing xns forward-protocol commands, 387

decnet access-group, misconfigured access lists, 327

decnet area-max-cost, troubleshooting actual and configured costs, 326

decnet area-max-hops, troubleshooting actual and configured hops, 326

decnet conversion, misconfigured addresses, 336

decnet cost
  Connectionless Network Service (CLNS) and DECnet protocols, 336
  missing, 326

decnet hello-timer
  misconfigured end nodes, 322
  timer mismatches, 338

decnet map, bidirectional adjacencies of nodes, 334

decnet max-address, node address ranges, 328, 333

decnet max-area, 333

decnet max-cost, troubleshooting actual and configured costs, 326

decnet max-hops, troubleshooting actual and configured hops, 326

decnet router-priority
  misconfigured end nodes, 322
  router priority, 330
  troubleshooting number of adjacencies, 332

decnet routing-timer, timer mismatches, 338

default-metric, 357

dialer isdn speed, Link Control Protocol (LCP) failures, 536

dialer map
  Link Control Protocol (LCP) failures, 536
  misconfigurations, 516–517

dialer-group, 477, 479

dialer-list, 477–479, 524

dialerpool X, misconfigured dialer profiles, 525

disconnect, DCD configurations, 521
display servers
   dropped SAP updates from hub router output queue, 208
   processing SAP updates, 196, 207, 209
distance, 357–358
enable, 13
enable password, 853
encapsulation, encapsulation mismatches, 184, 388
encapsulation frame-relay, encapsulation mismatches, 552, 554
encapsulation ppp, 439
troubleshooting PRIs, 450
   verifying configurations, signaling channels, 447
ethernet-transit-out, vendor code mismatches, 291
exception flash, 875
exception memory, generating core dumps, 875
exec
   DCD configurations, 521
   line configurations, no configuration command, 517
flowcontrol hardware, 264, 515, 518
frame-relay broadcast-queue size byte-rate packet-rate, Full Frame Relay broadcast queue, 185
frame-relay lmi-type {ansi | cisco}, type mismatches in Local Management Interface (LMI), 552
frame-relay map
   missing, 555
   troubleshooting address mapping errors, 374, 376–377
frame-relay map interface-dlci, DLCI (data link connection identifier) assignments to wrong subinterfaces, 553
frame-relay map ipx, address mapping errors, 184
frame-relay map xns, address mapping errors, 388
framing {SF | ESF}
   increasing framing loss seconds counter, 435
   lost frames, receivers, 430
Hangup DTR, sensing DTRs, modems, 522
hold-queue, 418
hold-queue number in, input drops of serial links, 400
hold-queue number out, input drops of serial links, 400
hold-queue out
dropped SAP updates from hub router output queue, 208
output drops, 399
incorrect routing, outbound calls, 525
interface counter, media problems, 180
ip access-group, verifying access control lists (ACLs), 164
ip classless, router connectivity, 163
ip unnumbered, incorrect routing of outbound calls, 525
ipx hello-interval eigrp, hello and hold-time timer mismatches, 200
ipx helper-address, missing, 188–189
ipx hold-time eigrp, hello and hold-time timer mismatches, 200
ipx input-network-filter
   misconfigured filters, 198
   misconfigured network filters, 192
ipx input-sap-filter
dropped SAP updates from hub router output queue, 208
   misconfigured SAP filters, 201
   SAP filter misconfigurations, 194
ipx network
   misconfigured IPX Enhanced IGRP protocol, 197
   missing, 190–191, 198
ipx network network encapsulation, mismatches of Ethernet encapsulation methods, 181
ipx output-network-filter, misconfigured filters, 192, 198
ipx output-sap-delay, processing SAP updates, 196, 207, 209
ipx output-sap-filter
dropped SAP updates from hub router output queue, 208
   misconfigured SAP filters, 201
   SAP filter misconfigurations, 194
ipx route, missing and misconfigured RIP and SAP statements, 187
ipx router, route redistributions, 193
ipx router eigrp
  IPX RIP and IPX Enhanced IGRP
  protocols enabled on same
  interface, 210
misconfigured IPX Enhanced IGRP
  protocol, 197
routers in different autonomous
  systems, 200
ipx router rip, IPX RIP and IPX Enhanced IGRP
  protocols enabled on same interface, 210
ipx router-sap-filter, dropped SAP updates from
  hub router output queue, 208
ipx routing
  duplicate noe numbers, routers, 182
misconfigured IPX Enhanced IGRP
  protocol, 197
misconfigured IPX RIP routing, 189
propagating RIP updates, 191
ipx sap, missing and misconfigured RIP and
  SAP statements, 187
ipx sap-incremental eigrp
  periodic SAP updates using excessive
  bandwidth, 210
  sending SAP updates, 202, 207
ipx sap-interval
  output drops, serial links, 398
  SAP timer mismatches, 194, 206
ipx type-20-propagation, missing, 187–188
ipx update-time, RIP timer mismatches, 191, 206
isdn incoming-voice modem, digital modem
  call pickups, 511
isdn switchtype, SABME messages, 439
keepalive seconds, failures in sending
  keepalives, 552
lane server-atm-address, connecting to LAN
  Emulation Servers (LES), 597
linecode {ami | b8zs}, line code violations, 435
linecode {ami | hdb3}, changing
  linecoding, 446
lmi, type mismatches in Local Management
  Interface (LMI), 552
local-ack, SDLC timing problems, 299
lock DTE speed, unlocked modem speed
  settings, 519–520
logging, 939
logging buffer debug, LAN Emulation Client
  (LEC) failures, 598
logging console, troubleshooting PRIs, 448
logging console info, LAN Emulation Client
  (LEC) failures, 598
loopback, status line conditions, serial
  lines, 397
missing, 372–373
  appletalk route-redistribution, 260
  arap network, 261–263
  autoselect, 264
  decnet cost, troubleshooting, 326
  default-metric, 357
  distance, 358
  frame-relay map, 555
tftp-server, 54
missing and incorrect interesting traffic
  definitions, 524
missing or misconfigured, 386–387
mls rp management-interface, 712
MLS-RP component, 714
modem AT, unlocked modem speed
  settings, 514
modem autoconfigure, 454
modem call-record terse, 464
modem dialin, disabled modem control, 523
modem inout
digital modem call pickups, 511
  disabled modem control, 521–522
  enabling modem control, 456
modem ri-is-cd
disabled modem control, 521
  enabling modem control, 456
modemcap edit modem-name attribute
  value, 454
modernmgmt debug rbs, 509, 530
monitor, 846
moretrace, troubleshooting offline Channel
  Interface Processor (CIP) devices, 308
multiring, missing, 278
netstat gate, 311–312
netstat -r, missing or misconfigured default
  gateway specifications, 346
network, IPX RIP and IPX Enhanced IGRP
  protocols enabled on same interface, 210
no access-group, misconfigured access lists,
  354–355
no apple pre-fddtalk, FDDITalk version mismatches, 261
no appltalk access-group, misconfigured access lists and filters, 240, 243
no appltalk discovery, 234
no appltalk eigrp-timers, timer value mismatches, 256
no appltalk ignore-verify-errors, 234
no appltalk timers, route flapping, 241, 246, 250
no cdp enable, 492
no clns, troubleshooting Connectionless Network Service (CLNS) and DEcnet protocols, 336
no clns router iso-igrp, troubleshooting ISO-IGRP process configurations, 359
no debug, 13
no debug all, 13
no debug packet, 838, 840
no decnet access-group, misconfigured access lists, 327
no exec
DCD configurations, 521
lines configured with, 517
no flowcontrol hardware, hardware flow control configurations, 515
no ip route-cache, output drops in serial links, 399
no ipx hello-interval eigrp, hello and hold-time timer mismatches, 200
no ipx hold-time interval eigrp, hello and hold-time timer mismatches, 200
no ipx input-network-filter, misconfigured filters, 192, 198
no ipx input-sap-filter, misconfigured SAP filters, 194, 201
no ipx output-network-filter, misconfigured filters, 192, 198
no ipx output-sap-filter, misconfigured SAP filters, 194, 201
no ipx routing, duplicate noe numbers of routers, 182
no ipx sap-incremental eigrp, sending SAP updates, 207
no ipx sap-interval, SAP timer mismatches, 194, 206
no lnrm rps, RPS conflicts in Token Ring networks, 132
no logging
log message overloads, 437
troubleshooting PRIs, 448
no logging console, 13
no loopback, 432
disabling loopback mode, 443
status line conditions, serial lines, 397
verifying configurations, signaling channels, 447
verifying signaling channels, 436
no passive-interface, troubleshooting RIP configurations, 312
no shutdown
administratively down interfaces, 524
D-channels, 439
DLCI (data link connection identifier) assignments to wrong subinterfaces, 553–554
status line conditions, serial lines, 398
troubleshooting PRIs, 437, 448, 450
troubleshooting router interfaces, 371, 383
verifying configurations, signaling channels, 447
verifying signaling channels, 436
no shutdown interface configuration, router interfaces down, 181
no vines access-group, misconfigured access lists, 373
no x25 map, misconfigured x25 map command, 568
no xns access-group, misconfigured access lists, 384
nrconn, 824
nrest, 824
nrstart, 824
nrstatus, 823
nrstop, 824
nrvers, 823
nslookup, connectivity problems with Domain Name Servers (DNS), 168
nzri-encoding, Link-layer problems, 295, 297
passive-interface, troubleshooting RIP configurations, 311
password line, 854
ping, 11, 14

addressing problems, 310
discarded cells, 619
host misconfigurations, 312
misconfigured T1 timers, 285
missing or misconfigured IP routes, 311
remote peer routes, 280
serial lines, 409–411

pri-group, 439, 475
priority-list, 419
privileged exec, accessing, 13
pvc, 622
redistribute, route redistributions, 193, 199
ring-speed
  ring speed specification mismatches, 182
troubleshooting ring speed
  mismatches, 130

rotary 1, 455
route add default, 346
route-map, misordered sequence numbers,
  356–357
router diagnostic, 11–15
RTS/CTS Flow, hardware flow control
  configurations, 518
script, 939
script dialer, verifying chat scripts, 526
sdlc partner, troubleshooting test frames,
  300–301
sdllc traddr, 303
sdllc xid, troubleshooting XID frames, 302–303
service internal, 509, 530
service timestamps debug datetime msec, 502
set interface sc0, 654
set interface sc0 2, 656
set port channel 2/1–4 auto, 676
set port duplex 1/1 half, 647–648
set port speed 1/1 10, 645, 648
set port speed 1/1 auto, 644, 649
set port speed mod_num/port_num auto,
  autonegotiation, 642
set trunk, 656
set trunk 1/1 desirable, 657
set trunk off, 689
set vlan 1 2/4, 678–679
set vlan 2, 656
set vtp domain Cookbook, 657
setting EtherChannel configurations, 681–682

sh atm int atm, 620
sh atm map, 621
sh atm pvc, 623
sh controller, input errors, 614
show, 11–12, 879
show access-lists
  access list misconfigurations, 354–355,
  387, 554
  filter misconfigurations, 198
  network filter misconfigurations, 192
  SAP filter misconfigurations, 194, 201
show apple interfaces, AppleTalk routing, 262
show appletalk access list, misconfigured
  access lists and filters, 240, 243
show appletalk eigrp neighbors
  interface and hardware problems,
  AppleTalk, 258
timer value mismatches, 255
show appletalk eigrp-timers, timer value
  mismatches, 255
show appletalk globals, Phase 1 and 2 rule
  violations, 236, 252
show appletalk interface
  configuration mismatches, 235, 237, 239,
  247–248, 251
crossed serial circuits, 253
misconfigured AURP tunnels, 260
show appletalk neighbors, 233, 236, 252
show appletalk private, ZIP storms, 242, 247
show appletalk route
  empty zone lists, 264
  ZIP storms, 242, 247
show appletalk traffic, ZIP storms, 242, 246
show appletalk zones
  empty zone lists, 264
  invalid zone names in routing tables, 249
show arp, incomplete ARP tables, 279
show atm ilmi-status, connecting to LAN
  Emulation Configuration Servers
  (LECS), 596
show atm pvc, 621
show atm vc, 622
show bridge
  broken bridging paths, 584
  hardware and media problems, 584
host down, 584
link errors, duplex mismatches, and port errors, 589
misconfigured Ethernet-to-Token Ring address mapping, 289
show buffers, 12, 416, 418
show cdp neighbors, 12
show clns, troubleshooting ISO-IGRP process configurations, 359
show clns interface, troubleshooting
Connectionless Network Service (CLNS) and DECnet protocols, 336
show clns is-neighbors detail, troubleshooting parallel bridges and repeaters, 360
show clns neighbors, troubleshooting routers, 348, 353
show clns neighbors detail troubleshooting end systems (ESs), 346
troubleshooting parallel bridges and repeaters, 360
show clns route, troubleshooting routers, 348, 354
show controller e1, 440–446, 448
show controller t1, 429–431
error events, 434
line code violations, 435
troubleshooting PRIs, 437
show controller t1 call-counters, 466
show controllers, 12
show controllers serial, troubleshooting serial lines, 405–406
show debugging, 12
show decnet access-list, misconfigured access lists, 327
show decnet interface
actual and configured costs, 326
actual and configured hops, 326
Connectionless Network Service (CLNS) and DECnet protocols, 336
enabling DECnet protocol, 325
router priority, 330
timer mismatches, 338
show decnet route
actual and configured costs, 326
actual and configured hops, 326
bidirectional adjacencies, nodes, 331, 334
show decnet traffic, troubleshooting DECnet traffic, 337
show dialer map, 485–486
show executor characteristics, misconfigured end nodes, 322
show extended channel slot/port stat, host misconfigurations, 312
show extended channel slot/port statistics, addressing problems, 308, 310
show extended channel slot/port subchannel, CHPIIDs offline to hosts, 309
show flash, 12
show flash all, 875
show frame-relay, encapsulation mismatches, 552
show frame-relay map
capsulation mismatches, 554
misconfigured DLCI assignments, Frame Relay protocol, 184
missing frame-relay map commands, 555
show frame-relay pvc
DLCI (data link connection identifier) assignments to wrong subinterfaces, 553–554
inactive or deleted data link connection identifiers (DLCIs), 552, 554
show idsn status, troubleshooting PRIs, 437
show interface
closed peers, 305
default gateway problems, HSRP, 599
link errors, duplex mismatches, and port errors, 589
link flapping, 586
media problems, SRT bridging, 289, 293
Physical and Data Link layer problems, 300
router connectivity, 164
timer value mismatches, 255
show interface atm (module/port), 614
show interface serial x, 436, 447
show interfaces, 12
bidirectional adjacencies, nodes, 331, 334
crossed serial circuits, 253
Data Link layer, 307
capsulation mismatches, 184, 281, 388
failures in sending keepalives, 552
flapping routes, 205
Full Frame Relay broadcast queue, Frame Relay protocol, 185
full input and output queues, 585
hardware and media problems, 584
hello packet exchanges, 329
Input and Output queues, 338
link problems, 200, 202
media problems, 180, 338
misconfigured addresses, 336
Physical layer, 293, 307
priority queuing, 420
processing SAP updates, 196, 207, 209
route flapping, 240–241, 244, 249
router interfaces, 181, 371, 383
spanning trees, none implemented, 588
up/up interfaces, 480
verifying interface state, 524
viewing changes, switches, 656
show interfaces ethernet, 98–103
show interfaces fddi, 114–123
show interfaces serial
cabling, hardware, and carrier problems, 551
connection failures over X.25 links, 567
CSU/DSU loopback tests, 421, 423
dropped SAP updates from hub router output queue, 208
serial errors, X.25 links, 570
serial lines, 393–405, 423–428
type mismatches, Local Management Interface (LMI), 552
X.25 connections, 565–566
show interfaces serial x
D-channels, 439
troubleshooting PRIs, 450
show interfaces token, ring speed specification mismatches, 182
show interfaces tokenring, Token Ring networks, 130–136
show ip route, 525
missing or misconfigured IP routes, 311
remote peer routes, 280
show ip route a.b.c.d, 621
show ipx eigrp, link problems with routers establishing neighbors, 200
show ipx eigrp neighbors, routers stuck in active mode, 204
show ipx interface
mismatches, Ethernet encapsulation methods, 181
missing ipx network commands, 190, 198
RIP timer mismatches, 191, 206
show ipx route
duplicate network numbers, 182
route redistributions, 193
show ipx servers
dropped SAP updates from hub router output queue, 208
duplicate network numbers, 182
processing SAP updates, 196, 207, 209
show ipx traffic, back-door bridges between segments, 183
show isdn service, 475
show isdn status, 473–476
ISDN connection failures, outbound calls, 527
troubleshooting PRIs, 437, 448
show isis database detail, troubleshooting routers, 348, 354
show known circuit characteristics, misconfigured end nodes, 322
show lane client
ATM signaling, 599
LAN Emulation Client (LEC) failures, 595
output, 605–606, 608
show lane client name, split ELANs, 598
show lane config, connecting to LAN Emulation Configuration Servers (LECS), 597
show lane default
connecting to LAN Emulation Configuration Servers (LECS), 596
center, to LAN Emulation Servers (LES), 597
show lane server, connecting to LAN Emulation Configuration Servers (LECS), 597
show line
async modem call pickups, 511
disabled modem control, 521–522
enabling modem control, 456
finding auxiliary port numbers, 455
hardware flow control configurations, 515, 518
incorrect modem cabling, 457, 522
line configurations, no configuration command, 517
rotary groups, 458–461
unlocked modem speed settings, 513, 518, 520
show lnm, end system misconfigurations, 283
show logging, 437
setting spanning tree logging, 691–692
troubleshooting PRIs, 448
show mac, monitoring packet distribution, 668
show memory summary, 12
show modem, 462–463
show modem call-stats, 463
show modem connect-speeds, 464
show modem operational-status, 464–465
show modem summary, 462–463
show modemcap modem-name, 454
show module, 660
show netbios name-cache, troubleshooting explorer traffic, 284
show netbios-name-cache, NetBIOS name cache mapping, 286
show port, 661–662, 695
show port 1/1, 644–649, 654
show port capabilities, 653–654, 664
show port capabilities 1/1, 643–644
show port channel, 667, 675–678, 688–689
show port mod_num/port_num, autonegotiation, 642
show process cpu, 12
show protocol route, exceeded hop counts, 276, 282
show rif
    incomplete ARP tables, 279
    misconfigured Ethernet-to-Token Ring address mapping, 290
    NetBIOS name cache mapping, 285
show running, spanning explorers, 277
show running-config, 12, 234
    access list misconfigurations, dialer lists, 187
    address mapping errors, 184, 374–375, 388
    AppleTalk Enhanced IGRP, 254–256
    broadcast forwarding, 377
broadcast keywords in frame-relay map statements, 556
checking IP addresses, interfaces, 440
closed peers, 305
decnet max-area command, 333
dialer map command misconfigurations, 516
enabling DECnet protocol, 325, 328
enabling IPX RIP protocols on networks, 198
enabling Xerox Network Systems (XNS) protocols on routers, 383
end node and router area number mismatches, 329
explorer traffic, 281
hello and hold-time timer mismatches, 200
incorrect routing, outbound calls, 525
invalid zone names in routing tables, 248
IPX RIP and IPX Enhanced IGRP protocols enabled on same interface, 210
misconfigurations, x25 map command, 568
misconfigured active timer values, 204
misconfigured addresses, 336
misconfigured AURP tunnels, 260
misconfigured bridging filters, 585
misconfigured dialer maps, 525
misconfigured dialer profiles, 525
misconfigured filters, 198
misconfigured IPX Enhanced IGRP protocol, 197
misconfigured IPX RIP routing, 189
misconfigured network filters, 192
misconfigured SAP filters, 201
misconfigured timer values, 258
misordered sequence numbers, 356
missing and incorrect interesting traffic definitions, 524
missing and misconfigured multicast addresses, SMDS, 186
missing and misconfigured RIP and SAP statements, 187
missing commands, 260–264
missing ipx helper-address commands, 188
missing multiring commands, 278
missing or misconfigured default-metric commands, 357
missing or misconfigured distance commands, 358
missing or misconfigured xns helper-address commands, 386
missing vines serverless and vines arp-enable commands, 372–373
missing xns forward-protocol commands, 387
NetBIOS name cache mapping, 286
node address ranges, 328, 333
physical layer, 294
PRIs, 450
propagating RIP updates, 191
PVC set ups, 375, 377
ring number mismatches, 275
ring speed mismatches, 130
RIP configurations, 311
route redistributions, 193, 199
router configurations, 349
routers in different autonomous systems, 200
running RTMP and AppleTalk Enhanced IGRP simultaneously on same interface, 257
SABME messages, 438
SAP filter misconfigurations, 194
SAP timer mismatches, 194, 206
SDLC timing problems, 299
sending SAP updates, 202, 207
SNRM and XID frames, 306
status line conditions, serial lines, 397–398
timer value mismatches, 255
test frames, 300
verifying configurations, isdn switchtypes and pri-groups, 436, 447
verifying interface protocol configurations, Network Control Protocol (NCP), 538
XID frames, 302
show source-bridge explorer traffic, 281, 284
show source-bridge remote-peer commands, 279
show span broken bridging paths, 584
show span changes in root bridges, 586
link flapping, 586
misconfigured bridging domains, 589
Spanning-Tree Algorithm (STA) mismatches, 588
show spanning, misconfigured Ethernet-to-Token Ring address mapping, 289
show span-tree, 667, 688
show stacks, 12
show startup-config, 12
show stun closed peers, 304
SNRM and XID frames, 305–306
show tech, system crashes, 880
show time, 692–693, 696
show trunk 1/1, 654–655
show trunk mod-num/port_num, trunking, 652
show version, 12
displaying IOS version and configuration, 690–691
router connectivity, 164
troubleshooting hardware problems, 309
troubleshooting old IOS releases, 309
viewing processor types, 880
show vines, troubleshooting metric values, 372
show vines access-list, misconfigured access lists, 373
show vines route, addressing problems, 371
show vip domain, trunking, 652
show xns access-list, misconfigured access lists, 384
show xns interface, mismatched network numbers, 383
show xns traffic, backdoor bridges between segments, 385
show-running-config, duplicate noe numbers of routers, 182
shutdown
administratively down interfaces, 524
DLCI (data link connection identifier)
assignments to wrong subinterfaces, 553–554
standby mode, interfaces, 524
status line conditions, serial lines, 398
smds multicast ipx, missing and misconfigured
multicast addresses, SMDS, 186
smds static-map ipx, address mapping
errors, 184
source-bridge
misconfigured, troubleshooting, 287–288
ring number mismatches, 275
source-bridge proxy-explorer, NetBIOS name
cache mapping, 286
source-bridge remote-peer
misconfigured source-bridge
command, 288
missing or misconfigured, 279–280
source-bridge spanning, troubleshooting
explorer traffic, 281
speed line, unlocked modem speed settings,
513, 518, 520
stun route
closed peers, 305
SNRM and XID frames, 306
tell, unrecognized objects, 323
terminal monitor, 13, 448
timers active-time, misconfigured timer values,
204, 258
trace, 11, 14–15
enabling, 782
misconfigured access lists, 354–355
packet routing, Level 2 routers, 352
troubleshooting routers, 348, 353
track on, misconfigured clients and servers, 179
transport input telnet, 455
troubleshooting CiscoSecure Intrusion
Detection System (IDS) (NetRanger),
823–824
troubleshooting PortFast configurations,
704, 706
troubleshooting Spanning-Tree Protocol (STP)
failures, 728–729
tunnel destination, misconfigured AURP
tunnels, 260
tunnel source, misconfigured AURP
tunnels, 260
undebug sanity, 875
username name password password,
authentication failures with Point-to-Point
(PPP) protocol, 536
v25 pvc n vines address, PVC set ups, 375, 377
verifying interface addresses, Network Control
Protocol (NCP), 539
verifying PortFast configurations, 704
verifying PortFast is enabled, 697
vines, troubleshooting metric values, 372
vines arp-enable, 372–373
vines propagation, broadcast forwarding, 377
vines serverless, 372–373
vines serverless broadcast, broadcast
forwarding, 377
write core, 876
write memory, 440, 855
x25, misconfigurations, 568–569
x25 map ipx, address mapping errors, 184
x25 map vines, address mapping errors,
374–375
x25 map xns, address mapping errors, 388
xns forward-protocol, missing, 387
xns helper-address, missing or misconfigured,
386–387
xns input-network-filter, backdoor bridges
between segments, 385
xns network, mismatched router network
classless, 384
xns routing, enabling Xerox Network Systems
(XNS) protocols on routers, 383
Common Link Access for Workstations (CLAW)
connections, 308
communication
clients with servers over routers, 371–374
routers, SDLC protocol, 293–298
communication failures, 284–285
community strings, CWSI Campus, 788–789
components, Integrated Services Digital Network
(ISDN), 467–468
compress frf9 stac, 377
compress frf9 stac value, 377
compressed system images, router boot failures,
47–48
conduit permit icmp any any command, 839
config-register command, 856
configuration errors, EtherChannel, 674–681
configuration messages, 579
Configuration mismatch, 239–240
configuration mismatches, AppleTalk, 235–240, 247–248, 251
configuration registers, misconfigurations, 60–61
configurations
access lists, 187, 327, 354–355, 373–374, 384, 387, 554
active timer value, 204
addresses, 336, 349
AppleTalk access lists and filters, 237, 240, 243
AppleTalk Enhanced IGRP, routers, 254
ATM mapping, 618
AURP tunnels, 260
autoreconfiguration, 128
boot system command, TFTP servers, 53
bridging domains, 589
bridging filters, 585
checking for connectivity problems, 159, 161
Cisco Dialout Utility, verifying, 457
clients and servers, 179
configuration registers, 50, 60–61
CSU, clocking, 414
DCD, modems, 521
decnet max-area value, 333
default gateway specifications, 52, 346
dialer interface, 487
dialer map commands, 516–517
dialer maps, 525
dialer profiles, 525
DLCl assignments, Frame Relay protocol, 184
DSU, clocking, 415
Dynamic Trunking Protocol (DTP), 657–658
end nodes, 322–323
EtherChannel, 636
EtherChannel, commands for setting, 681–682
filters, 198–199
flow control, 264–265
Frame Relay, 549
global, mls rp ip statement, 712
hardware flow control, 515–516, 518
hosts, 354
hub go-ahead, 268
Integrated Services Digital Network (ISDN), 468
interface, 498, 712
interface protocol, verifying with Network Control Protocol (NCP), 538
IP helper addresses, intermediate routers, 58
IPX RIP routing, routers, 189
isdn switchtypes and pri-groups, 436, 447
ISO-IGRP processes, 359
lines, no exec command, 517
loop, 268
modems, 456
multicast addresses, SMDS, 186
multipoint, 268
network, 498
network filters, 192
physical interfaces, 499–500
point-to-point, 268
PortFast, 704, 706
ports, 636
protocol parameters, 567–568
register settings, TFTP servers, 53
RIP statements, 187
RIPs, routers, 311–312
router priority, troubleshooting, 330–331
routers, 349–350
IPX Enhanced IGRP protocol, routers, 197
saving changes, 709
SAP filters, 194–195, 201–202
SAP statements, 187
saving, write memory command, 440
server address, verifying, 539
signaling channels, 447
timer values, 258
verifying, isdn switchtypes and pri-groups, 447
virtual access interfaces, 500, 502
x25 map command, 568–569
configurations, routers, 709
configured costs vs. actual costs, 326
configured hops vs. actual hops, 326
Configured tvx field, 121
configuring
auxiliary ports, remote access, 940–941
console ports, remote access, 939–940
DECnet nodes to log DECnet events, 322–325
EtherChannel, 660–672
Ethernet autonegotiation, 643–650
interfaces, outbound calling, 484–486
Inter-Switch Link (ISL) trunks, Catalyst switches, 652–657
LANE services, 797–801
modems, reverse Telnet sessions, 455
Multichassis Multilink Point-to-Point Protocol (MMP), 496
Multilink Point-to-Point Protocol (MLP), 493
routers, fault-tolerant boot sequences, 27
switch-to-switch connections, Catalyst switches, 658–682
Uni-Directional Link Detection (UDLD), Spanning-Tree Protocol (STP), 735
confirm state, 117
conflicts, RPS, 132
congested rings, Token Ring networks, 132
congestion, serial links, 404
congestion control, Frame Relay, 546
connecting
LAN Emulation Configuration Server (LECS), 601–602
LAN Emulation Server (LES), 602–603
multilink bundles indefinitely, 494
connection failures
LAN Emulation Configuration Server (LECS), 596–597
LAN Emulation Server (LES), 597
Connectionless Network Service (CLNS) protocol addressing, 337, 342–345
troubleshooting, 336, 341–360
connections
applications to servers, 186, 188–189
backbones, 335–337
blocked, IPX Enhanced IGRP routers, 196–199
blocked, RIP routers, 189–193
clients to servers, 261–262
ISDN, 186–187
Local Area Networks (LANs), 178–183
packet-switched networks (PSNs), 183–186
clients to servers over PSN, 374–377
Common Link Access for Workstations (CLAW), 308
control, 166
CWSI campus, testing, 760
data, 166
dialin, sending and receiving data, 263–264
dialin, slow performance, 264–265
dialup, 453
dial-on-demand routing (DDR), 476–489
Integrated Services Digital Network (ISDN) operations, 467–476
modems, 454–457
Point-to-Point Protocol (PPP), 489–503
rotary groups, 457–466
failures, 354
Fiber Distributed Data Interface (FDDI), 107
hangs, “Communicating At...” message, 262–263
hosts, 322–328
intermittent between clients and servers, 205–209
ISDN, 507
incoming calls, 508–523
outbound calls, 523–532
Point-to-Point Protocol (PPP), 532–539
LAN Emulation Client (LEC), 596–597, 600
lost, EventChannel, 783
parallel paths, 355–356
physical
Ethernet and IEEE 802.3, 94, 96
Token Ring networks, 127
ports, EtherChannel, 662–663
rejections, 323
routers to tunnels, 227
servers over routers, 382–383, 385
services, dropped, 249–250
switch-to-switch, configuring in Catalyst switches, 658–682
terminals, unresponsive, 62–63
X.25 protocol
characteristics of, 559, 561
failures over X.25 links, 566–569
frame formats, 561, 563–564
serial errors, X.25 links, 569–570
show interfaces serial command, 565–566
connectivity, 618–621
bridging and routing, IBM-based networks, 274–312
CiscoSecure Intrusion Detection System (IDS) (NetRanger), 828
clients to hosts, 299–303
clients to servers, 289–293
Domain Name Servers (DNSs), 168–169
domains, Transmission Control Protocol/Internet protocol (TCP/IP), 158
end-station startup problems, 682–706
Internet Protocol (IP), 162–164
local, Transmission Control Protocol/Internet protocol (TCP/IP), 159–160
modems to routers, 456–457
physical, Transmission Control Protocol/Internet protocol (TCP/IP), 160–161
PIX firewalls, 842–843
ports, LAN switching, 633–639
restoring, bridging loops, 724–725
SDLC protocol, 298–303
transparent bridging, 583–585
upper-layer protocols, 164–168
console cables, boot problems, 61
console ports, remote access, 939–940
console terminals, disabling logging, 13
Consultative Committee for International Telegraph and Telephone (CCITT), 543, 559
Contact field
Agent Test, 812
Switch Agent Test, 813
Content Addressable Memory (CAM) tables, 629
control connections, 166
Control field, 269, 564
control signals, flow control conflicts, 63
Controller type field, 369
controllers
alarms
E1 lines, 443
T1 lines, 432–434
E1, states, 441–442
conversions, AppleTalk Update Routing Protocol (AURP) packets, 228
Converted field, troubleshooting DECnet traffic, 337
converters, media, 634
cooling subsystem problems
Catalyst 2900 LAN switches, 43
Catalyst 5000 LAN switches, 41
Cisco 2500 routers, 39
Cisco 2600 routers, 83
Cisco 4000 routers, 37
Cisco 7000 routers, 34–35
Cisco 7500 routers, 31
copper cables, ports, 635
Copper Distributed Data Interface (CDDI), 113
copy running-config startup-config command, 234, 855
copying debug command output and system error messages, 13
Core column, Process Failures table, 744
core dumps, 873–876
corrupt databases, CWSI Campus, 784–786
corrupted boot images, recovering Catalyst 6000 switches, 64–73
corruption
cells, 614
ios images, 80–86
operating systems, 639
packets
blocked ports, 727
Spanning-Tree Protocol (STP) failures, 721
costs
actual vs. configured, troubleshooting, 326
DECnet protocol, 317
root path, 578–579
counters
forward trans count, 727
framing loss seconds, 435
E1 lines, 446
interfaces, clearing, 440
max age expiry, 727
sh atm pvc vpi/vci, 615
slip secs, 435, 446
counts
carrier transitions, serial links, 404–405
hop, exceeding, 276–277, 282
Courier Protocol, 382
CPE (customer premises equipment), 507
crashes, system, 879–880, 882
CRC (cyclic redundancy check), 97, 614
CRC (cyclic redundancy check) value, 97, 614
CRC errors (CRC) field, input errors, serial lines, 401–402
CRC field, 102, 122, 136, 427
created parameter, 418
crossed serial circuits, 253
CSM (Call Switching Module), internal modem
allocations for handling incoming calls, 511
CSMA/CD networks (carrier sense multiple access collision detect networks), 127
CSU
- hardware problems, serial lines, 404
- misconfigurations, clocking, 414
CSU/DSU loopback tests, 420–423
customer premises equipment (CPE), 507
customizing discrepancy reports, 795
cvinstall.cshrc, system performance, 814
cvinstall.sh, system performance, 814
CWSI (CiscoWorks for Switched Internetworking)
Campus, 741–742, 779–795
applications included in, 795–816
background processes, 779–784
Daemon Manager, 757–758
testing database connections, 760
CWSI Campus Client, 781
CWSI Campus Database, 780
cyclic redundancy check (CRC), 270, 614
cyclic redundancy check (CRC) value, 97

D
- D bit, 273, 470
- D4 framing, 413
- D8 hex value, 530
- Daemon Manager, 757–758
- DARPA (Defense Advanced Research Projects Agency), 141–142, 379
- DAS (dual-attachment stations), 107
- Dashboard Monitor, identifying device problems, 815
dashed lines, links appearing as, 789
data
- clients performance, gathering, 465
collecting from routers, 939
- modem performance, gathering, 461–462
- sending and receiving, dialin connections, 263–264
- submitting to Technical Assistance Center (TAC), 942
- viewing from scans, NetSonar, 822
data circuit-terminating equipment (DCE), 543–544, 559, 561
data communications equipment (DCE) devices, serial clock transmit external (SCTE) terminal timing, 413
data connections, 166
- Data field, 112, 144, 149, 564
data field, Ethernet and IEEE 802.3, 97
data frames, 128–129
data link connection identifiers (DLCIs), 545–548
- assignments to wrong subinterfaces, 553–554
- inactive or deleted, 552, 554
Data Link layer, 300, 307–308
Data management package, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 830, 832
data network identification codes (DNICs), 562
Data Offset field, 149
Data stream service, 370
data terminal equipment (DTE), 543–546, 559, 561
databases, CWSI Campus, 760, 780, 784–786
Datagram Delivery Protocol (DDP), 224
data-link switching (DLSw), 267
DCD configurations, modems, 521
DCE (data circuit-terminating equipment), 543–544, 559, 561
DCE Speed field, Agent Test, 812
dce-terminal-timing enable command, Link-layer problems, 295, 297
D-channels, 439
DDP (Datagram Delivery Protocol), 224
DDR (dial-on-demand routing), 476–489, 499–500
DE (discard eligibility (DE) bits, 546
debug apple events command, 234, 241, 245, 250
debug apple zip command, ZIP storms, 242, 247
debug arp command, 409
debug atm errors command, ATM signaling, 600
debug atm sig-error command, ATM signaling, 600
debug cas, incoming calls from CAS groups, 509
debug cas command
- incoming calls, CAS groups, 509
- outbound calls, CAS groups, 530–531
debug chat command, verifying chat scripts, 526
debug clns packet command, troubleshooting ES-IS protocol, 347, 350, 352
debug command, enabling, 782
debug commands, 11–14
- PIX Firewall, 836–839
troubleshooting serial lines, 408–409
debug decnet adj command
- bidirectional adjacencies, nodes, 334
- hello packet exchanges, 329
debug decnet adj privileged command, bidirectional adjacencies in nodes, 331
debug decnet connects command, misconfigured access lists, 327
debug decnet events command, troubleshooting number of adjacencies, 332, 335
deploy dialer command, 480
deploy frame-relay events command, 409
deploy frame-relay lmi command, 185, 409
deploy icmp trace commands, deploy icmp trace, 837
deploy icmptrace command, 838
deploy ip packet command, 155–157
deploy ipx packet, missing ipx type-20-propagation commands, 187
deploy ipx packet command
  missing ipx helper-address commands, 188
  missing ipx type-20-propagation commands, 187
deploy ipx routing command, propagating RIP updates, 191
deploy ipx sap activity command
  link problems, propagating SAP packets, 203
  SAP filter misconfigurations, 194
  sending SAP updates, 195
deploy ipx sap command, misconfigured SAP filters, 201
deploy isdn events command, ISDN connection failures of outbound calls, 527
deploy isdn q921 command, troubleshooting PRIs, 437
deploy isdn q931, incoming calls from ISDN lines, 508
deploy isdn q931 command
  incoming calls from ISDN lines, 508
  ISDN connection failures, outbound calls, 527
  Link Control Protocol (LCP) failures, 536
deploy lane client all, LAN Emulation Client (LEC) connections, 601
deploy lane client all command
  LAN Emulation Client (LEC) connections, 601
  LAN Emulation Client (LEC) failures, 598
deploy lane client packet command
  FLUSH process, 608
  LE_ARP requests, 607
deploy lapb, 565
deploy lapb command, 409, 565
  connection failures over X.25 links, 567
  misconfigurations, protocol parameters, 567–568
  serial errors, X.25 links, 570
deploy llc2 packet command
test frames, 300–301
  XID frames, 302–303
deploy messages, 437–438
deploy modem, incoming calls from CAS groups, 509
deploy modem command
  establishing modem sessions, 512
  incoming calls, CAS groups, 509
deploy modem csm, incoming calls from CAS groups, 509–510
deploy modem csm command, incoming calls from CAS groups, 509–510
deploy packet command, 838, 840
deploy packet if_name command, 837
deploy ppp authentication command, ISDN connection failures of outbound calls, 528
deploy ppp chap command, 409
deploy ppp errors command, 409
deploy ppp negotiate
  incoming calls, ISDN lines, 509
deploy ppp negotiate command
  incoming calls, ISDN lines, 509
deploy ppp negotiation command, 509
deploy ppp negotiation command
  establishing modem connections, 513
  ISDN connection failures, outbound calls, 528
deploy ppp packet command, 409
deploy q921 command, 437–439, 448–450
deploy sanity command, generating core dumps, 875
deploy sdlc command, troubleshooting Link-layer problems, 295–296
deploy sdlc command
test frames, 300–301
  XID frames, 302–303
deploy serial interface command, 409
  CSU/DSU loopback tests, 421–422
  status line conditions, serial lines, 395
deploy serial interfaces, incoming calls from CAS groups, 510
deploy serial interfaces command, incoming calls from CAS groups, 510
deploy serial packet command, 409
debug sessions, Point-to-Point (PPP) protocol, 532, 534
debug source event command, exceeded hop counts, 276, 282
debug source-bridge command end system misconfigurations, 283 explorer traffic, 284
debug spantree event command, link flapping, 586
debug spantree events command, 705
debug spantree tree command hellos not exchanged, 587
debug sqlnet command, 838
debug stun command, closed peers, 305
debug stun packet command closed peers, 305
SNRM and XID frames, 305–306
debug telnet command, 168
debug token-ring command, end system misconfigurations, 283
debug x25 events command, 409, 567–568
debug xns packet command missing or misconfigured xns helper-address commands, 386
missing xns forward-protocol commands, 387
debugging applications, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 824–835
external modems, 510
output, 277
packet, 151, 156–157
debugs, 531
DECnet, access list numbering, 478
decnet access-group command, misconfigured access lists, 327
decnet area-max-cost command, actual and configured costs, 326
decnet area-max-hopss command, actual and configured hops, 326
decnet conversion command, misconfigured addresses, 336
decnet cost command, 326, 336
decnet hello-timer command misconfigured end nodes, 322
timer mismatches, 338
decnet map command, bidirectional adjacencies in nodes, 334
decnet max-address command, node address ranges, 328, 333
decnet max-area command, decnet max-area value, 333
decnet max-area value, 333
decnet max-cost command, troubleshooting actual and configured costs, 326
decnet max-hops command, troubleshooting actual and configured hops, 326
DECnet protocol
Digital Network Architecture (DNA), 315–316
Network layer, 316–320
Transport layer, 320
troubleshooting, 315–338
decnet router-priority command misconfigured end nodes, 322
number of adjacencies, 332
router priority, 330
decnet routing-timer command, timer mismatches, 338
default gateway specifications, 52, 346
default gateways HSRP problems, 599
none on workstations, 557
default-metric command, 357
Defense Advanced Research Projects Agency (DARPA), 141–142, 379
deinsert state, 119
delays, startup, 686–689, 696–697, 701–703
deleting devices, 791
delimiters
end, 129
start-of-frame (SOF), 96
deny keyword, 357
deny statements, access lists, 480
Description field, 811–813
designated bridges, 578
designated routers, 329–331
Desirable state, 655
Destination Address field, 112, 144
destination addresses, 97, 562
Destination host number field, 380
destination MAC addresses, 629
Destination Network field, 175
Destination network number field, 368, 380
Destination Node field, 175, 317
Destination Socket field, 175
972 Destination socket number field

Destination socket number field, 380
destination subnetwork number field, 368
destination-ip mode, 715
detect state, 120
detections, parallel, 94
devices
   adding and importing information, Essentials, 756–757
   checking status, AtmDirector, 803
data communications equipment (DCE), serial
   clock transmit external (SCTE) terminal timing, 413
deleting, 791
displaying, CiscoView, 814–815
flow control, 264–265
identifying problems, Dashboard Monitor, 815
   none in Chooser, 243
   red Xs, 790
   SwitchProbe, 808–810
   unknown, OID as name, 793
dialer interface configurations, 487
dialer interfaces, 476, 488
dialer isdn speed command, Link Control Protocol (LCP) failures, 536
dialer lists, access list misconfigurations, 187
dialer map command
   incoming calls, ISDN lines, 509
   Link Control Protocol (LCP) failures, 536
   misconfigurations, 516–517
dialer maps, 484, 486, 525
dialer operation, verifying for outbound calls, 523–524
dialer pools, 487–488
dialer profiles, 486–487, 489, 525
dialer-group command, 477, 479
dialer-list command, 477–479, 524
dialerpool X command, misconfigured dialer profiles, 525
dialin connections
   sending and receiving data, 263–264
   slow performance, 264–265
dialing modems, incoming calls, 517
dial-on-demand routing (DDR), 476–485, 487, 489
   physical interface configurations, 499–500
dial-string, isdn-subaddress field, 486
dial-string field, show running-config command, 517
dialup connections, 453
dial-on-demand routing (DDR), 476–489
   Integrated Services Digital Network (ISDN) operations, 467–476
   modems, 454–457
   Point-to-Point Protocol (PPP), 489–503
   rotary groups, 457–466
diameter issues, Spanning-Tree Protocol (STP) failures, 723
differentiated services (DiffServ), 143
   DiffServ (differentiated services), 143
   Digital, Spanning-Tree Algorithm (STA), 577
   Digital Equipment Corporation, 91, 315, 543
   Digital Impairment Learning (DIL), trainup failures, 512
digital modems, call pickups, 511
digital multimeters, 18
   Digital Network Architecture (DNA), 315–316
   DIL (Digital Impairment Learning), trainup failures, 512
   directed broadcasts, 381
   directed multicasts, 381
   directed state, 120
   Director, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 825, 828
directories
   checking after installing Essentials, 746–748
   router images in wrong location, TFTP servers, 52
disabled modem control, servers and routers, 521–523
   disabling
      debug commands, 13
      debugs, debug cas command, 531
      discovery, 791
      logging, 448
      logging, console terminals, 13
      PAgP mode, 694
      ports, 665, 699, 725
      trunking, 695
      unneded features, Spanning-Tree Protocol (STP) failures, 728
discard eligibility (DE) bits, 546
discarded cells, 618–620
disconnect command, DCD configurations, 521
disconnected networks, router boot failures in TFTP servers, 51
discovery, 789–793
discrepancy reports, displaying, 793–795
DISCs field, 565
disks, generating core dumps, 874
DISL (Dynamic ISL) protocol, 686
dispersion, modal, 106
display servers command
  dropped SAP updates from hub router output queue, 208
  processing SAP updates, 196, 207, 209
displaying
data from scans, NetSonar, 822
devices, CiscoView, 814–815
discrepancy reports, 793–795
IOS version and configuration, 693–795
port status, 695
PortFast status, 703
Process Failures, Essentials, 744
processor types, show version command, 880
registered NBP names, 238
serial interface information, 423–424
distance command, 357–358
distribute-list statements, troubleshooting RIP configurations, 312
DLCI (data link connection identifier), 545–548
  assignments to wrong subinterfaces, 553–554
  inactive or deleted, 552, 554
DLCI assignments, misconfigurations of Frame Relay protocol, 184
dlci value, 376
DLSw. See data-link switching
DLY field, 100, 116, 134, 426
DNA. See Digital Network Architecture
DNIC (data network identification codes), 562
DNS (Domain Name Server), connectivity problems, 168–169
DNS (Domain Name System), Transmission Control Protocol/Internet Protocol (TCP/IP), 150
DoD. See U.S. Department of Defense
Domain Name Servers (DNSs), connectivity problems, 168–169
Domain Name System (DNS), Transmission Control Protocol/Internet Protocol (TCP/IP), 150
domains, 342
  bridging, misconfigurations, 589
  collision, 92
  connectivity, Transmission Control Protocol/Internet protocol (TCP/IP), 158
  Virtual Trunking Protocol (VTP), MLS-RP and MLS-SE components, 714–715
domain-specific part (DSP), 342
down/down state, interfaces, 620–621
downloading, PIX 515 images from TFTP servers, 846, 848
dragging ports, VLANs, 796
dropped service connections, 249–250
drops
  input, serial links, 399–400
  output, serial links, 398–399
drops field, 121, 426
drops input queue field, 426
DS field, 143
DS0s, modems, 465
DSU
  hardware problems, serial lines, 404
  misconfigurations, clocking, 415
DSU, hardware problems, serial lines, 405
DTE (data terminal equipment), 543–546, 559, 561
DTE Speed test, Agent Test, 812
DTP (Dynamic Trunking Protocol), 655–658, 686
DTRs, sensing in modems, 522
dual homing, fault tolerance, 111
dual rings, fault tolerance, 109
dual-attachment stations (DASs), 107
duplex, ports, 695
duplex mismatches, 589, 647, 726
duplex negotiation, EtherChannel, 686
duplexes, mismatches, 637
duplicate addresses, 366
duplicate Internet Protocol (IP) addresses, connectivity problems, 160
duplicate Media Access Control (MAC) addresses, Token Ring networks, 131
duplicate numbers, AppleTalk networks, 236, 244
duplicating debug command output and system error messages, 13
dynamic address assignments, 366
Dynamic ISL (DISL) protocol, 686
Dynamic Trunking Protocol (DTP), 655–658, 686
dynamic value, 373
E frame, 470
E0 hex value, 530
E1 circuits, troubleshooting, 440–450
E4 hex value, 530
EA (extended address) bits, 546
Echo Protocol, 382
ECM is... field, 119
editing
addresses, MLS-RP component, 713
configurations, routers, 709
domain names, Virtual Trunking Protocol (VTP), 715
isdn switchtypes and pri-groups, 447
linecoding, 446
zone names, AppleTalk networks, 233
EEC (European Economic Council), 113
Ethernet, 100
ELANs, split, 598–599
electromagnetic interference (EMI), 113
electrostatic discharge (ESD), 44, 638
e-mail, submitting information to Technical Assistance Center (TAC), 943
EMI (electromagnetic interference), 113
empty boxes with red Xs, devices, 790
empty zone lists, 264
enable command, 13
enable password command, 853
Enabled LED, 309
enabler packets, 708
enabling
Connectionless Network Services (CLNS) protocol, 336
debugs, debug cas command, 531
DECnet protocol, 325, 328, 336
IPX RIP protocol on networks with connected Novell servers, 198
modem control, access servers and routers, 456
Multilink Point-to-Point Protocol (MLP), 494
PortFast, 700–701
PortFast, ports, 693–694
ports, 692–693
trace and debug commands, 782
Virtual Trunking Protocol (VTP), 715
VTP, 795
Xerox Network Systems (XNS) protocols on routers, 383
encapsulation mismatches, 388–389, 552, 554
packets, 227
encapsulation command
encapsulation mismatches, 184
troubleshooting encapsulation mismatches, 388
Encapsulation Failed field
troubleshooting DECnet traffic, 337
Encapsulation field, 100, 117, 134, 426
encapsulation frame-relay command, encapsulation mismatches, 552, 554
encapsulation mismatches, 184, 281
encapsulation ppp command, 439
troubleshooting PRIs, 450
verifying configurations, signaling channels, 447
verifying signaling channels, 436
encoding, 113
encryption, passwords, 861
End delimiter field, 112
end delimiters, 129
end nodes, 317
designated routers, troubleshooting, 329–331
finding routers, troubleshooting, 328–329
mismatches, troubleshooting, 326, 329
troubleshooting, 322–325
end stations, 683
definitions (end stations), 682–706
Enhanced IGRP routers, active and passive modes, 205
definitions (ESs), 612
entries
le-arp, ATM signaling, 599
routing tables
NSAP addresses, 344
Routing Table Maintenance Protocol (RTMP), 224
Routing Table Protocol (RTP), 368
EP (Error Protocol), 382
EPROM
incorrect size settings, 59
timeouts, 62
equalization, 113
equipment, customer premises (CPE), 507
erasing devices, 791
errDisable state, causes of, 636
errdisable state, ports, 674, 678–679
error events
E1 lines, 445
T1 lines, 434–436
error files, debugging applications in CiscoSecure Intrusion Detection System (IDS) (NetRanger), 824–835
error messages
Essentials, 760–761
installing Essentials, 748–755
port unreachable, 15
Process Failures, 764–779
SNMP, interpreting, 816
time exceeded, 15
Too many moves, 716–717
Error Protocol (EP), 382
error reporting, Internet Protocol (IP), 147
ersors
address mapping, 374–377, 388
addressing, RISC processors, 881
application, Spanning-Tree Protocol (STP) failures, 723
bus, 880
configuration, EtherChannel, 674–681
input, 614
packet losses, 615
serial lines, 400–403
insufficient resource, 324
link, 589
load module, undefined, 59
mapping, addresses, 184
parity, 882
PortFast configuration, Spanning-Tree Protocol (STP) failures, 722
ports, 589
resource, Spanning-Tree Protocol (STP) failures, 722, 727–728
serial, X.25 links, 569–570
vector, booting routers from Flash memory, 47–48
ES (end systems), 276, 342, 346–347, 350–353, 611, 763–764
ESD (electrostatic discharge), 44, 638
ESF (Extended Superframe Format) framing, 412
ES-IS protocol, 347, 350–353
Essentials
adding and importing device information, 756–757
checking files and directories after installation, 746–748
Daemon Manager, 757–758
error messages, 760–761
gathering server information, 757
installation error messages, 748–753, 755
logging in after upgrading, 745
setting up browsers, 756
troubleshooting tools, 743–745
Essentials servers, accessing, 755
EtherChannel, 631
configuring switch-to-switch connections, Catalyst switches, 658–682
misconfigurations, 636
Ethernet, 91
autonegotiation, 639–640, 642–650
connectivity problems, 159
frame bridging, 293
media problems, 97–103
vs. IEEE 802.3, 91–97
Ethernet encapsulation methods, mismatches, 181
Ethernet links, speed, 792
eren-transit-oui command, vendor code mismatches, 291
EtherTalk, 221
European Economic Council (EEC), 113
European Postal Telephone and Telegraph organizations, 559
Event Channel, 781
Event Logging Facility (EVL), 324
EventChannel, lost connections, 783
events
DECnet, configuring nodes for logging, 322–325
error
E1 lines, 445
T1 lines, 434–436
Spanning-Tree Protocol (STP), logging, 725
EVL. See Event Logging Facility
exactly once (XO) transactions, 228
exceeding hop counts, 276–277, 282
exception core-file command, 874
exception flash command, 875
exception memory command, generating core dumps, 875
exception notification packets, 370
exceptions, SegV, 880
exchanging hello packets, 329, 587
exclamation point (!), 153
exec command
DCD configurations, 521
line configurations, no exec command, 517
exec functions, incorrect and corrupted images, 46–47
exploiter traffic, 281, 284
explorers, spanning, 277–278
extended address (EA) bits, 546
extended ping tests, 409–411
Extended Superframe Format (ESF) framing, 412
extensions
  global addressing (optional), 545
Local Management Interface (LMI), 544–545
multicasting (optional), 545
simple flow control (optional), 545
virtual circuit status messages (common), 545
exterior routers, routing information, 227
external modems, debugging, 510
external users, accessing internal systems through PIX Firewall, 841–842

F

F bit, 470
Failed Dial field, show modem command, 463
Failed to run state, 744
failures
  authentication, Point-to-Point (PPP) protocol, 536
  autonegotiation, 94
  bridges, 579
  chat scripts, 526–527
  communication, 284–285
  connections, 354, 566–569, 620–621
  hosts, 322–323, 325–328
  initializing AppleTalk, interfaces, 251–252
  LAN Emulation Client (LEC), 595–600
  Link Control Protocol (LCP), 535
  logging in to AniServer, 758, 760
  network booting, 55–59
  networks, problem-solving model, 5–7, 9
  Process, 744, 762–779
  relay links, 551–553
  router interfaces, 181
  routers
    booting from Flash memory, 44–50
    booting from other routers, 54–55
    booting from TFTP servers, 51–53
    hangs after ROM monitor initializes, 59–60
    stuck in ROM monitor mode, 60–61
    sending keepalives, 552
  sessions, routers running serial tunnel (STUN), 304–308
  Spanning-Tree Protocol (STP), 719, 721–729
  switches, 638
  trainup, 512
failures parameter, 418
FAQ (frequently asked questions), 941
Fast EtherChannel. See EtherChannel
  fast link pulses, 94
fault tolerance
  Fiber Distributed Data Interface (FDDI), 109
  Token Ring networks, 128
fault-tolerant booting, routers, 27–28
FCC (Federal Communications Commission), 113, 559
FCS (frame check sequence), 270
FCS (frame check sequence) field, 112, 130, 564
FDDI. See Fiber Distributed Data Interface
Fddi is {up | down | administratively down} field, 116
FDDITalk, 221, 260–261
FDX field, 117
FECN (forward explicit congestion notification), 546
Federal Communications Commission (FCC), 113, 559
feedback loops, redistributing, 358–359
FELR inactive field, 428
FEP, 300–301
fiber cables, 635
Fiber Distributed Data Interface (FDDI), 105–123
fiber-optic cables, testing equipment, 18
fields, 116–123, 428
--- is..., 120
(no memory), 418
{Single ring | multiring node}, 134
5 minute input rate, 122
5 minute output rate, 122
abort, 427
Aborted transmission (abort), input errors in
serial lines, 403
Access Control Failed, troubleshooting DECnet
traffic, 337
Address, 269, 562, 564
address, 130
alarm indications, 428
ARP type, 117, 134
beacons, 123
BER inactive, 428
broadcast, 122
broadcasts, 135
BW, 116, 134, 425
bytes, 122–123, 426
bytes input, 135
bytes output, 136, 428
carrier transitions, 427
cause code, ISDN connection failures, 528
CFM is..., 120
Checksum, 368, 380
claims, 123
cmt signal bits, 118
collisions, 123, 136, 428
Configured tvx, 121
Control, 269, 564
Controller type, 369
Converted, troubleshooting DECnet traffic, 337
CRC, 122, 136, 427
CRC errors (CRC), input errors in serial lines,
401–402
Data, 112, 144, 564
data, Ethernet and IEEE 802.3, 97
DECnet Phase IV routing protocol, 317
Destination Address, 112, 144
destination and source address, Ethernet and
IEEE 802.3, 97
Destination host number, 380
Destination Network, 175
Destination network number, 368, 380
Destination Node, 175, 317
destination socket number, 380
destination subnetwork number, 368
DISCs, 565
DLY, 116, 134, 426
domain-specific part (DSP). See domain-
specific part
drops, 121, 426
drops input queue, 426
DS, 143
ECM is..., 119
Encapsulation, 117, 134, 426
Encapsulation Failed, troubleshooting DECnet
traffic, 337
End delimiter, 112
FCS, 564
Fddi is {up | down | administratively
down}, 116
FDX, 117
FELR inactive, 428
Fiber Distributed Data Interface (FDDI)
frames, 112
Five minute input rate, 135
Five minute output rate, 135
Flag, 564
Flags, 144, 545
flowcontrol hardware command, 515
Forwarded, troubleshooting DECnet traffic, 337
frame, 122, 136, 427
Frame check sequence (FCS), 112, 130
Frame control, 112
Frame status, 112
Framing errors (frame), input errors in serial
lines, 402
FRMRs, 565
Giants, 122, 135, 427
Group Address, 134
Hardware, 116, 134
Hardware is, 425
Header Checksum (HEC), 144, 614
Identification, 144
ignored, 123, 136, 427
Information, embedded MAC addresses,
292–293
initial domain part (IDP), 342
input errors, 427
Input queue, 121, 135
Interface resets, 123, 136, 428
Internet address, 116, 134
Internet address is, 425
Internet Protocol (IP) packets, 143
IP Header Length (IHL), 143
keepalive, 117, 134, 426
LAPB frames, 564
largest free, 163
Last clearing, 121, 135
Last input, 121, 134, 426
Last output, 134, 426
Length, 380
length, Ethernet and IEEE 802.3, 97
LER, 121
line protocol is {up | down | administratively down}, 134
line protocol is {up | down}, 116, 425
load, 117, 134, 426
loopback, 117, 134, 426
Machine type, 369
Message Type, 547
Modem Hardware State, show line command, 459
MTU, 116, 134, 425
negotiated, 121
neighbor, 118
NELR inactive, 428
no buffer, 122, 135, 427
No Route, troubleshooting DECnet traffic, 337
Node type, 369
nodes traversed, 317
NSAP addresses, 342
Operation type, 369
Options, 144
output, 121
output buffer failures, 123
output buffers swapped out, 123
output errors, 123, 136, 428
output hang, 121, 135, 426
Output queue, 121, 426
Output queue, drops, 135
overrun, 122, 136, 427
Packet length, 368
Packet type, 175, 380
packets input, 122, 135, 426
packets output, 123, 136, 428
packets, Internetwork Packet Exchange (IPX) protocol, 175–176
Phy- {A | B}, 117
Preamble, 112
priority, Token Ring networks, 128
Protocol, 144
Protocol type, 368
Queueing strategy, 121
Received, troubleshooting DECnet traffic, 337
Received...broadcasts, 427
REJs, 565
rely, 117, 134, 426
remote alarms, 428
reservation, Token Ring networks, 128
RESTARTs, 565
restarts, 123, 136, 428
Returned, troubleshooting DECnet traffic, 337
ring operational, 121
Ring speed, 134
RNRs, 565
Route Descriptor, 273
Routing Control, 273
routing flags, 317
routing information (RIF), 272–273, 276, 284
Routing Table Protocol (RTP), 369
runts, 122, 135, 427
rx LOS, 428
SABMs, 565
Serial...is {up | down}...is administratively down, 425
show interfaces ethernet command, 100–103
show interfaces fddi command, 116–123
show interfaces serial command, 425–428, 565
show interfaces tokenring command, 133–136
show modem call-stats command, 516
show modem command, 514, 519–520
Start delimiter, 112
status, 118–119
successful Agent Test, 811
successful Switch Agent Test, 813
Time-to-Live, 144
Token Ring is \{up | down\}, 133
Token Ring is Administratively Down, 134
Token Ring is Initializing, 133
Token Ring is Reset, 133
token rotation, 120
TOS, 143
Total Length, 144
traces, 123
transitions, 123, 136
Transport control, 175, 368, 380
Transport Control Protocol (TCP) packets, 149
type, Ethernet and IEEE 802.3, 97
Type-of-Service, 143
underruns, 123, 136, 428
Upper-Layer Data, 176
Upstream | downstream neighbor, 121
Version, 143
VINES Internetwork Protocol (VIP), 368
See also subfields
file permissions, router system images, 52
File Transfer Protocol (FTP), 150
connectivity problems, 166–167
generating core dumps, 874
submitting information to Technical Assistance Center (TAC), 943
filename mismatches, 59
filenames, TFTP servers, 53
files
checking after installing Essentials, 746–748
cvinstall.cshrc and cvinstall.sh, system performance, 814
error
debugging applications, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 824–835
transfer problems, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 833, 835
Filing Protocol, 382
filtering, 58, 629
filters
  bridging, misconfigurations, 585
  misconfigurations, 198–199
    AppleTalk, 237, 240, 243
    SAP, 201–202
  networks, 192
firewalls, 821, 835–844
  first-network value, 334
Five minute input rate field, 135
Five minute input rate, Five minute output rate field, 101
Five minute output rate field, 135
Flag field, 564
Flags field, 144, 149, 545
flapping
  link, 586
  routes, 205, 240–241, 244–246, 249–250, 259
Flash disks, generating core dumps, 874
Flash memory
  booting routers from, 44–45, 47–50
  incomplete images, 54
  incorrect images, 55
flooding, 629
flow control, 264–265
  hardware, 515–518
  terminal configurations, 63
flowcontrol hardware command, 264, 515, 518
flowmasks, MLS-RP and MLS-SE components, 715–716
flows, MLS, purges, 716
FLUSH process, debug lane client packet command, 608
formats, 268, 270
  binhex, submitting information to Technical Assistance Center (TAC), 943
frames
  Ethernet and IEEE 802.3, 96–97
  Fiber Distributed Data Interface (FDDI), 111–112
  Frame Relay, 545–546
  SRB algorithms, 272–273
  Token Ring networks, 128, 130
  transparent bridging, 579
  X.25 protocol, 561, 563–564
messages
  Local Management Interface (LMI), 547, 549
transparent bridging, 580
MIME, submitting information to Technical Assistance Center (TAC), 943
NSAP addresses, 343
output, debug commands, 13
packets
  Address Resolution Protocol (ARP), 369
  VINES Internetwork Protocol (VIP), 367
  routing frames, DECnet protocol, 317
token frames, 129
zip, submitting information to Technical Assistance Center (TAC), 943
forward explicit congestion notification (FECN), 546
forward trans count, 727
Forwarded field, troubleshooting DECnet traffic, 337
forwarding, 629
  broadcast packets by routers, 385–386, 389
  broadcasts, 377
  SAPs over hub routers, Frame Relay protocol, 185
  spanning explorers, 277–278
  traffic, bridges, 576
  fox boxes, 18–19
frame check sequence (FCS), 270
frame check sequence (FCS) field, 112, 130, 564
frame control bytes, 129
Frame control field, 112
Frame field, 427
frame field, 102, 122, 136
frame formats
  Ethernet and IEEE 802.3, 96–97
  Frame Relay, 545–546
transparent bridging, 579
  X.25 protocol, 561, 563–564
Frame Relay agents, testing, 810
Frame Relay CDP links, discovery, 793
Frame Relay protocol
  characteristics of configurations, 549
  implementing on networks, 549–550
Local Management Interface (LMI), 544–549
  vs. X.25 protocol, 543–544
forwarding SAPs, hub routers, 185
Full Frame Relay broadcast queues, 185
misconfigured DLCI assignments, 184
misconfigured LMI types, 185
troubleshooting, 551
  failures in pinging remote routers, 554–557
  failures in relay links, 551–553
Frame status field, 112
frame-relay broadcast-queue size byte-rate packet-rate command, Full Frame Relay broadcast queue, 185
frame-relay keyword, 389
frame-relay lmi-type {ansi | cisco} command type mismatches, Local Management Interface (LMI), 552
frame-relay map command, address mapping errors, 374–377
frame-relay map commands, missing, 555
frame-relay map interface-dlci command, DLCI (data link connection identifier) assignments to wrong subinterfaces, 553
frame-relay map ipx command, address mapping errors, 184
frame-relay map statements, broadcast keywords, 556
frame-relay map xns command, troubleshooting address mapping errors, 388
frames
  AAL5, segmentation and reassembly, 613
  bridging, troubleshooting, 293
  command, 128–129
data, 128–129
  formats, 268, 270
  Fiber Distributed Data Interface (FDDI), 111–112
  SRB algorithms, 272–273
  Token Ring networks, 128, 130
Information (I), 269, 563–564
ISDN physical layer, bits, 470
large, transferring, 293
Link Access Procedure, Balanced (LAPB), 561–564
lost
E1 lines, 442
receivers, 430
retransmission, Ethernet, 93
routing, DECnet protocol, 317
runt, Ethernet, 98
SDLC protocol, 268, 270
SNRM, 305–307
Supervisory (S), 269, 564
test, 300–301
token, formats, 129
transporting over WAN backbones, 611–612
connectivity problems, 618–621
mapping between destination addresses
and PVCs, 618
segmentation and reassembly, AAL5
frames, 613–616
traffic shaping and policing, 616–617
troubleshooting commands, 622–624
variable bit rate, non-real time
(VBR-NRT), 617–618
Unnumbered (U), 270, 564
XID, 302–307
framing
D4, 413
Extended Superframe Format (ESF), 412
Superframe Format (SF), 413
framing [SF | ESF] command
increasing framing loss seconds counter, 435
lost frames, receivers, 430
Framing errors (frame) field, input errors in serial
lines, 402
framing loss seconds counter, 435, 446
frequently asked questions (FAQs), CCO, 941
FRMRs field, 565
FTP (File Transfer Protocol), 150
connectivity problems, 166–167
generating core dumps, 874
Full Frame Relay broadcast queues, Frame Relay
protocol, 185
full-duplex autonegotiation, Ethernet, 639–650
full-duplex mode, 91, 94
full-flow-ip mode, 715
fully connected tunnels, 227

G
gateways
default
HSRP problems, 599
none on workstations, 557
missing or misconfigured default specifications,
52, 346
See also routers
GBICs, 636
general format identifiers (GFIs), 562
genErr error message, SNMP, 816
gets, 167
GFI (general format identifiers), 562
giants field, 102, 122, 135, 427
Gigabit EtherChannel, 658. See also EtherChannel
gigabit links, 636
global addressing, Frame Relay, 547–548
global addressing (optional) extension, 545
global broadcasts, 381
global configurations, mls rp ip statements, 712
global multicasts, 381
grid component, NetSonar, 822
Group Address field, 134
groups
CAS
incoming calls, 509–510
outbound calls, 530
port, identifying, 664
rotary
dialup connections, 457–466
setting up, 455
stack, 496

H
H return code, 154
half-duplex autonegotiation, Ethernet, 639–650
half-duplex mode, 91, 94
hangs
connections, "Communicating At..." message,
262–263
routers, after ROM monitors initialize, 59–60
Hangup DTR command, sensing DTRs in
modems, 522
hard-coding, port speed, 645
hardware

   failures, frame relay links, 551
   flow control, 515–518
   troubleshooting, 309, 335, 356, 371
   hardware buffers, 416
   hardware configuration register jumper, 860
   Hardware field, 100, 116, 134
   hardware field, flowcontrol hardware command, 515
   Hardware is field, 425
   hardware loopback plug test, PRIs, 439–440
   hardware problems, 25–26
   AppleTalk, 258, 262
   booting routers, 26–29
   Catalyst 2900 series LAN switch, 42–43
   Catalyst 4000 switches, startup, 86–88
   Catalyst 5000 series LAN switch, 40–42
   Catalyst 6000 switch startup, 63–80
   Cisco 2500 series routers, 38–39
   Cisco 4000 series routers, 36–37
   Cisco 7000 series routers, 32–35
   Cisco 7500 series routers, 29–32
   client connections to servers, 179, 183
   local timeouts, booting from ROM, 62
   network booting
   client ARPs request timeouts, 57–58
   invalid routes, 56–57
   timeouts and out-of-order packets, 55–56
   undefined load module errors, 59
   routers
   booting from another router, 54–55
   booting from Flash memory, 44–50
   booting from TFTP servers, 51–53
   Cisco 2600, recovering from corrupted
   and missing ios images, 80–81, 83
   Cisco 3600, recovering from corrupted
   and missing ios images, 84–86
   hangs after ROM monitors initialize, 59–60
   stuck in active mode, 204
   stuck in ROM monitor mode, 60–61
   scrambled output, booting from ROM, 61
   serial lines, 404
   testing and verifying replacement parts, 44
   transparent bridging, 584
   unresponsive terminal connections,
   unconfigured access servers, 62–63
Hardware/Software Compatibility Matrix, 942

   hardware-options value, 377
   hdlc keyword, 389
   HDLC (High-Level Data Link Control) protocol, 268
   HDLC links, CSU/DSU loopback tests, 421–423
   Header Checksum field (HEC), 144, 614
   headers, fields in DECnet Phase IV routing
   protocol, 317
   HEC (Header Checksum) field, 144, 614
   hello exchanges, transparent bridging, 587
   hello packets, exchanging, 329
   hello timer mismatches, 200
   High Capacity Monitoring field, Agent Test, 811
   High-Level Data Link Control (HDLC) protocol, 268
   hits parameter, 418
   HLS state, 119
   hold queue limits, implementing, 418
   hold-queue command, 418
   hold-queue number in command, input drops in
   serial links, 400
   hold-queue number out command, input drops in
   serial links, 400
   hold-queue out command
   dropped SAP updates from hub router output
   queue, 208
   output drops, 399
   hold-time timer mismatches, 200
   homing, dual, 111
   hops
   actual vs. configured, 326
   exceeding counts, 276–277, 282
   horizons, split, 227, 557
   host numbers vs. IEEE 802 addresses, 381
   host value, 386
   hostDrop field, show modem call-stats
   command, 463
   hostname field, show dialer map command, 486
   hosts, 311–312
   access to hosts, 349–351, 354
   access to networks, 346–348
   accessing remote networks, 310–311
   addressing problems between Channel Interface
   Processors (CIPs) and, 310
   Channel Interface Processor (CIP), coming
   online to, 309
   CHPIDs offline to, 309
incremental updates, SAP

configurations, troubleshooting, 354
connection rejections, 323
connectivity to clients, 299–303
connectivity to servers, 274–284
down, transparent bridging, 584
failures, 322–328
misconfigurations, 312
pings to and from, 310
scanning, NetSonar, 822
HSRP, default gateway problems, 599
HTTP (Hypertext Transfer Protocol), 150, 166
hub go-ahead configuration, 268
hub routers
  dropped SAP updates from output queue, 208
  forwarding SAPs, Frame Relay protocol, 185
hubs, 627–628, 685
hung sessions, modems, 456
Hypertext Transfer Protocol (HTTP), 150, 166

I (Information) frames, 269, 563–564
IBM-based networks
  connectivity and performance problems, bridging and routing, 274–312
  SDLC protocol, 267–270, 293–308
  SRB algorithm, 271–273
  Token Ring, 125
ICMP (Internet Control Message Protocol), 14, 147–148
ICP (Internet Control Protocol), 370
Identification field, 144
definitions
  data link connection (DLCI), 545–548
  assignments to wrong subinterfaces, 553–554
  inactive or deleted, 552, 554
  root, 579
idle state, 117, 459
IDN (international data numbers), 562
IDP (initial domain part), 342
IDP (Internet Datagram Protocol), 379
IEEE 802 addresses vs. host numbers, 381
IEEE 802.3 vs. Ethernet, 91–97
IEEE 802.5 networks. See Token Ring networks
IEs, 547
ignored field, 102, 123, 136, 427
IHL (IP Header Length) field, 143
ILMI, address registration for LAN Emulation Client (LEC), 601
ILS state, 119
images
  boot, recovering Catalyst 6000 switches, 64, 66, 68–73
  Catalyst IOS, loading, 74–76
  Catalyst OS, loading, 76–78, 80
  compressed system, router boot failures in Flash memory, 47–48
  incomplete, Flash memory, 54
  incorrect and corrupted, router boot failures in Flash memory, 45–47
  incorrect, Flash memory, 55
  ios, recovering routers, 80–81, 83–86
  PIX 515, downloading over TFTP servers, 846, 848
  router in wrong directory, TFTP servers, 52
  router system, incorrect file permissions for TFTP servers, 52
  system, none in Flash memory, 49
IMAP protocol, connectivity problems, 167
implementing hold queue limits, 418
importing device information, Essentials, 756–757
in free list parameter, 417
in keyword, flowcontrol hardware command, 515
in state, 119
Incoming and Outgoing Calls field, show modem command, 463
incoming calls, ISDN lines, 508–509, 511–513, 515–518, 520–521, 523
incomplete ARP tables, 279
incomplete images, Flash memory, 54
incorrect cabling, modems, 457, 522
incorrect commands, tftp-server, 54
incorrect configuration register settings, 60–61
incorrect definitions, interesting traffic, 524
incorrect file permissions, router system images, 52
incorrect filenames, TFTP servers, 53
incorrect images, router boot failures in Flash memory, 45–47
incorrect images, Flash memory, 55
incorrect routing, outbound calls, 525
incorrect size settings, EPROM, 59
incremental updates, SAP, 202, 207
Information (I) frames, 269, 563–564
Information column, Process Failures table, 744
Information field, embedded MAC addresses, 292–293
initial domain part (IDP), 342
initializing
   AppleTalk, interface failures, 251–252
   ROM monitors, routers hang after, 59–60
input drops, serial links, 399–400
input error field, 102
input errors, 614
   packet losses, 615
   serial lines, 400–403
input errors field, 427
input packets with dribble condition detected field, 102
Input queue, 338
   drops field, 135
   full, 585
input queue field, 121
insert state, 119
installing
   CiscoWorks 2000, 742–760
   CWSI Campus, workstations, 786
   Essentials
      error messages, 748–755
      verifying files and directories after, 746–748
insufficient resource errors, 324
integrated modems, call pickups, 511
Integrated Services Digital Network (ISDN) protocol, 544
   client connections to servers, 186–187
   connections, 507
      incoming calls, 508–523
      outbound calls, 523–532
   Point-to-Point Protocol (PPP), 532–539
   operations, 467–476
integrity link, Ethernet, 98
Intel Corporation, 91
interesting packets, 477–484
interesting traffic definitions, missing and incorrect, 524
Internet Protocol (IP) addresses, changing with MLS-RP component, 713
interface configurations, 498, 712
interface counter command, media problems, 180
interface error messages, 761
Interface Number field, Agent Test, 811
interface resets field, 103, 123, 136, 428
interface status line, states, 394–398
interface subsystem problems
   Catalyst 2900 LAN switches, 43
   Catalyst 5000 LAN switches, 42
interface traffic, input errors in serial lines, 400–401
Interface Type field, Agent Test, 811
ip unnumbered command, 539
interfaces
   administratively down, 524
   AppleTalk, 258
   AppleTalk discovery mode, 233–234
   AppleTalk Enhanced IGRP not enabled on, 255–256
   AppleTalk routing not enabled on, 262
   attachment unit (AUI), 96
   clearing counters, 440
   configuring, outbound calling, 484–486
   Copper Distributed Data (CDDI), 113
   Dialer, 476, 487–488
down/down state, 620–621
failures to initialize AppleTalk, 251–252
Fiber Distributed Data Interface (FDDI) connections, 107
   fault tolerance, 109
   frame formats, 111–112
   specifications, 106
   traffic, 108
   troubleshooting, 105–123
forcing up, AppleTalk, 234–235
incorrect assignments to, 553–554
IPX RIP and IPX Enhanced IGRP enabled on same, 210
ISO-IGRP process configurations, 359
Local Management (LMI), 543
   extensions, 544–545
   message formats, 547, 549
   type mismatches, 552
missing ipx network commands, 198
networks, Cisco 2500 routers, 39
overloads, 726
physical
   configurations, 499–500
dialer pools, 488
resets, serial links, 404
router
failures, 181
troubleshooting, 371, 383
routers stuck in active mode, 204
running RTMP and AppleTalk Enhanced IGRP simultaneously, 257
serial, displaying information, 423–424
standby mode, 524
up/up, 480–481
verifying addresses, Network Control Protocol (NCP), 539
verifying protocol configurations, Network Control Protocol, 538
verifying states, outbound calls, 524
virtual access, configurations, 500, 502
virtual template, 501
intermediate routers, 58
intermediate systems (IS), 342, 611
intermittent connections between clients and servers, 205–209
intermittent connectivity, SDLC protocol, 298–303
internal boundaries, NSAP addresses, 345
international data numbers (IDNs), 562
International Organization for Standardization (ISO), 105
  Connectionless Network Service (CLNS) protocol, 336–337, 341–360
  High-Level Data Link Control (HDLC) protocol, 268
  International Telecommunications Union (ITU), 559
  International Telecommunication Union
  Telecommunication Standardization Sector (ITU-T), 543, 559
Internet, transparent bridging resources for Web addresses, 590
Internet address field, 100, 116, 134
Internet address is field, 425
Internet Control Message Protocol (ICMP), 14, 147–148
Internet Control Protocol (ICP), 370
Internet Datagram Protocol (IDP), 379
Internet Packet Exchange (IPX) protocol, access list numbering, 478
Internet Protocol (IP), 141, 379
  access list numbering, 478
  addresses
  checking, 440
  connectivity problems, 160
  connectivity and routing problems, 162–164
  fields, 143
  Multilayer Switching (MLS), 706–718
  network problems, 260
  routes, missing or misconfigured, 311
Internetwork Packet Exchange (IPX) protocol, 379
  access list numbering, 478
  application connections to servers, 186–189
  client connections to servers, 178–187
  intermittent connectivity, 205–209
  IPX Enhanced IGRP router connections, 196–199
  media access, 174
  NetWare, 173–174
  Network layer, 175, 177
  RIP router connections, 189–193
  routers not establishing neighbors, 199–200
  routers stuck in active mode, 203–205
  SAP packet propagation, 193–196, 201–203
  slow network performance, 209–210
  Transport layer, 177–178
  unverified SAPs, 211–217
Internetwork Performance Monitor (IPM), 15–17
interpreting
  error messages, SNMP, 816
  Switch Agent Test messages, 812–813
  Test Agent messages, 811–812
interruptions, serial lines, 405
Inter-Switch Link (ISL) trunks, Catalyst switches, 650, 652–658
intraLAN bit, 317
invalid routes, network booting, 56–57
inverting transmit clocks, 415
IOS
  building dialing maps, 485
  displaying versions and configurations, 690–691
  old releases, 309
ios images, recovering routers, 80–86
ip access-group command, verifying access control lists (ACLs), 164
IP Address field
Agent Test, 811
Switch Agent Test, 813
ip classless command, router connectivity, 163
IP Header Length (IHL) field, 143
IP helper addresses, missing and misconfigured in intermediate routers, 58
ip unnumbered command, incorrect routing of outbound calls, 525
IP. See Internet Protocol
IPM (Internetwork Performance Monitor), 15–17
IPv4 (IP version 4), 141
IPv6, 141
IPX. See Internetwork Packet Exchange protocol
IPX protocol. See Internetwork Packet Exchange protocol
IPX Enhanced IGRP protocol, 197
IPX Enhanced IGRP routers, blocked connections, 196–199
IPX Enhanced protocols, enabled on same interface with IPX RIP protocol, 210
ipx hello-interval eigrp command, hello and hold-time timer mismatches, 200
ipx helper-address command, missing, 188–189
ipx hold-time eigrp command, hello and hold-time timer mismatches, 200
ipx input-network-filter command, misconfigured filters, 192, 198
ipx input-sap-filter command
 dropped SAP updates from hub router output queue, 208
 misconfigured SAP filters, 201
 SAP filter misconfigurations, 194
ipx network command
 misconfigured IPX Enhanced IGRP protocol, 197
 missing, 190–191, 198
ipx network network encapsulation command, mismatches in Ethernet encapsulation methods, 181
ipx output-network-filter command, misconfigured filters, 192, 198
ipx output-sap-delay command, processing SAP updates, 196, 207, 209
ipx output-sap-filter command
 dropped SAP updates from hub router output queue, 208
 misconfigured SAP filters, 201
 SAP filter misconfigurations, 194
IPX RIP protocol
 enabled on same interface with IPX Enhanced protocol, 210
 enabling on networks with connected Novell servers, 198
IPX RIP routing, router misconfigurations, 189
ipx route command, missing and misconfigured RIP and SAP statements, 187
ipx router command, route redistributions, 193
ipx router eigrp command
 IPX RIP and IPX Enhanced IGRP protocols enabled on same interface, 210
 misconfigured IPX Enhanced IGRP protocol, 197
 routers in different autonomous systems, 200
ipx router rip command, IPX RIP and IPX Enhanced IGRP protocols enabled on same interface, 210
ipx router-sap-filter command, dropped SAP updates from hub router output queue, 208
ipx routing command
duplicate node numbers, routers, 182
misconfigured IPX Enhanced IGRP protocol, 197
misconfigured IPX RIP routing, 189
propagating RIP updates, 191
ipx sap command, missing and misconfigured RIP and SAP statements, 187
ipx sap-incremental eigrp command
 periodic SAP updates using excessive bandwidth, 210
 sending SAP updates, 202, 207
ipx sap-interval command
 output drops, serial links, 398
SAP timer mismatches, 194, 206
ipx type-20-propagation command, missing, 187–188
ipx update-time command, RIP timer mismatches, 191, 206
IS (intermediate systems), 342, 611
is administratively down field, 100
ISDN. See Integrated Services Digital Network (ISDN)
protocol
isdn incoming-voice modem command, digital modem call pickups, 511
isdn switchtype command, SABME messages, 439
isdn switchtypes, verifying configurations, 436, 447
IS-IS NSAP address, 342, 344–345
ISL (Inter-Switch Link) trunks, Catalyst switches, 650–658
ISO. See International Organization for Standardization
ISO-IGRP NSAP address, 342–345
ISO-IGRP processes troubleshooting configurations, 359
isolated networks, router boot failures in TFTP servers, 51
isolated state, 120
isolating clocking problems, 414
ITU (International Telecommunications Union), 559
ITU-T (International Telecommunication Union Telecommunication Standardization Sector), 543, 559

J–K

jacks, RJ-48 pin numbers, 443
jumper, hardware configuration register, 860
keepalive field, 101, 117, 134, 426
keepalive seconds command, failures in sending keepalives, 552
keepalives, 547, 552
Kermit protocol, submitting information to Assistance Center (TAC), 943
keys, pressing break during boot process, 61
keywords
accounting, show interfaces ethernet command, 99
atm-dxi, 389
broadcast
frame-relay map statements, 556
misconfigurations, dialer map commands, 516
troubleshooting RIP configurations, 312
bstun, 389
clns, 357–358
deny, 357
encapsulation command, 388
frame-relay, 389
hdlc, 389
in, flowcontrol hardware command, 515
lapb, 389
out, flowcontrol hardware command, 515
permit, 357
ppp, 389
queue-limit, 420
sdlc, 389
sdlc-primary, 389
sdlc-secondary, 389
smds, 389

L

L bit, 470
LAN (local-area networks)
client connections to servers, 178–183
Internet protocols, 142
LAN Emulation (LANE) networks, 593–600
LAN Emulation ARP (LE_ARP), 598, 607–608
LAN Emulation Client (LEC), 594
BUS addresses, 604–605
configuring services, 797–801
connections, 600
failures, 595–600
LAN Emulation Configuration Server (LECS), 594
connecting to, 601–602
connection failures, 596–597
LAN Emulation Server (LES), 594, 597
LAN switches, booting problems, 40–43
LAN switching, 627–631
configuring EtherChannel switch-to-switch connections, Catalyst switches, 658–682
Ethernet autonegotiation, 639–640, 642–650
fixing end-station startup connectivity problems, 682–704, 706
general troubleshooting suggestions, 632
Inter-Switch Link (ISL) trunks, Catalyst switches, 650, 652–658
Multilayer Switching (MLS), 706–718
port connectivity, 633–637, 639
Spanning-Tree Protocol (STP), 658, 718–735
LANE (LAN Emulation) networks, 593–600
lane server-atm-address command, connecting to LAN Emulation Servers (LES), 597
LANE services
LANE (LAN Emulation) networks, 593–600
lane server-atm-address command, connecting to LAN Emulation Servers (LES), 597
LANE services
LAPB (Link Access Procedure, Balanced), 560
LAPB (Link Access Procedure, Balanced) frames, 561–564
lapb keyword, 389
large frames, transferring, 293
largest free field, 163
Last clearing field, 101, 121, 135
Last input field, 101, 121, 134, 426
Last output field, 101, 134, 426
late collisions, Ethernet, 98
launching CWSI Campus, 784–787
Layer 1
Integrated Services Digital Network (ISDN), 470–471
X.25 protocol, 564
Layer 2
Integrated Services Digital Network (ISDN), 471–472
X.25 protocol, 563–564
Layer 3
address mapping mismatches, peer routers, 621
Integrated Services Digital Network (ISDN), 472
routing connectivity failures, 621
X.25 protocol, 562–563
Layer 3 switching, Spanning-Tree Protocol (STP), 733–734
Layer 4, flowmasks, 716
layers, 628
Data Link, 300, 307–308
Link, 295–298
Network
AppleTalk, 221–224
Banyan Virtual Integrated Network Service (VINES), 364–370
DECnet protocol, 316–320
Internetwork Packet Exchange (IPX) protocol, 175, 177
Transmission Control Protocol/Internet Protocol (TCP/IP), 148
Xerox Network Systems (XNS) protocols, 381
Transmission Control Protocol/Internet Protocol (TCP/IP), 148
Xerox Network Systems (XNS) protocols, 381
upper
AppleTalk, 229
Xerox Network Systems (XNS) protocols, 382
LBO (line build out), 430
LCI (logical channel identifiers), 562
LCP (Link Control Protocol), 490, 534–535
LE_ARP (LAN Emulation ARP), 598, 607–608
le-arp entries, ATM signaling, 599
leaf nodes, 685
learning, 629
leave state, 119
LEC. See LAN Emulation Client
LECS. See LAN Emulation Configuration Server
LED, Enabled, 309
Length field, 97, 380
Length subfield, 273
lengths, address fields in Token Ring networks, 130
LER field, 121
LES (LAN Emulation Server), 594
connecting to, 602–603
connection failures, 597
Level 0 protocol, 379
Level 1 routers, 319
Level 2 routers, 319, 352
Level 4 protocols, 382
licensing
CiscoSecure Scanner (NetSonar), 822
for users, 179
lightning bolts, ports, 797
lightning strikes, 405
lights
link, 634
status, switches, 639
line build out (LBO), 430
line code violations, 435, 446
line protocol is {up | down | administratively down} field, 100, 134
line protocol is {up | down} field, 116, 425
linecards, memory maps for 12000 model, 884–885
linecode {ami | b8zs} command, line code violations, 435
linecode {ami | hdb3} command, changing linecoding, 446

lines

  autoselect enabled on, 517
  broken, restoring, 679–681
  configurations, no exec command, 517
  dashed, links appearing as, 789
  interface status states, show interfaces serial command, 394–398
  serial
    adjusting buffers, 416–420
    clocking problems, 412–415
    CSU/DSU loopback tests, 420–423
    debug commands, 408–409
    E1 circuit problems, 440–450
    extended ping tests, 409–411
    problems, AppleTalk, 262
    show controllers serial command, 405–406
    show interfaces serial command, 393–405, 423–428
  T1 circuit problems, 429–440

lines between routers, 253
Link Access Procedure, Balanced (LAPB), 560
Link Access Procedure, Balanced (LAPB) frames, 561–564
Link Control Protocol (LCP), 534–535
  PPP negotiation, 490
link error rates, 121
link errors, 589
link flapping, 586
link integrity
  Ethernet, 98
link lights, 634
link problems
  routers not establishing neighbors, 200
  SAP packet propagation, routers, 202–203
Link-layer, 295–298

links

  active, 111
  appearing as dashed lines, 789
  checking status, ATM Director, 803
down, 56
  Ethernet, speed, 792
  Frame Relay CDP, discovery, 793
gigabit, 636
HDLC and PPP, CSU/DSU loopback tests, 421–423
  passive, 111
  relay, failures, 551–553
  saturated, 56
  serial
    carrier transitions counts, 404–405
    congestion, 404
    input drops, 399–400
    interface resets, 404
    output drops, 398–399
    troubleshooting, 280
  undirectional, 589
  unidirectional, Spanning-Tree Protocol (STP) failures, 721
  X.25
    connection failures, 566–569
    serial errors, 569–570
LIPX problems, client connections to servers, 181
listen rule, CSMA/CD, 92
listing privileged exec commands, 13
lmi command, type mismatches in Local Management Interface
lmi command, type mismatches in Local Management Interface (LMI), 552
LMI types, misconfigurations in Frame Relay protocol, 185
load field, 100, 117, 134, 426
load module errors, undefined, 59
loading
  Catalyst IOS images, 74–76
  Catalyst OS images, 76–78, 80
  local connectivity, Transmission Control Protocol/Internet protocol (TCP/IP), 159–160
Local Management Interface (LMI), 543
  extensions, 544–545
  message formats, 547, 549
  type mismatches, 552
local networks, host access, 346–348
local timeouts, booting from ROM, 62
local-ack command, SDLC timing problems, 299
local-area networks (LANs)
  client connections to servers, 178–183
  Internet protocols, 142
LocalTalk, 221
Location field
  Agent Test, 812
  Switch Agent Test, 813
lock DTE speed command, unlocked modem speed settings, 519–520
lock field, flowcontrol hardware command, 515
locking modem speed, 514, 519, 521
log message overloads, 437
logging
   DECnet events, configuring DECnet nodes, 322–325
disabling, 13, 448
setting, spanning trees, 691–692
Spanning-Tree Protocol (STP) events, 725
logging buffer debug command, LAN Emulation Client (LEC) failures, 598
logging command, 939
logging console command, troubleshooting PRIs, 448
logging console info command
   LAN Emulation Client (LEC) failures, 598
logging in
   AniServer, 758, 760
      Essentials, 745
logging messages, AtmDirector, 801, 803
logical channel identifiers (LCIs), 562
logical maps, 632
logical networks, Banyan Virtual Integrated Network Service (VINES) protocol, 364
logical units (LUs), 177
logs, AtmDirector, 802
loop configuration, 268
loopback command, status line conditions for serial lines, 397
loopback field, 101, 117, 134, 426
loopback mode
   E1 lines, 443
   T1 lines, 431
loopback tests
   CSU/DSU, 420–423
   hardware, PRIs, 439–440
looping, transparent bridging, 588–589
loops
   bridging
      identifying, Spanning-Tree Protocol (STP) failures, 724
      restoring connectivity, 724–725
physical, 685, 717
   redistribution feedback, troubleshooting, 358–359
Spanning-Tree Algorithm (STA), 577–578
   transparent bridging, 576–577
losses, packets, 615
lost connections, EventChannel, 783
lost frames
   E1 lines, 442
   receivers, 430
lost signals
   E1 lines, 442–443
   receivers, 431
lowering
   blocked ports, Spanning-Tree Protocol (STP), 731–734
   bottlenecks, priority queuing, 419–420
   startup delays, Catalyst switches, 686–689, 696–697, 701–703
lports, disabling, 725
LSU state, 118
LUs (logical units), 177
M state, 118
MAC (Media Access Control), 106
MAC addresses. See Media Access Control addresses
Machine type field, 369
Macintosh, collecting data from routers, 939
mail protocols, connectivity problems, 167
mail servers, accessing externally through PIX Firewall, 841–842
maintenance, PIX firewalls, 844–869
manual configurations, EtherChannel, 660–668
map statements, bidirectional adjacencies of nodes, 334
mapping addresses
   errors in, 374–377, 388
   Ethernet-to-Token Ring, misconfigurations, 289–291
   NetBIOS name caches, 285–287
maps
dialer, 484, 486, 525
logical, 632
memory, 882–883
12000 linecards, 884–885
12000-GRP, 883–884
AS5200, 922–925
AS5300, 925–926
AS5800, 926–931
Catalyst 8540CSR, 886–889
Cisco 1000, 1003/1004/1005, 932
Cisco 1400, 921–922
Cisco 1600, 920
Cisco 1720, 920
Cisco 2500, 919–920
Cisco 2600, 919
Cisco 3620, 916–917
Cisco 3640, 917
Cisco 3660, 918
Cisco 4000, 914–915
Cisco 4500 and 4500-M, 915–916
Cisco 4700 and 4700-M, 915–916
Cisco 6200, 912
Cisco 6260, 913
Cisco 6400-NRP, 901–910
Cisco 6400-NSP, 910–911
Cisco 7000 Series RP, 891–892
Cisco 7100, 900–901
Cisco 7200 Series NPE, 892, 894–900
RSP, 889–890
RSP4, 890
system crashes, 879–880, 882
VIP2, 932, 934

physical, 632
spanning-tree, 632
map-tag value, 356
masks, subnet, 146
MAU (media attachment unit), 96
MAU. See multistation access units
max age expiry count, 727
max allowed parameter, 417
max parameter, 417
Maximum Burst Size (MBS), 617
maximum transmission unit. See MTU field
MBS (Maximum Burst Size), 617
media, 338, 356, 371
SRT bridging, 289, 293
Token Ring networks, 130, 132, 134, 136

media access
AppleTalk, 221
Banyan Virtual Integrated Network Service (VINES) protocol, 364
Internetwork Packet Exchange (IPX) protocol, 174
Media Access Control (MAC), 106
Media Access Control (MAC) addresses, 146
DECnet protocol, 319, 321
destination, 629
duplicates, Token Ring networks, 131
protocols embedded with, troubleshooting bridging, 292–293
media attachment units (MAUs), 96
media converters, 634
media problems
client connections to servers, 180
Ethernet, 97–103
transparent bridging, 584
memory, Flash, 44–50, 54–55
memory maps, 882–883
12000 linecards, 884–885
12000-GRP, 883–884
AS5200, 922–925
AS5300, 925–926
AS5800, 926–931
Catalyst 8540CSR, 886–889
Cisco 1000, 1003/1004/1005, 932
Cisco 1400, 921–922
Cisco 1600, 920
Cisco 1720, 920
Cisco 2500, 919–920
Cisco 2600, 919
Cisco 3620, 916–917
Cisco 3640, 917
Cisco 3660, 918
Cisco 4000, 914–915
Cisco 4500 and 4500-M, 915–916
Cisco 4700 and 4700-M, 915–916
Cisco 6200, 912
Cisco 6260, 913
Cisco 6400-NRP, 901–910
Cisco 6400-NSP, 910–911
Cisco 7000 Series RP, 891–892
Cisco 7100, 900–901
Cisco 7200 Series NPE, 892, 894–900
RSP, 889–890
RSP4, 890
system crashes, 879–880, 882
VIP2, 932, 934
mergers, addresses, 349–350
message formats
Local Management Interface (LMI), 547, 549
transparent bridging, 580
Message Type field, 547
messages
"Communicating At...", connection hangs,
262–263
CLEAR REQUESTS, misconfigurations of
protocol parameters, 567–568
configuration, 579
debug, 437–438
error
Essentials, 760–761
installing Essentials, 748–755
port unreachable, 15
Process Failures, 764–779
SNMP, interpreting, 816
time exceeded, 15
Too many moves, 716–717
keepalives, 547, 552
logs
AtmDirector, 801, 803
overloads, 437
Operator Communication Manager
(OPCOM), 321
response, 492
RESTART, misconfigurations in protocol
parameters, 567–568
SABME, 438
SETUP
debug isdn q931 command, 508
LAN Emulation Clients (LECs), 596
status-enquiry, 547
Switch Agent Test, interpreting, 812–813
system error, copying, 13
Test Agent, interpreting, 811–812
meters, volt-ohm, 18
methods, Ethernet encapsulation mismatches, 181
metric notification packets, 370
metric values, 372
migrations, addresses, 349–350
MIME format, submitting information to Assistance
Center (TAC), 943
min parameter, 417
MIPS addressing, 12000-GRP, 883
misconfigurations
access lists, 187, 327, 354–355, 373–374, 384, 387, 554
active timer values, 204
addresses, 336, 349
AppleTalk access lists and filters, 237, 240, 243
ATM mapping, 618
AURP tunnels, 260
boot system command, TFTP servers, 53
bridging domains, 589
bridging filters, 585
clients and servers, 179
commands, xns helper-address, 386–387
configuration register, router boot failures in
Flash memory, 50
configuration registers, 60–61
CSU, clocking, 414
default gateway specifications, 52, 346
dialer map commands, 516–517
dialer maps, 525
dialer profiles, 525
DLCI assignments, Frame Relay protocol, 184
DSU, clocking, 415
dialer profiles, 525
end nodes, 322–323
dialer maps, 525
end systems, 283
EtherChannel, 636
Ethernet-to-Token Ring address mapping,
289–291
filters, 198–199
flow control, 264–265
hardware flow control, 518
hosts, 312, 354
IP helper addresses, intermediate routers, 58
IPX RIP routing, routers, 189
LMI types, Frame Relay protocol, 185
modems, 456
multicast addresses, SMDS, 186
network filters, 192
protocol parameters, 567–568
register settings, TFTP servers, 53
RIP and SAP statements, 187
router priority, troubleshooting, 330–331
routers, 197, 349–350
SAP filters, 194–195, 201–202
source-bridge command, 287–288
source-bridge route-peer command, 279–280
T1 timers, 285
timer values, 258
x25 map command, 568–569
mismatches
configurations, AppleTalk, 235–240, 247–248, 251
duplex, 589, 637, 647, 726
encapsulation, 184, 281, 388–389, 552, 554
end nodes and router area numbers, 326, 329
Ethernet encapsulation methods, 181
FDDITalk versions, 261
filename, 59
Layer 3 address mapping, peer routers, 621
network numbers, 179
ring numbers, 275–276
ring speed, 130
ring speed specifications, 182
RIP timers, 191, 206
router network numbers, 383–384, 388
SAP timers, 194, 206
Spanning-Tree Algorithm, 588
speed, 535
timer values, 255–256
timers, 338
type, Local Management Interface (LMI), 552
vendor codes, 291–292
virtual local-area networks (VLANs), 637
misordered sequence numbers, 356–357
misses parameter, 418
missing boot images, recovering Catalyst 6000
images, 64–73
missing cells, 614
missing commands
appletalk route-redistribution, 260
arap network, 261–263
autoselect, 264
boot system flash, router boot failures in Flash
memory, 50
decnet cost, 326
default-metric, 357
distance, 358
frame-relay map, 555
ipx helper-address, 188–189
ipx network, 190–191, 198
ipx type-20-propagation, 187–188
tftp-server, 54
vines arp-enable, 372–373
vines serverless, 372–373
xns helper-address, 386–387
missing default gateway specifications, 52, 346
missing definitions, interesting traffic, 524
missing frame-relay map commands, 555
missing ios images, recovering Cisco 2600 routers, 80–83
missing ios images, recovering Cisco 3600 routers, 84–86
missing IP helper addresses, intermediate routers, 58
missing multicast addresses, SMDS, 186
missing multiring commands, 278
missing RIP and SAP statements, 187
missing routes from routing tables, 256
missing source-bridge remote-peer command, 279–280
missing zones from Chooser, 239–243
MLP (Multilink Point-to-Point Protocol), 493–495, 498, 500
MLS (Multilayer Switching), 631, 706–718
mls rp ip command, 712, 714
mls rp management-interface command, 712, 714
mls rp vlan-id command, 714
mls rp vtp-domain command, 714
MLS state, 118
MLSP (Multilayer Switching Protocol), 631, 707, 714
MLS-RP component, 706–707, 711–717
MLS-SE component, 706–707, 711–717
MMP (Multichassis Multilink Point-to-Point Protocol), 495–498
MNP4 Link Request packets, responses by serving
modems, 262–263
MNP5 enabled on answering modems, 264
modal dispersion, 106
modem AT command, unlocked modem speed
settings, 514
modem autoconfigure command, 454
modem autoconfigure discovery command, 941
modem call-record terse command, 464
modem dialin command, disabled modem
control, 523
Modem Hardware State field, show line
command, 459
994  modem inout command

modem inout command
  digital modem call pickups, 511
  disabled modem control, 521–522
  enabling modem control, 456
modem problems, AppleTalk, 262
modem ri-is-cd command
  disabled modem control, 521
  enabling modem control, 456
modemcap edit modem-name attribute value command, 454
modem-mgmt debug rbs command, 509, 530
modem-regexp field, show dialer map command, 486
modes
  56K flex standard, 507
  answering, MNP5 enabled on, 264
  configuring ports, remote access, 939–941
dialup connections, 454–457
  incoming calls, 510–523
  serving responses to MNP4 Link Request packets, 262–263
modem-script field, show dialer map command, 486
modem-script parameter, verifying chat scripts, 526
modems
  answering, MNP5 enabled on, 264
  configuring ports, remote access, 939–941
  dialup connections, 454–457
  incoming calls, 510–523
  serving responses to MNP4 Link Request packets, 262–263
modem-mgmt debug rbs command, 509, 530
modem-regexp field, show dialer map command, 486
modem script field, show dialer map command, 486
modem-script parameter, verifying chat scripts, 526
modes
  acquiring, ports stuck in, 252–253
  Active, routers stuck in, 257, 259
  active
    opening data connections, 166
    routers stuck in, 203–205
  AppleTalk discovery, 233–234, 252
  blocking, ports, 719
  buffered, 514, 519–520
  command
    show interfaces ethernet command, 99
    show interfaces serial command, 424
  destination-ip, 715
Dynamic Trunking Protocol (DTP), 657–658
  full-duplex, 91, 94
  full-flow-ip, 715
  half-duplex, 91, 94
  loopback
    E1 lines, 443
    T1 lines, 431
  nondiscovery, 252
  PAgP, disabling, 694
  Passive, 259
  passive, opening data connections, 166
restarting, ports stuck in, 252–253
  ROM monitor, routers stuck in, 60–61
  source-destination-ip, 715
  standby, interfaces, 524
modules, Network Analysis, 809
monitor command, 846
Monitor Port field, Switch Agent Test, 813
monitoring packet distribution, 668
monitors, ROM, 59–60
moretrace claw command, offline Channel Interface Processor (CIP) devices, 308
MTU field, 100, 116, 134, 425
multicast addresses, missing and misconfigured, 186
multicast, directed and global, 381
    Frame Relay, 549
Multichassis Multilink Point-to-Point Protocol (MMP), 495–498
multihoming, 349
Multilayer Switching (MLS), 631, 706–718
Multilayer Switching Protocol (MLSP), 631, 707, 714
multilink bundles, connecting indefinitely, 494
Multilink Point-to-Point Protocol (MLP), 493–495, 498, 500
multimeters, digital, 18
multimode fiber, 106
multiple access collision detect (CSMA/CD) LANs.
  See Ethernet
multiple paths, 57
multiplexing, time-division (TDM), 544
multipoint configuration, 268
multipoint tunnels, 227
multiring command, missing, 278
multistation access units (MAUs), Token Ring networks, 125–128, 131

N

name caches, NetBIOS, 285–287
name field, show dialer map command, 485
name hostname field, show running-config command, 516
names
  finding within AppleTalk zones, 225
  registered NBP, viewing, 238
zones
  changing, AppleTalk networks, 233
  invalid, routing tables, 248–249
national terminal numbers (NTNs), 563
native virtual local-area networks (VLANs), 655
NAUM (nearest active upstream neighbor), 128
  NBP, 225
NBP names, viewing, 238
NBP packet types, Phase 1 and Phase 2 routers, 239
NCP (Network Control Protocol), 492, 537–539
  nearest active upstream neighbor (NAUN), 128
negotiation
  duplex, EtherChannel, 686
  PPP, 490–493, 502–503
negotiation states, show interfaces fddi
  command, 117
neighbor field, 118
neighbor routers, bad routing paths, 57
neighbors
  establishing, routers, 199–200
  routers not establishing, 254, 256
  states, 118
  upstream, failures, 114
NELR inactive field, 428
Net Speed field, Agent Test, 812
NetBIOS, client connectivity to servers, 285–288
NetFlow Feature Card (NFFC), 711
NetFlow option, 808
NetRanger, security, 823–835
NET (network entity titles), 342, 344
NetSonar, security, 822
netstat - rn command, missing or misconfigured
  default gateway specifications, 346
netstat gate command
  host misconfigurations, 312
  missing or misconfigured IP routes, 311
NetWare, 173–174
network address translation, 164
Network Analysis Module, NetFlow option, 809
network analyzers, 18, 20
network classes, Internet Protocol (IP) addressing, 144–145
network command, IPX RIP and IPX Enhanced
  IGRP protocols enabled on same interface, 210
network configurations, 498
Network Control Protocol (NCP), 492, 537–539
network entity titles (NETs), 342, 344
network filters, misconfigurations, 192
network interface cards (NICs)
  Asynchronous Transfer Mode (ATM), 593
  connectivity problems, 161
  EtherChannel trunking support, 684
network interface problems, Cisco 2500 routers, 39
Network layer
  AppleTalk, 221–224
  Banyan Virtual Integrated Network Service
    (VINES) protocol, 364–370
  DECnet protocol, 316–320
  Internetwork Packet Exchange (IPX) protocol, 175, 177
  Transmission Control Protocol/Internet
    Protocol (TCP/IP), 143–144
  Xerox Network Systems (XNS) protocols, 379–381
network management tools, 15–17
network nodes, 268
network numbers
  configuring, AppleTalk, 231
  duplicates, 182
  mismatches, 179
network operating system (NOS), 173
network services, unavailable, 244–245, 247
Network Services Protocol (NSP), 320
network termination type 1 (NT1), 467
network termination type 2 (NT2), 467
network value, 386
networks, 127
  AppleTalk, 223
  Ethernet, frame bridging, 293
  failures, problem-solving model, 5–7, 9
  host access, 346–348
  IBM-based, 267–273, 293–308
  IEEE 802.5. See Token Ring networks
  implementing Frame Relay, 549–550
  Internet Protocol (IP), 260
  logical, Banyan Virtual Integrated Network
    Service (VINES) protocol, 364
  mismatched router numbers, 383–384, 388
  nodes, AppleTalk, 223–224
nonextended, 224
packet-switched (PSN), 559, 563
public data (PDNs), 559
remote
hosts unable to reach, 310–311
routes to, troubleshooting, 311–312
serverless, clients connecting to servers over PSN, 375–377
Token Ring
fault tolerance, 128
media problems, 130, 132, 134, 136
physical connections, 127
priority system, 128
similarities to Fiber Distributed Data Interface (FDDI), 105
troubleshooting, 125–136
troubleshooting frame bridging, 293
wide-area (WAN)
Frame Relay protocol, 544
zones, AppleTalk, 223–225
next-hop-address field
show dialer map command, 485
show running-config command, 516
NFFC (NetFlow Feature Card), 711
NIC. See network interface cards
NLP (normal link pulses), 94
NLS state, 118
nn msec return code, 154, 565
no access-group command, misconfigured access lists, 354–355
No Ans field, show modem command, 463
no appletalk access-group command, misconfigured access lists and filters, 240, 243
no appletalk discovery command, 234
no appletalk eigrp-timers command, timer value mismatches, 256
no appletalk ignore-verify-errors command, 234
no appletalk pre-fddtalk command, FDDITalk version mismatches, 261
no appletalk protocol eigrp command, AppleTalk Enhanced IGRP enabled on network with connected Macintosh computers, 254
no appletalk timers command, route flapping, 241, 246, 250
no buffer field, 122, 135, 427
no buffers field, 102
no cdp enable command, 492
no clns command, Connectionless Network Service (CLNS) and DECnet protocols, 336
no clns router iso-igrp interface command, ISO-IGRP process configurations, 359
no debug all command, 13
no debug command, 13
no debug packet command, 838, 840
no decnet access-group command, misconfigured access lists, 327
no exec command
DCD configurations, 521
lines configured with, 517
no flowcontrol hardware command, hardware flow control configurations, 515
no ip route-cache command, output drops in serial links, 399
no ipx hello-interval eigrp command, hello and hold-time timer mismatches, 200
no ipx hold-time interval eigrp command, hello and hold-time timer mismatches, 200
no ipx input-network-filter command, misconfigured filters, 192, 198
no ipx input-sap-filter command, misconfigured SAP filters, 194, 201
no ipx output-network-filter command, misconfigured filters, 192, 198
no ipx output-sap-filter command, misconfigured SAP filters, 194, 201
no ipx routing command, duplicate router node numbers, 182
no ipx sap-incremental eigrp command, sending SAP updates, 207
no ipx sap-interval command, SAP timer mismatches, 194, 206
no lmnr commands, troubleshooting RPS conflicts in Token Ring networks, 132
no logging command, 437, 448
no logging console command, 13
no loopback command, 432
disabling loopback mode, 443
status line conditions, serial lines, 397
verifying configurations, signaling channels, 447
verifying signaling channels, 436
no memory parameter, 418
no mls rp ip command, 714
no passive-interface command, RIP
configurations, 312
No Route field, DECnet traffic, 337
no shut command, 705
no shutdown command
administratively down interfaces, 524
D-channels, 439
DLCI (data link connection identifier),
assignments to wrong subinterfaces, 553–554
status line conditions, serial lines, 398
troubleshooting PRIs, 437, 448, 450
troubleshooting router interfaces, 371, 383
verifying configurations, signaling
channels, 447
verifying signaling channels, 436
no shutdown interface configuration command,
router interfaces down, 181
no vines access-group command, misconfigured
access lists, 373
no x25 map command, x25 map command
misconfigurations, 568
no xns access-group command, misconfigured
access lists, 384
node addresses, 179, 328, 333
Node type field, 369
nodes
addresses, 318
AppleTalk, 222–224
bidirectional adjacencies, 331, 334
DECne, configuring to log DECnet events,
322–325
duplicate numbers on routers, 182
end, 317
designated routers, 329–331
finding routers, 328–329
mismatches, 326, 329
troubleshooting, 322–325
leaf, 685
network, primary and secondary, 268
routing, 317, 334
service
Routing Table Protocol (RTP), 368
VINES Internetwork Protocol (VIP), 364
nodes traversed field, 317
noise, excessive, 98
non_op state, 120
non_op_dup state, 120
nondiscovery mode, 252
none field, flowcontrol hardware command, 515
Nonegotiate state, 655
nonextended networks, 224
nonfunctional Fiber Distributed Data Interface
(FDDI) rings, 114
nonfunctioning Token Rings, 130
normal link pulses (NLPs), 94
Northern Telecom, 543
NOS (network operating system), 173
noSuchName error message, SNMP, 816
not supported values, 117
Novell, Inc., 379
NPM problems, Cisco 4000 routers, 37
nrConfigure, CiscoSecure Intrusion Detection
System (IDS) (NetRanger), 832
nrconns command, 824
nrest command, 824
nrstart command, 824
nrstatus command, 823
nrstop command, 824
nrvers command, 823
NSAP addresses, 342–345
nsap value, 347, 351
NSDB component, NetSonar, 822
nslookup command, connectivity problems in
domains, 252
Domain Name Servers (DNS), 168
NSP (Network Services Protocol), 320
NT1 (network termination type 1), 467
NT2 (network termination type 2), 467
NTN (national terminal numbers), 563
Number of Interfaces field, Agent Test, 811
number value, 357
numbering access lists, 478
numbers
adjacencies, troubleshooting, 332, 335
areas, 333
auxiliary port, finding, 455
duplicates, AppleTalk networks, 236, 244
international data (IDN), 562
mismatched routers, 383–384, 388
national terminal (NTN), 563
network
configuring, AppleTalk, 231
mismatches, 179
networks, duplicates, 182
nodes, duplicates on routers, 182
pin, RJ-48 jacks, 443
router area, mismatches, 326, 329
sequence, disordered, 356–357
NVE, 225
nzri-encoding command, Link-layer problems, 295, 297

objects, unrecognized, 323
octet boundaries, NSAP addresses, 345
Off state, 655
OIDs, unknown devices, 793
old IOS releases, 309
On state, 655
OOB, boot loader recovery, 71–73
OPCOM (Operation Communication Manager) messages, 321
open peers, 282–284
Open Q&A Forum, 942
open relays, multistation access units (MAUs), 131
Open Shortest Path First (OSPF) protocol, 381
opening
CWSI Campus, 784–787
NetSonar GUI, 822
opening data connections, 166
operating systems, corruption, 639
operation state, 117
Operation type field, 369
Operator Communication Manager (OPCOM) messages, 321
optical fiber, advantages of, 105–106
optical time domain reflectors (OTDRs), 18–19
option value, 376
options, NetFlow, 808
Options field, 144, 149
Oracle, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 829–830
ordering sequence numbers, 356–357
OSAgent, 781
OSPF (Open Shortest Path First) protocol, 381
OTDR (optical time domain reflectors), 18–19
out keyword, flowcontrol hardware command, 515
out state, 119
outbound calls
configuring interfaces, 484–486
ISDN lines, 523–532
out-of-order packets
network booting failures, 55–56
routers, 28
output, 115–116
auxiliary ports, 521
debug commands, 13–14
debug isdn q931 command, successful ISDN connections, 508
debug messages, 438
debug modem csm command, successful connection, 510
debugging, 277
scrambled, booting from ROM, 61
set port duplex 1/1 half command, 648
set port speed 1/1 10 command, 648
show clns neighbors command, 348
show clns neighbors detail command, 360
show controller t1 call-counters command, 466
show interfaces command, 100, 200, 202, 425
show interfaces fdid command, 115–116
show interfaces tokenring command, 133
show isdn status command, 473–474, 476
show line client command, 605–606, 608
show line command, rotary groups, 458–461
show port 1/1 command, 647–648
trace command, 352–353
output buffer failures field, 123
output buffers swapped out field, 123
output drops, serial links, 398–399
output errors field, 103, 123, 136, 428
output field, 101, 121
output hang field, 101, 121, 135, 426
Output queue field, 121, 426
Output queues, 338
drops field, 135
full, 585
hub routers, dropped SAP updates, 208
input queue, drops field, 101
overlapping cable-ranges, 236, 244
overloads
interfaces, 726
log messages, 437
overrun field, 102, 122, 136, 427
OVUF state, 119
Transport Control Protocol (TCP), fields, 149
transporting over WAN backbones, 611–612
connectivity problems, 618–621
mapping between destination addresses
and PVCs, 618
segmentation and reassembly, AAL5
frames, 613–614, 616
traffic shaping and policing, 616–617
troubleshooting commands, 622–624
variable bit rate, non-real time (VBR-NRT), 617–618
packets input field, 101, 122, 135, 426
packets output field, 102, 123, 136, 428
packet-switched networks (PSNs), 183–186,
559, 563
packet-switching exchanges (PSEs), 559
PAD (packet assembler/disassemblers), 560
PAgP (Port Aggregation Protocol)
configuring EtherChannel, 668–672
EtherChannel, 685
PAgP mode, disabling, 694
Palo Alto Research Center (PARC), 91
PAP (Password Authentication Protocol), 491
PAP (Printer Access Protocol), 229
parallel bridges and repeaters, troubleshooting, 360
parallel detections, 94
parallel paths, connections, 355–356
parallel translational bridges, 292
parameter tuning, Spanning-Tree Protocol (STP)
failures, 723
parameters
created, 418
failures, 418
hits, 418
in free list, 417
max, 417
max allowed, 417
min, 417
misses, 418
modem-script, verifying chat scripts, 526
no memory, 418
permanent, 417
protocols, misconfigurations, 567–568
show buffers command, 417
total, 417
trims, 418
tuning, Spanning-Tree Protocol (STP), 735
PARC (Palo Alto Research Center), 91
parity errors, 882
partially connected tunnels, 227
partitioned areas, 328
passing, token, 126
passive links, 111
passive mode, 259
Enhanced IGRP routers, 205
opening data connections, 166
passive-interface command, RIP configurations, 311
Password Authentication Protocol (PAP), 491
password line command, 854
passwords, recovering in PIX firewalls, 845–869
path_test state, 119
paths
bridging, broken, 584
multiple, 57
parallel, troubleshooting connections, 355–356
routing, neighbor routers, 57
payload-compress packet-by-packet value, 377
PCR (Peak Cell Rate), 617
PC (personal computers), collecting data from routers, 939
PDNs (public data networks), 559
Peak Cell Rate (PCR), 617
peer router mismatches, Layer 3 address mapping, 621
peers
closed, 279–282, 304–305
open, 282–284
remote, no routes to, 280
PEP (Packet Exchange Protocol), 381
performance
AppleTalk Enhanced IGRP, 257
bridging and routing, IBM-based networks, 274–312
clients, gathering data, 465
CWSI Campus, improving, 787–788
dialin connections, 264–265
modems, gathering data, 461–462
networks, 209–210
systems, cvinstall.chrc and cvinstall.sh files, 814
troubleshooting, 337–338, 359–360
period (.) return code, 153
periodic SAP updates, 202, 207, 210
permanent parameter, 417
permanent virtual circuits (PVCs), 544, 546, 561, 563
permissions, file, 52
permit keyword, 357
permit statements
misconfigured access lists, 240, 243, 327, 354–355, 374, 384, 387
misconfigured filters, 192, 195, 199, 202, 243
personal computers (PCs), collecting data from routers, 939
phantom zones in Chooser, 247, 249
Phase 1 and 2 rule violations, 236, 238–239, 252
Phase V. See DECnet protocol
PHY- [A | B] field, 117
PHY (Physical Layer Protocol), 106
Physical Address physical connections
Ethernet and IEEE 802.3, 94, 96
Token Ring networks, 127
physical connectivity, Transmission Control Protocol/Internet protocol (TCP/IP), 160–161
physical interface configurations, 499–500
physical interfaces configurations, 499–500
dialer pools, 488
Physical layer, 293–294, 300, 307–308, 470–471
Physical Layer Medium (PMD), 106
Physical Layer Protocol (PHY), 106
physical loops, 685, 717
physical maps, 632
Pid column, Process Failures table, 744
pin numbers, RJ-48 jacks, 443
ping command, 11, 14, 681–682
addressing problems, 310
discarded cells, 619
host misconfigurations, 312
missing or misconfigured IP routes, 311
remote peer routes, 280
serial lines, 409–411
T1 timer misconfigurations, 285
Ping field, Agent Test, 811
ping tool, 151, 153
pinging
remote routers, failures, 554–557
through PIX Firewall, 839
to and from hosts, 310
PIX firewalls, 835–869
PIX maintenance, 865
plans of action, network failures, 7
PMD (Physical Layer Medium), 106
PNNI networks, checking with AtmDirector,
804–805
point-to-point configuration, 268
Point-to-Point Protocol (PPP)
  dialup connections, 489–503
  ISDN lines, 532–539
point-to-point tunnels, 227
policing, 616–617, 619–620
pools, dialer, 487–488
POP protocol, connectivity problems, 167
Port Aggregation Protocol (PAGP), EtherChannel,
668–672, 685
port groups, identifying, 664
port rate adjust, 514, 519–520
port unreachable error message, 15
port value, show interfaces ethernet command, 99
port-adapter value, show interfaces ethernet
command, 99
PortFast, 637
  configuration errors, Spanning-Tree Protocol
  (STP) failures, 722
  enabling, 693–694
  end-station startup connectivity problems,
  682–706
ports
  access server console, control signal
  conflicts, 63
  autonegotiation, 639–650
  auxiliary
    configuring, remote access, 940–941
    output, 521
  blocked
    checking, 725–727
    logging Spanning-Tree Protocol (STP)
    events, 725
    reducing, Spanning-Tree Protocol (STP),
    731–734
  blocking mode, 719
  connectivity, LAN switching, 633–639
  console, remote access, 939–940
  disabling, 665, 725
  dragging, VLANs, 796
  enabling, 692–693
  enabling PortFast, 693–694
errdisable state, 674, 678–679
errors, 589
EtherChannel support, 661–662
finding auxiliary numbers, 455
lightning bolts, 797
stuck in restarting or acquiring mode, 252–253
timing, 696
verifying connections, EtherChannel, 662–663
viewing status, 695
power subsystem problems
  Catalyst 2900 LAN switches, 43
  Catalyst 5000 LAN switches, 41
  Cisco 2500 routers, 39
  Cisco 4000 routers, 37
  Cisco 7000 routers, 34
  Cisco 7500 routers, 30
power system problems, Cisco 2600 routers, 83
PPP (Point-to-Point Protocol)
  dialup connections, 489–503
  ISDN lines, 532–539
  ppp keyword, 389
  PPP links, CSU/DSU loopback tests, 421–423
  PPP negotiation, 490–493, 502–503
  Preamble field, 112
  PRI (Primary Rate Interface), 436–440, 447–450,
  469, 475
  pri-group command, 439, 475
  pri-groups, verifying configurations, 436, 447
  primary network node, 268
  Primary Rate Interface (PRI), 469, 475
  primary rings, 107–108
  primary routers, Link-layer problems, 295–296
  Printer Access Protocol (PAP), 229
  Printing Protocol, 382
  priority, routers, 330–331
  priority field, Token Ring networks, 128
  priority queuing, reducing bottlenecks, 419–420
  priority system, Token Ring networks, 128
  priority-list command, 419
  privileged exec commands, accessing, 13
  problem-solving model, network failures, 5–7, 9
  Process Failures, 744, 762–779
  process features, 761–762
  Process Manager, 780
  Process Name column, Process Failures table, 744
processes

- CWSI Campus
  - background, 779–782, 784
  - starting and stopping, 783
- ISO-IGRP, configurations, 359
  - starting, 763
  - stopping, 763–764
- processing SAP updates, 196, 207, 209
- processor subsystem problems
  - Catalyst 2900 LAN switches, 43
  - Catalyst 5000 LAN switches, 42
  - Cisco 7000 routers, 35
  - Cisco 7500 routers, 32
- processor types, viewing with show version command, 880
- processors, Channel Interface (CIP), 308–311
- profiles
  - dialer, 486–489, 525
  - virtual, 501
- program problems, AppleTalk, 253
- programs
  - ATMDirector, 801, 803–807
  - Cisco IOS, older versions, 256–257, 259
  - CiscoView, 813–816
  - CiscoWorks, installing on servers, 742
  - TrafficDirector, 808–813
  - Virtual Profiles, 498–502
  - VLANDirector, 795–801
- projecting the PPP link to the call master, 496
- prompts
  - #, 13
  - AT, trainup failures, 512
  - boot, routers booting from Flash memory, 49–50
- propagating
  - routers, 191
  - routes through AURP tunnels, 259–260
  - SAP packets by routers, 193–196, 201–203
- protocol analyzers, late collisions, 98
- protocol discriminators, 547
- Protocol field, 144
- protocol field
  - show dialer map command, 485
  - show running-config command, 516
- Protocol Monitoring field, Agent Test, 811
- protocol stacks, Banyin Virtual Integrated Network Service (VINES) protocol, 363
- Protocol type field, 368
- protocol value, 376, 387
- protocol-address value, 376
- protocols, 308, 478
  - address assignments, 221–222
  - Address Resolution (ARP), 27, 146, 369
  - AppleTalk, 219
  - AppleTalk Address Resolution (AARP), 221
  - AppleTalk Data Stream (ADSP), 229
  - AppleTalk Echo (AEP), 228
  - AppleTalk Filing (AFP), 229
  - AppleTalk Session (ASP), 229
  - AppleTalk Transaction (ATP), 228–229
  - AppleTalk Update Routing (AURP), 226–228
  - bad addresses, TFTP servers, 52
  - Banyan Virtual Integrated Network Service (VINES)
    - media access, 364
    - Network layer, 364–370
    - protocol stacks, 363
    - Transport layer, 370
    - troubleshooting, 363–377
  - bit-oriented synchronous vs. SDLC
    - protocol, 267
  - Border Gateway (BGP), 381
  - Challenge Handshake Authentication (CHAP), 491
  - Cisco Discovery (CDP), 646
  - Cisco Discovery Protocol Control (CDPCP), 492
  - Clearinghouse, 382
  - connection failures, 354
  - Connectionless Network Service (CLNS), 336–337, 341–360
  - Courier, 382
  - Datagram Delivery (DDP), 224
  - DECnet
    - Digital Network Architecture (DNA), 315–316
    - Network layer, 316–317, 319–320
    - Transport layer, 320
    - troubleshooting, 315–331, 333–338
  - Domain Name System (DNS), 150
  - Dynamic ISL (DISL), 686
  - Dynamic Trunking (DTP), 655–658, 686
  - Echo, 382
embedded with MAC addresses, bridging, 292–293
Error (EP), 382
ES-IS, 347
File Transfer (FTP), 150
  connectivity problems, 166–167
generating core dumps, 874
submitting information to Technical Assistance Center (TAC), 943
Filing, 382
Frame Relay, 551
  characteristics of, 544–550
  failures in pinging remote routers, 554–557
  failures in relay links, 551–553
  forwarding SAPs, hub routers, 185
  Full Frame Relay broadcast queues, 185
  misconfigured DLCI assignments, 184
  misconfigured LMI types, 185
High-Level Data Link Control (HDLC), 268
Hypertext Transfer (HTTP), 150, 166
IMAP, connectivity problems, 167
Integrated Services Digital Network (ISDN), 544
Internet (IP), 141, 379
  connectivity and routing problems, 162–164
  fields, 143
  Multilayer Switching (MLS), 706–718
Internet Control (ICP), 370
Internet Control Message (ICMP), 14, 147–148
Internet Datagram (IDP), 379
Internetwork Packet Exchange (IPX), 379
  media access, 174
  NetWare, 173–174
  Network layer, 175, 177
  Transport layer, 177–178
  troubleshooting, 178–217
IPX Enhanced IGRP, router misconfigurations, 197
IPX RIP and IPX Enhanced IGRP enabled on same interface, 210
Kermit, submitting information to Technical Assistance Center (TAC), 943
Level 0, 379
Level 4, 382
Link Control (LCP), 490, 534–535
Multichassis Multilink Point-to-Point (MMP), 495–498
Multilayer Switching (MLSP), 631, 707, 714
Multilink Point-to-Point (MLP), 493–495, 498, 500
Network Control (NCP), 492, 537–539
Network Services (NSP), 320
Open Shortest Path First (OSPF), 381
Packet Exchange (PEP), 381
parameters, misconfigurations, 567–568
Password Authentication (PAP), 491
Physical Layer (PHY), 106
Point-to-Point (PPP), ISDN lines, 532–539
POP, connectivity problems, 167
Port Aggregation (PAGP), EtherChannel, 668–672, 685
Printer Access (PAP), 229
Printing, 382
remote control protocol (RCP), generating core dumps, 874
Reverse Address Resolution (RARP), 146
Routing Information (RIP), 176, 379, 381
routing problems, client connections to servers, 183
Routing Table (RTP), 368–369
Routing Table Maintenance (RTMP), 224–225
SDL, 267–268, 270
  connectivity, 298–303
  router communication, 293, 295–296, 298
Sequenced Packet (SPP), 177, 381
Sequenced Packet Exchange (SPX), 177
Service Advertising (SAP), 176, 379
Simple Mail Transfer (SMTP), 150, 167
Simple Network Management (SNMP), 150
Spanning Tree (STP), 630, 658, 684–685, 718–735
Telnet, 150, 168
Transmission Control (TCP), 141, 379, 618
Transmission Control/Internet (TCP/IP), 141–142, 149, 158
  addressing, 144, 146
  Domain Name System (DNS), 150
  Internet Control Message Protocol (ICMP), 147–148
  Network layer, 143–144
  routing, 147
tools for troubleshooting, 151–157
Transport Control Protocol (TCP), 148–149
Transport layer, 148
upper-layer protocols, 149–150
User Datagram Protocol (UDP), 149
Transport Control (TCP), 148–149
Trivial File Transfer Protocol (TFTP), generating core dumps, 874
Unidirectional Link Detection (UDLD), 637
upper-layer
Banyan Virtual Integrated Network Service (VINES) protocol, 370
connectivity problems, 164–168
DECnet protocol, 320
Transmission Control Protocol/Internet Protocol (TCP/IP), 149–150
User Datagram (UDP), 27, 149, 227
VINES Internetwork (VIP), 364, 366, 368
Virtual Trunking, MLS-RP and MLS-SE components, 714–715
X Windows, 150
X.21 bis physical layer, 564
X.25
characteristics of, 559, 561
connection failures over X.25 links, 566–569
frame formats, 561, 563–564
serial errors, X.25 links, 569–570
show interfaces serial command, 565–566
vs. Frame Relay, 543–544
Xerox Network Systems (XNS) network layer, 379–381
server and router connections, troubleshooting, 382–385
transport layer, 381
troubleshooting, 379–389
upper-layer, 382
See also Banyan Virtual Integrated Network Service protocol
Zone Information (ZIP), 225
pruning VLANs, Spanning-Tree Protocol (STP), 731–732
PSE (packet-switching exchanges), 559
PSNs (packet-switched networks), 183–186, 374–377, 559, 563
client connections to servers
PSTN (Public Switched Telephone Network), 507
PTI (packet type identifier), 562
public data networks (PDNs), 559
Public Switched Telephone Network (PSTN), 507
pulses
fast link, 94
normal link (NLP), 94
purges, MLS flows, 716
puts, 167
PVC (permanent virtual circuits), 375, 377, 544, 546, 561, 563, 611–624
pvc command, 622
Q
Q return code, 154
QLS state, 119
QoS (quality of service), 143
Queueing strategy field, 121
queue-limit keyword, 420
queues
Full Frame Relay broadcast, Frame Relay protocol, 185
Input and Output, 338, 585
output, hub routers, 208
queuing, priority, 419–420
R
R reference point, 468
ranges, node addresses, 328, 333
RARP (Reverse Address Resolution Protocol), 146
RC column, Process Failures table, 744
RCP (remote control protocol), generating core dumps, 874
Read Community field
Agent Test, 811
Switch Agent Test, 813
Ready state, show line command, 459–461
real-address value, 334
reassembly, AAL5 frames, 613
received (RX) alarm indication signal (AIS), 432
Received...broadcasts field, 427
Received field, DECnet traffic, 337
received (RX) remote alarm indication signal (AIS), 432–433
receivers (RX)
  lost frames, 430, 442
  lost signals, 431, 442–443
  remote alarms, 443–444
receiving data, dialin connections, 263–264
recompute value, 372
reconfigurations, AppleTalk networks, 233
recovering
  Catalyst 6000 switches, corrupted and missing boot images, 64–73
  Cisco 2600 routers, corrupted and missing ios images, 80–81, 83
  Cisco 3600 routers, corrupted and missing ios images, 84–86
  passwords, PIX firewalls, 845–869
recovering from network failures, 8
red Xs, devices, 790
redistribute command, route redistributions, 193, 199
redistribution, routes, 193, 199, 348, 351, 353, 356–360
redistribution feedback loops, 358–359
reducing
  blocked ports, Spanning-Tree Protocol (STP), 731–734
  bottlenecks, priority queuing, 419–420
  startup delays, Catalyst switches, 686–689, 696–697, 701–703
redundancy
  Spanning-Tree Protocol (STP), 731
  SSRP, split ELANs, 598–599
reference points, Integrated Services Digital Network (ISDN), 468
reflectors
  optical time domain (OTDR), 18–19
time domain (TDR), 18–19
refusals, connections, 597
register jumpers, hardware configuration, 860
register settings, misconfigurations in TFTP servers, 53
registered NBP names, viewing, 238
registers
  misconfigurations, 60–61
  router boot failures, Flash memory, 50
rejections, connections, 323
REJs field, 565
relay links, failures, 551–553
relays, open, 131
Reliable message service, 370
rely field, 100, 117, 134, 426
remote access
  configuring auxiliary ports, 940–941
  configuring console ports, 939–940
  remote alarms, transmitters, 433, 444–445
  remote alarms field, 428
remote control protocol (RCP), generating core dumps, 874
remote CSU/DSU loopback tests, HDLC and PPP links, 422–423
remote networks
  host access, 346–348
  hosts unable to reach, 310–311
  routes to, 311–312
remote peers, no routes to, 280
remote rings, explorer traffic, 284
remote source-routing bridges (RSRBs), troubleshooting
  host connectivity to server, 279, 281–284
  NetBIOS client connectivity to server, 285
  periodic communication failures, 284–285
remote-procedure call (RPC), 370
removing devices, 791
reopening NetSonar GUI, 822
repeaters parallel with routers, troubleshooting, 360
replacement parts, testing and verifying, 44
replacing corrupt databases, CWSI Campus, 784–787
replies
  SNRM and XID frames, 306–307
test frames, 301
XID frames, 303
report component, NetSonar, 822
rep, ringing errors, 147
reports, discrepancy, 793–795
request state, 117
requesters, 491
requests, servers, 364
Requests For Comments (RFCs), 142
researching known bugs, 639
reservation field, Token Ring networks, 128
Reserved field, 149
resets, interfaces, 404
resource errors, 324, 722, 727–728
Resource Manager Essentials, 741–742
1006  Resource Monitoring field, Agent Test

Resource Monitoring field, Agent Test, 811
resources, routers, 163
response messages, 492
RESTART messages, misconfigurations in protocol
parameters, 567–568
restarting mode, ports stuck in, 252–253
RESTARTs field, 565
restarts field, 103, 123, 136, 428
restoring
broken lines, 679–681
connectivity, bridging loops, 724–725
retransmissions
excessive, transitional bridging, 587
frames, Ethernet, 93
return codes
ing tool, 153
traceroute tool, 154
Returned field
troubleshooting DECnet traffic, 337
return-to-sender bit, 317
return-to-sender-request bit, 317
Reverse Address Resolution Protocol (RARP), 146
reverse Telnet sessions, 454–457
RFC (Requests for Comments), 142
RFC 1883, 141
RFC 2474, 143
RIF. See routing information field
RIL. See routing information indicator
ring number mismatches, 275–276
ring operational field, 121
Ring speed field, 134
ring speed mismatches, 130
ring speed specifications, mismatches, 182
ring_op state, 120
ring_op_dup state, 120
rings
congested, Token Ring networks, 132
dual, fault tolerance, 109
Fiber Distributed Data Interface (FDDI),
nonfunctional, 114
primary, 107–108
remote, explorer traffic, 284
secondary, 107–108
ring-speed command
ring speed specification mismatches, 182
troubleshooting ring speed mismatches, 130
RIP (Routing Information Protocol), 176, 311–312
RIP routers, blocked connections, 189–193
RIP statements, missing and misconfigured, 187
RIP timers, mismatches, 191, 206
RIP updates, 191
RISC processor, addressing errors, 881
RJ-45 cables, 511, 635
RJ-48 jack, pin numbers, 443
RME problems, 760–768, 770–777, 779
rmtLink field, show modem call-stats command, 463
RNRs field, 565
ROM
local timeouts when booting from, 62
scrambled output when booting from, 61
ROM monitor mode
routers stuck in, 60–61
ROM monitors
routers hang after initialization, 59–60
root bridges, 578
changes in, 586
Spanning-Tree Protocol (STP), 730
root identifiers, 579
root path cost, 578–579
rotary 1 command, 455
rotary groups
dialup connections, 457–466
setting up, 455
route add default command, missing or
misconfigured default gateway specifications, 346
Route Descriptor field, 273
route flapping, 240–241, 244–246, 249–250, 259
route-map command, misordered sequence
data numbers, 356–357
router area numbers, mismatches, 326, 329
troubleshooting router images in wrong directory, TFTP server, 52
router diagnostic commands, 11–15
router images in wrong directory, TFTP server, 52
router interfaces, 383
router system images, incorrect file permissions in
TFTP server, 52
routers, 252, 332–334
access by end nodes, 328–329
accessing remote console and auxiliary
ports, 939
addresses, 347
AppleTalk discovery mode, 252
application connections to servers, 186–189
booting problems, 26–29
  Cisco 2500 series, 38–39
  Cisco 4000 series, 36–37
  Cisco 7000 series, 32–35
  Cisco 7500 series, 29–32
broadcast forwarding, 377
cables to out of specification, 415
Cisco 4500/4700, boot loader recovery, 67–71
clients communicating with servers, 371–374
collecting data from, 939
communication, SDLC protocol, 293–298
configurations
  AppleTalk Enhanced IGRP, 254
troubleshooting, 349–350
connections
  modems, 456–457
  failures, X.25 links, 567
  servers, 382–383, 385
  tunnels, 227
designated, 329–331
disabled modem control, 521–523
designated, 329–331
disabled modem control, 521–523
end systems (ESs), 346
Enhanced IGRP, active and passive modes, 205
establishing neighbors, 199–200
exterior, routing information, 227
forwarding broadcast packets, 385–386, 389
forwarding spanning explorers, 277–278
hardware flow control, 515–516, 518
hardware problems, serial lines, 405
host failures, 322–328
hub
  dropped SAP updates from output queue, 208
  forwarding SAPs, Frame Relay protocol, 185
in different autonomous systems, 200
intermediate, 58
IPX Enhanced IGR, blocked connections, 196–199
Level 1, 319
Level 2, 319, 352
multiple lines between, 253
neighbor, bad routing paths, 57
not establishing neighbors, 254, 256
not functioning, 278–279
parallel bridges and repeaters, troubleshooting, 360
peer, mismatches in Layer 3 address mapping, 621
Phase 1 and Phase 2
  packet types, 239
  rule violations, 236–239, 252
PortFast, 685
ports stuck in restarting or acquiring mode, 252–253
primary, Link-layer problems, 295–296
processing SAP updates, 196, 207, 209
propagating RIP updates, 191
propagation, SAP packets, 193–196, 201–203
remote, pinging failures, 554–557
RIP, blocked connections, 189–193
saving configurations
  changes in, 709
  write memory command, 440
secondary, Link-layer problems, 296–298
seed, 252
serial errors, X.25 links, 570
stuck in active mode, 203–205
support, American National Standards Institute (ANSI) standards, 341
toggling node adjacencies, 334
troubleshooting, 328–329, 348, 353–354
routes
  entering NSAP addresses, 344
  flapping, 205
invalid, network booting, 56–57
IP, missing or misconfigured, 311
no zones associated with, FDDITalk, 260–261
not propagated through AURP tunnels, 259–260
redistribution, 193, 199, 348, 351, 353, 356–360
remote peers, 280
unstable (flapping), 240–241, 244–246, 249–250, 259
routes missing from routing tables, 256
routes to remote networks, troubleshooting, 311–312
routings
  AppleTalk, not enabled on interfaces, 262
  connectivity and performance, IBM-based networks, 274–312
  incorrect, outbound calls, 525
  interesting packets, 480–482, 484
Internet Protocol (IP), 162–164
IPX RIP, router misconfigurations, 189
Layer 3, connectivity failures, 621
packets, Level 2 routers, 352
static, 147
Transmission Control Protocol/Internet
Protocol (TCP/IP), 147
routing algorithms, Banyan Virtual Integrated
Network Service (VINES) protocol, 366
Routing Control field, 273
routing flags field, 317
routing frame formats, DECN protocol, 317
routing information field (RIF), 272, 276, 284
routing information indicator (RII) bit, 272
Routing Information Protocol (RIP), 176, 379, 381
routing levels, DECN protocol, 319–320
routing nodes, 317
routing paths, neighbor routers, 57
routing protocol problems, client connections to
servers, 183
Routing redirect packet, 369
Routing request packet, 369
Routing response packet, 369
Routing Table Maintenance Protocol (RTMP),
224–225, 257
Routing Table Protocol (RTP), 368–369
routing tables
Banyan Virtual Integrated Network Service
(VINES) protocol, 366
entries
NSAP addresses, 344
Routing Table Maintenance Protocol
(RTMP), 224
invalid zone names, 248–249
missing routes, 256
Routing Table Protocol (RTP), 368
Routing update packet, 369
Routing Agent field, Switch Agent Test, 813
RPC (remote-procedure call), 370
RPS conflicts, Token Ring networks, 132
RSF, memory maps, 889–890
RSP4, memory maps, 890
RSRB. See remote source-routing bridge
RTMP (Routing Table Maintenance Protocol),
224–225, 257
RTP (Routing Table Protocol), 368–369
RTPoller, 781
RTS/CTS Flow command, hardware flow control
configurations, 518
running
NetBIOS over IPX, 189
scripts, CWSI Campus, 785
runts field, 102
runts field, 122, 135, 427
RX (received) alarm indication signal (AIS), 432
RX (received) remote alarm indication signal (AIS),
432–433
RX (receivers), remote alarms, 443–444
rx LOF, 428
rx LOF field, 428
rx LOS field, 428
S
S (Supervisory) frames, 564
S bit, 470
S reference point, 468
S state, 118
SABME messages, 438
SABMs field, 565
SAP (Service Advertising Protocol), 176
dropped updates, hub router output queue, 208
incremental updates, 202, 207
periodic updates, bandwidth, 210
processing updates, 196, 207, 209
servers not sending updates, 195
SAP filters, misconfigurations, 194–195, 201–202
SAP packets, propagation by routers, 193–196,
201–203
SAP statements, missing and misconfigured, 187
SAP timers, mismatches, 194, 206
saturated links, 56
saving configurations
changes in, routers, 709
configurations, write memory command, 440
scans
hosts, NetSonar, 822
viewing data from, NetSonar, 822
SCR (Sustainable Cell Rate), 617
scrambled output, booting from ROM, 61
scrambling, 113
script command, 939
script dialer command, verifying chat scripts, 526
scripts
  chat, verifying in outbound calls, 526–527
running, CWSI Campus, 785
SCTE (serial clock transmit external) terminal
timing, 413
sdlc keyword, 389
SDLC Logical Link Control (SDLLC), 299–304
sdlc partner command, test frames, 300–301
SDLC protocol, 267–268, 270
  connectivity, 298–303
  router communication, 293–298
sdllc traddr command, 303
sdllc xid command, XID frames, 302–303
SDLLC (SDLC Logical Link Control), 299–304
searching
clocking problems, 413
duplicate MAC addresses and physical
  loops, 717
names within AppleTalk zones, 225
secondary network node, 268
secondary rings, 107–108
secondary routers, Link-layer problems, 296–298
second-network address, 334
seconds value, decnet hello-timer command, 322
security, 821
  CiscoSecure Intrusion Detection System (IDS)
    (NetRanger), 823–835
CiscoSecure Scanner (NetSonar), 822
PIX firewall maintenance, 844–869
PIX firewalls, 835–844
PIX maintenance, 865
SwitchProbe devices and Network Analysis
  Module, 809–810
seed routers, 252
segmentation, AAL5 frames, 613
segments
  back-door bridges between, 183
troubleshooting backdoor bridges between, 385
SegV exceptions, 880
selecting addresses, Banyan Virtual Integrated
  Network Service (VINES) protocol, 365–366
self-tests, collecting information in Essentials, 745
sending
data, dialin connections, 263–264
keepalives, failures in, 552
remote alarms, transmitters, 433
SAP updates, 195
SNRM and XID frames, 305–306
test frames, 300
XID frames, 302
sensing DTRs, modems, 522
Sensor, CiscoSecure Intrusion Detection System
  (IDS) (NetRanger), 828
separation, cables, 405
Sequence Number field, 149
sequence numbers, misordered, 356–357
Sequenced Packet Exchange (SPX) protocol, 177
Sequenced Packet Protocol (SPP), 177, 381
sequence-number value, 357
sequences, frame check (FCS), 270
serial circuits, crossed, 253
serial clock transmit external (SCTE) terminal
timing, 413
serial errors, X.25 links, 569–570
serial interfaces, displaying information, 423–424
Serial...is {up | down}...is administratively down
  field, 425
serial line problems, AppleTalk, 262
serial lines
  adjusting buffers, 416–420
clocking problems, 412–415
CSU/DSU loopback tests, 420–423
debg commands, 408–409
E1 circuit problems, 440–450
extended ping tests, 409–411
show controllers serial command, 405–406
show interfaces serial command, 393–405,
  423–428
T1 circuit problems, 429–440
serial links
  carrier transition counts, 404–405
congestion, 404
input drops, 399–400
interface resets, 404
output drops, 398–399
troubleshooting, 280
serial tunnel (STUN), session failures,
  troubleshooting, 304–308
series processor subsystem problems, Catalyst 2900
LAN switches, 43
server modems, 465
serverless networks, clients connecting to servers
over PSN, 375–377
servers, 219, 683
access, unresponsive terminal connections, 62–63
application connections to, 186–189
Banyan Virtual Integrated Network Service
(VINES) servers
handling packets, 366, 368
Broadcast-and-Unknown (BUS), 594
client connections to, 253–254, 261–262
ISDN, 186–187
Local Area Networks (LANs), 178–183
packet-switched networks (PSNs), 183–186
collecting information, Essentials, 743
communicating with clients over routers,
troubleshooting, 371–372, 374
connections
clients, 289, 291–293
Domain Name System (DNS), 168–169
hosts, 274–284
NetBIOS clients, 285–288
routers, 382–385
servers over PSN, 374–377
disabled modem control, 521–523
enabling modem control, 456
Essentials, accessing, 755
gathering information, Essentials, 757
installing software, CiscoWorks 2000, 742
intermittent connections between clients,
205–209
LAN Emulation (LES), 594, 597, 602–603
LAN Emulation Configuration (LECS), 594,
596–597, 601–602
mail, accessing externally through PIX Firewall,
841–842
requests for, broadcasts, 364
starting, NetSonar, 822
TFFTP
booting routers from, 51–53
downloading PIX 515 images, 846, 848
verifying address configurations, 539
VTP, 795
Web, accessing externally through PIX Firewall,
841–842
Service Advertising Protocol (SAP), 176, 379
service internal command, 509, 530
service nodes
Routing Table Protocol (RTP), 368
VINES Internetwork Protocol (VIP), 364
service providers, ATM, 612
service timestamps debug datet ime msec
command, 502
service timestamps debug uptime command, 705
service timestamps log uptime command, 705
services
accessing, 235–237, 239
address resolution, 369
Data stream, 370
dropped connections, 249–250
host configurations, 354
Integrated Services Digital Network
(ISDN), 469
LANE, configuring, 797–801
network, unavailable, 244–245, 247
Reliable message, 370
Transport layer, Banyan Virtual Integrated
Network Service (VINES) protocol, 370
troubleshooting, CCO, 941, 943
Unreliable datagram, 370
serving modems, responses to MNP4 Link Request
packets, 262–263
session terminations, 587
sessions
debug, Point-to-Point (PPP) protocol, 532, 534
failures, routers running serial tunnel (STUN),
304–308
modems
establishing, 512–523
hung, 456
reverse Telnet, 454–457
set interface sc0 2 command, 656
set interface sc0 commands, 654
set logging level spantree 7 command, 705
set port channel 2/1-2 off command, 705
set port channel 2/1-4 auto command, 676
set port channel auto command, 681
set port channel desirable command, 681
set port disable 2/1 command, 705
set port disable command, 681
set port duplex 1/1 half command, 647–648
set port duplex 2/1 full command, 705
set port enable 2/1 command, 705
set port enable command, 681
set port speed 1/1 10 command, 645, 648
set port speed 1/1 auto command, 644, 649
set port speed 2/1 100 command, 705
set port speed mod_num/port_num auto command, autonegotiation, 642
set trunk 1/1 desirable command, 657
set trunk 2/1 off command, 705
set trunk command, 656
set trunk desirable command, 681
set trunk off command, 689
set vlan 1 2/4 command, 678–679
set vlan 2 command, 656
set vtp domain Cookbook command, 657
settings
  configuration registers, 60–61
  modem speed, unlocked, 513–514, 518–521
  register, TFTP server misconfigurations, 53
  size, EPROM, 59
  terminal speed, 61
SETUP messages
  debug isdn q931 command, 508
  LAN Emulation Clients (LECs), 596
  SF (Superframe Format) framing, 413
  sh atm int atm command, 620
  sh atm map command, 621
  sh atm pvc command, 623
  sh atm pvc vpi/vci counters, 615
  sh controller command, 614
  shaped VP tunnels, 599
  shaping, traffic, 616–617
  show access-list command, access list
    misconfigurations, 554
  show access-lists command
    misconfigured access lists, 354–355, 387
    misconfigured filters, 194, 198, 201
  show apple interfaces command, AppleTalk
    routing, 262
  show appletalk access-list command, misconfigured
    access lists and filters, 240, 243
  show appletalk eigrp neighbors command
    interface and hardware problems,
    AppleTalk, 258
    timer value mismatches, 255
  show appletalk eigrp-timers command, timer value
    mismatches, 255
  show appletalk globals command, Phase 1 and 2 rule
    violations, 236, 252
  show appletalk interface command
    configuration mismatches, 235, 237, 239,
    247–248, 251
    crossed serial circuits, 253
    misconfigured AURP tunnels, 260
  show appletalk neighbors command, 233, 236, 252
  show appletalk private command, ZIP storms,
    242, 247
  show appletalk route, duplicate network numbers
    and overlapping cable-ranges, 236, 244
  show appletalk route command
    duplicate network numbers and overlapping
    cable-ranges, 236, 244
    empty zone lists, 264
    ZIP storms, 242, 247
  show appletalk traffic command, ZIP storms,
    242, 246
  show appletalk zones command
    empty zone lists, 264
    invalid zone names in routing tables, 249
  show arp command, incomplete ARP tables, 279
  show atm ilmi-status command, connecting to LAN
    Emulation Configuration Servers (LECS), 596
  show atm pvc command, 621
  show atm vc command, 622
  show bridge command
    broken bridging paths, 584
    hardware and media problems, 584
    host down, 584
    link errors, duplex mismatches, and
    port errors, 589
    troubleshooting misconfigured Ethernet-to-
    Token Ring address mapping, 289
  show buffers command, 12, 416, 418
  show cdp neighbors command, 12
  show clns interface command
    Configuration registers, 60–61
    Connectionless Network Service (CLNS) and
    DECnet protocols, 336
    ISO-IGRP process configurations, 359
<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>show clns is-neighbors detail command</td>
<td>parallel bridges and repeaters, 360</td>
</tr>
<tr>
<td>show clns neighbors command, routers</td>
<td>348, 353</td>
</tr>
<tr>
<td>show clns neighbors detail command</td>
<td>end systems (ESs), 346</td>
</tr>
<tr>
<td>show clns route command, routers</td>
<td>348, 354</td>
</tr>
<tr>
<td>show commands</td>
<td>11–12</td>
</tr>
<tr>
<td>show controller</td>
<td>621</td>
</tr>
<tr>
<td>show controller command, 621</td>
<td></td>
</tr>
<tr>
<td>show controller e1, error events</td>
<td>445</td>
</tr>
<tr>
<td>show controller e1 command, 440–446</td>
<td>error events, 445</td>
</tr>
<tr>
<td>show controller t1 call-counters command</td>
<td>466</td>
</tr>
<tr>
<td>show controller t1 command, 429–431</td>
<td>error events, 434</td>
</tr>
<tr>
<td>show controllers command, 12</td>
<td></td>
</tr>
<tr>
<td>show controllers serial command, serial lines, 405–406</td>
<td></td>
</tr>
<tr>
<td>show debugging command</td>
<td>12</td>
</tr>
<tr>
<td>show decnet access-list command, misconfigured access lists</td>
<td>327</td>
</tr>
<tr>
<td>show decnet interface command</td>
<td></td>
</tr>
<tr>
<td>actual and configured costs, 326</td>
<td></td>
</tr>
<tr>
<td>actual and configured hops, 326</td>
<td></td>
</tr>
<tr>
<td>Connectionless Network Service (CLNS) and DECnet protocols, 336</td>
<td></td>
</tr>
<tr>
<td>enabling DECnet protocol, 325</td>
<td></td>
</tr>
<tr>
<td>router priority, 330</td>
<td></td>
</tr>
<tr>
<td>timer mismatches, 338</td>
<td></td>
</tr>
<tr>
<td>show decnet route command</td>
<td></td>
</tr>
<tr>
<td>actual and configured costs, 326</td>
<td></td>
</tr>
<tr>
<td>actual and configured hops, 326</td>
<td></td>
</tr>
<tr>
<td>bidirectional adjacencies, nodes, 331, 334</td>
<td></td>
</tr>
<tr>
<td>show decnet traffic command, DECnet traffic, 337</td>
<td></td>
</tr>
<tr>
<td>show dialer map command, 485–486</td>
<td></td>
</tr>
<tr>
<td>show executor characteristics command</td>
<td></td>
</tr>
<tr>
<td>misconfigured end nodes, 322</td>
<td></td>
</tr>
<tr>
<td>show extended channel slot/port stat command, host configurations, 312</td>
<td></td>
</tr>
<tr>
<td>show extended channel slot/port statistics command, 308, 310</td>
<td></td>
</tr>
<tr>
<td>show extended channel slot/port subchannel command, CHPIDs offline to hosts, 309</td>
<td></td>
</tr>
<tr>
<td>show flash all command</td>
<td>875</td>
</tr>
<tr>
<td>show flash command</td>
<td>12</td>
</tr>
<tr>
<td>show frame-relay map command, Frame Relay protocol, 184</td>
<td></td>
</tr>
<tr>
<td>show frame-relay pvc command</td>
<td></td>
</tr>
<tr>
<td>DLCI (data link connection identifier)</td>
<td></td>
</tr>
<tr>
<td>assignments to wrong subinterfaces, 553–554</td>
<td></td>
</tr>
<tr>
<td>inactive or deleted data link connection identifiers (DLCIs), 552, 554</td>
<td></td>
</tr>
<tr>
<td>show interface atm (module/port) command, 614</td>
<td></td>
</tr>
<tr>
<td>show interface command</td>
<td></td>
</tr>
<tr>
<td>closed peers, 305</td>
<td></td>
</tr>
<tr>
<td>default gateway problems, HSRP, 599</td>
<td></td>
</tr>
<tr>
<td>link errors, duplex mismatches, and port errors, 589</td>
<td></td>
</tr>
<tr>
<td>link flapping, 586</td>
<td></td>
</tr>
<tr>
<td>media problems</td>
<td></td>
</tr>
<tr>
<td>SRT bridging, 293</td>
<td></td>
</tr>
<tr>
<td>translational bridging, 289</td>
<td></td>
</tr>
<tr>
<td>Physical and Data Link layer problems, 300</td>
<td></td>
</tr>
<tr>
<td>router connectivity, 164</td>
<td></td>
</tr>
<tr>
<td>timer value mismatches, 255</td>
<td></td>
</tr>
<tr>
<td>viewing changes, switches, 656</td>
<td></td>
</tr>
<tr>
<td>show interface serial x</td>
<td></td>
</tr>
<tr>
<td>15 command, verifying configurations, signaling channels, 447</td>
<td></td>
</tr>
<tr>
<td>23 command, verifying signaling channels, 436</td>
<td></td>
</tr>
<tr>
<td>show interfaces command, 12, 588</td>
<td></td>
</tr>
<tr>
<td>bidirectional adjacencies, nodes, 331, 334</td>
<td></td>
</tr>
<tr>
<td>crossed serial circuits, 253</td>
<td></td>
</tr>
<tr>
<td>Data Link layer, 307</td>
<td></td>
</tr>
<tr>
<td>encapsulation mismatches, 184, 281, 388</td>
<td></td>
</tr>
<tr>
<td>failures in sending keepalives, 552</td>
<td></td>
</tr>
<tr>
<td>flapping routes, 205</td>
<td></td>
</tr>
<tr>
<td>Full Frame Relay broadcast queue, Frame Relay protocol, 185</td>
<td></td>
</tr>
<tr>
<td>full input and output queues, 585</td>
<td></td>
</tr>
<tr>
<td>hardware and media problems, 584</td>
<td></td>
</tr>
<tr>
<td>Input and Output queues, 338</td>
<td></td>
</tr>
<tr>
<td>link problems, propagating SAP packets, 202</td>
<td></td>
</tr>
<tr>
<td>link problems, routers establishing neighbors, 200</td>
<td></td>
</tr>
<tr>
<td>media, 180, 338</td>
<td></td>
</tr>
<tr>
<td>misconfigured addresses, 336procviding SAP updates, 196, 207, 209</td>
<td></td>
</tr>
</tbody>
</table>
show lnm station command, end system misconfigurations

Physical layer, 293, 307
route flapping, 240–241, 244, 249
router interfaces, 371, 383
router interfaces down, 181
up/up interfaces, 480
verifying interface state, 524
show interfaces ethernet command, 98–103
show interfaces fddi command
fields, 116–123
output, 115–116
nonfunctional Fiber Distributed Data Interface (FDDI) rings, 114
syntax, 114
show interfaces serial command
cabling, hardware, and carrier problems, 551
connection failures over X.25 links, 567
CSU/DSU loopback tests, 421, 423
dropped SAP updates from hub router output queue, 208
priority queuing, 420
serial errors, X.25 links, 570
troubleshooting serial lines, 393–405, 423–428
type mismatches, Local Management Interface (LMI), 552
X.25 connections, 565–566
show interfaces serial x
15 command, troubleshooting PRIs, 450
23 command, 439
show interfaces token command, ring speed specification mismatches, 182
show interfaces tokenring command, Token Ring networks, 130–136
show interfacesj command, hello packet exchanges, 329
show ip route a.b.c.d command, 621
show ip route command
missing or misconfigured IP routes, 311
remote peer routes, 280
show ipx eigrp command, link problems, 200
show ipx eigrp neighbors command, routers stuck in active mode, 204
show ipx interface command
mismatches, Ethernet encapsulation methods, 181
missing ipx network commands, 190, 198
show ipx interfaces command, RIP timer mismatches, 191, 206
show ipx route command
duplicate network numbers, 182
route redistributions, 193
show ipx servers command
dropped SAP updates from hub router output queue, 208
duplicate network numbers, 182
processing SAP updates, 196, 207, 209
show ipx traffic command
back-door bridges between segments, 183
show isdn service command, 475
show isdn status command, 473–474, 476
ISDN connection failures, outbound calls, 527
PRIs, 437
troubleshooting PRIs, 437, 448
show isis database detail command, troubleshooting routers, 348, 354
show known circuit characteristics command, misconfigured end nodes, 322
show lane client command
ATM signaling, 599
LAN Emulation Client (LEC) failures, 595
output, 605–608
show lane client name command, 598
show lane config command
connecting to LAN Emulation Configuration Servers (LECS), 597
show lane default command
connecting to LAN Emulation Configuration Servers (LECS), 596
connecting to LAN Emulation Servers (LES), 597
show lane server command, connecting to LAN Emulation Configuration Servers (LECS), 597
show line command
async modem call pickups, 511
disabled modem control, 521–522
enabling modem control, 456
finding auxiliary port numbers, 455
hardware flow control configurations, 515, 518
incorrect modem cable, 457, 522
line configurations, no exec command, 517
rotary groups, 458–461
unlocked modem speed settings, 513, 518, 520
show lnm station command, end system misconfigurations, 283
show logging command, 437, 705
  setting spanning tree logging, 691–692
show mac command, 668, 682
show memory command, 163
show memory summary command, 12
show modem call-stats command, 463
show modem command, 462–463
show modem connect-speeds command, 464
show modem operational-status command, 464–465
show modem summary command, 462–463
show modemcap modem-name command, 454
show module command, 660, 681
show netbios name-cache command, explorer traffic, 284
show netbios-name-cache command, NetBIOS name cache mapping, 286
show port 1/1 command, 644–649, 654
show port capabilities 1/1 command, 643–644
show port capabilities command, 661–662, 653–654, 664, 681, 705
show port channel 2 command, 704–705
show port channel command, 675–678, 681, 688–689, 704–705
  verifying EtherChannel configurations, 667
show port command, 681, 695, 704–705
show port mod_num/port_num command autonegotiation, 642
show port spantree 2/1 command, 704
show process cpu command, 12, 163
show process memory command, 163
show protocol route command troubleshooting exceeded hop counts, 276, 282
show rif command
  troubleshooting incomplete ARP tables, 279
  troubleshooting misconfigured Ethernet-to-Token Ring address mapping, 290
  troubleshooting NetBIOS name cache mapping, 285
show running command troubleshooting spanning explorers, 277
show running-config incoming calls, ISDN lines, 509
  missing ipx type-20-propagation commands, 188
  show running-config command, 12, 234, 704, 706
  access list misconfigurations, dialer lists, 187
  address mapping errors, 184, 374–375, 388
AppleTalk Enhanced IGRP enabled on network with connected Macintosh computers, 254
AppleTalk Enhanced IGRP not configured on routers, 254
AppleTalk Enhanced IGRP not enabled on interfaces, 255–256
broadcast forwarding, 377
broadcast keywords in frame-relay map statements, 556
checking IP addresses, interfaces, 440
closed peers, 305
duplicate node numbers, routers, 182
decnet max-area value, 333
enabling DECnet protocol, 325, 328
enabling IPX RIP protocols on networks, 198
enabling Xerox Network Systems (XNS) protocols on routers, 383
end node and router area number mismatches, 329
explorer traffic, 281
hello and hold-time timer mismatches, 200
incoming calls, ISDN lines, 509
incorrect routing, outbound calls, 525
invalid zone names in routing tables, 248
IPX RIP and IPX Enhanced IGRP protocols enabled on same interface, 210
misconfigurations, dialer map commands, 516
misconfigurations, x25 map command, 568
misconfigured active timer values, 204
misconfigured addresses, 336
misconfigured AURP tunnels, 260
misconfigured bridging filters, 585
misconfigured dialer maps, 525
misconfigured dialer profiles, 525
misconfigured filters, 198
misconfigured IPX Enhanced IGRP protocol, 197
misconfigured IPX RIP routing, 189
misconfigured network filters, 192
misconfigured SAP filters, 201
misconfigured timer values, 258
missing and incorrect interesting traffic definitions, 524
missing and misconfigured multicast addresses, SMDS, 186
missing and misconfigured RIP and SAP statements, 187
missing or misconfigured default-metric commands, 357
missing or misconfigured distance commands, 358
missing or misconfigured xns helper-address commands, 386
missing ipx helper-address commands, 188
missing ipx type-20-propagation commands, 188
missing multiring commands, 278
missing vines serverless and vines arp-enable commands, 372–373
missing xns forward-protocol commands, 387
misordered sequence numbers, 356
NetBIOS name cache mapping, 286
node address ranges, 328, 333
physical layer, 294
PRIs, 450
propagating RIP updates, 191
PVC set ups, 375, 377
ring number mismatches, 275
ring speed mismatches, 130
RIP configurations, 311
route redistributions, 193, 199
router configurations, 349
routers in different autonomous systems, 200
running RTMP and AppleTalk Enhanced IGRP simultaneously on same interface, 257
SABME messages, 438
SAP filter misconfigurations, 194
SAP timer mismatches, 194, 206
SDLC timing problems, 299
sending SAP updates, 202, 207
SNRM and XID frames, 306
status line conditions, serial lines, 397–398
test frames, 300
timer value mismatches, 255
XID frames, 302
verifying configurations, isdn switchtypes and pri-groups, 436, 447
verifying interface protocol configurations, Network Control Protocol (NCP), 538
verifying PortFast is enabled, 697
show source-bridge command explorer traffic, 281, 284
missing or misconfigured source-bridge remote-peer commands, 279
spanning explorers, 277
show span command broken bridging paths, 584
changes in root bridges, 586
link flapping, 586
misconfigured bridging domains, 589
Spanning-Tree Algorithm (STA) mismatches, 588
show spanning command, misconfigured Ethernet-To-Token Ring address mapping, 289
show spanning-tree interface FastEthernet 0/1 command, 704–705
show spanning-tree interface fastEthernet 0/1 command, verifying PortFast is enabled, 697
show span-tree 1 command, 704–705
show span-tree command, 667, 681, 688
show stack command, stack traces, 879
show stacks command, 12
show startup-config command, 12
show stun command
 closed peers, 304
 SNRM and XID frames, 305–306
 show tech command, system crashes, 880
 show tech-support, 938
 show tech-support command, 938
 show time command, 692–693, 696, 705
 show trunk 1/1 command, 654–655
 show trunk 2 command, 704–705
 show trunk command, 681
 show trunk mod_num/port_num command trunking, 652
 show version command, 12, 681
 displaying IOS version and configuration, 690–691
 hardware problems, 309
 old IOS releases, 309
 router connectivity, 164
 viewing processor types, 880
 show vines access-list command, misconfigured access lists, 373
show vines command, metric values, 372
show vines route command, addressing problems, 371
show vtp domain command, trunking, 652
show xns access-list command, misconfigured access lists, 384
show xns interface command, mismatched network numbers, 383
show xns traffic command, backdoor bridges between segments, 385
shut command, 705
shutdown command administratively down interfaces, 524
DLCI (data link connection identifier) assignments to wrong subinterfaces, 553–554
standby mode, interfaces, 524
status line conditions, serial lines, 398
shutting down ports, 699
signaling
ATM, 599–600
fast link pulses, 94
normal link pulses (NLPs), 94
signaling channels
verifying, 436
verifying configurations, 447
signals
alarm indication (AIS), 432–434
control, flow control conflicts, 63
lost
E1 lines, 442–443
receivers, 431
transmitters sending remote alarms, 433
Signo column, Process Failures table, 744
simple flow control (optional) extension, 545
Simple Mail Transfer Protocol (SMTP), 150, 167
Simple Network Management Protocol (SNMP), 150
single-attachment stations (SASs), 107
forwarding over hub routers, Frame Relay protocol, 185
unverified, 211–217
single-mode fiber, 106
size settings, EPROM, 59
slip secs counter, 435, 446
slot value, show interfaces ethernet command, 99
slow performance, networks, 209–210
SMDS, missing and misconfigured multicast addresses, 186
smds keyword, 389
smds multicast ipx command, missing and misconfigured multicast addresses, SMDS, 186
smds static-map ipx command, address mapping errors, 184
SMT (Station Management), 106
SMTP (Simple Mail Transfer Protocol), 150, 167
sniffers, 18
SNMP (Simple Network Management Protocol), 150, 167
SNMP error messages, interpreting, 816
snpa value, 347, 351
SNRM frames, 305–307
socket numbers, 381
SOF (start-of-frame) delimiters, 96
software
AtmDirector, 801–807
Cisco IOS, older versions, 256–259
CiscoView, 813–816
CiscoWorks, installing on servers, 742
TrafficDirector, 808–813
Virtual Profiles, 498–502
VlanDirector, 795–801
Software Bug Toolkit, 942
software field, flowcontrol hardware command, 515
software problems, AppleTalk, 253
software-forced crashes, 881
Source Address field, 112, 144
source addresses, 97, 562
Source host number field, 380
Source network number field, 368, 380
source node field, 317
Source Port and Destination Port field, 149
Source socket number field, 380
source subnetwork number field, 368
source-bridge command
misconfigured, troubleshooting, 287–288
troubleshooting ring number mismatches, 275
source-bridge proxy-explorer command, NetBIOS name cache mapping, 286
source-bridge remote-peer command
missing or misconfigured, 279–280
misconfigured source-bridge command, 288
source-bridge spanning command, explorer traffic, 281
source-destination-ip mode, 715
source-route transparent (SRT) bridging, 271
spanning explorer, forwarding, 277–278
spanning trees
  none implemented, 588
  setting logging, 691–692
  unstable, 586–587
spanning trees, none implemented, 588
Spanning-Tree Algorithm (STA), 577, 579, 588
spanning-tree maps, 632
Spanning-Tree Protocol (STP), 630, 658, 684–685, 718–735
SRT bridging, troubleshooting client connectivity to server, 292–293
SRT. See source-route transparent bridging
SSRP redundant, split ELANs, 598–599
STA (Spanning-Tree Algorithm), 577, 579, 588
Stack Decoder, 942
stack groups, 496
stack traces, 879
stacks, Banyan Virtual Integrated Network Service (VINES) protocol, 363
speed 56/64 field, show dialer map command, 486
SPI field, show dialer map command, 486
specifications
cables to routers out of, 415
missing default gateway, TFTP servers, 52
speed
  EtherChannel, 686
  Ethernet links, 792
  ports, hard-coding, 645
  ports, setting, 695
terminal settings, 61
  transmission, Ethernet, 92
speed line command, unlocked modem speed settings, 513, 518, 520
speed mismatches, 535
speed settings, unlocked in modems, 513–514, 518–521
split ELANs, 598–599
split horizons, 227
split horizons, Frame Relay, 557
spoofing up/up interfaces, 480–481
SPP (Sequenced Packet Protocol), 177
SPX (Sequenced Packet Exchange) protocol, 177
SRB algorithm, 271–273
SRBs
  host connectivity to server, 274–278
  routers not functioning, 278–279
SRT bridging, troubleshooting client connectivity to server, 292–293
SRT. See source-route transparent bridging
SSRP redundant, split ELANs, 598–599
STA (Spanning-Tree Algorithm), 577, 579, 588
Stack Decoder, 942
stack groups, 496
stack traces, 879
states
  --- is... field, 120
  A, 118
  administratively down, 429, 441
  Administrator has shut down the server, 744
  ALS, 119
  aup, 430
  B, 118
  CFM is... field, 120
  check, 119
confirm, 117
deinsert, 119
detect, 120
directed, 120
down/down, interfaces, 620–621
Dynamic Trunking Protocol (DTP), 655
E1 controllers, 441–442
ECM is... field, 119
erdDisable, causes of, 636
Failed to run, 744
HLS, 119
idle, 117
ILS, 119
in, 119
insert, 119
interface, verifying in outbound calls, 524
interface status line, show interfaces serial
command, 394–398
isolated, 120
leave, 119
LSU, 118
M, 118
MLS, 118
modem hardware, show line command output,
459–461
negotiation, show interfaces fddi command, 117
neighbors, 118
NLS, 118
non_op, 120
non_op_dup, 120
operation, 117
out, 119
OVUF, 119
path_test, 119
QLS, 119
request, 117
ring_op, 120
ring_op_dup, 120
S, 118
show controller t1 command, 429–431
trace, 119–120
unk, 118
up, 430–431, 441
wrap_a, 120
wrap_b, 120
wrap_s, 120
static address assignments, 366
static routes, 481–482
static routing, 147
Station Management (SMT), 106
stations, dual- and single-attachment, 107
status
devices and links, checking with
AtmDirector, 803
PortFast, viewing, 703
ports, viewing, 695
status field, 118–119
status lights, switches, 639
status-enquiry messages, 547
Stop Time column, Process Failures table, 744
stopping
CWSI Campus processes, 783
processes, 763–764
storms
broadcast, transparent bridging, 588–589
ZIP, 242, 246–247
STP. See Spanning-Tree Protocol
straight-through RJ-45 cables, 635
StrataCom, 543
StreetTalk, 370
strikes by lightning, 405
strings
&D3, sensing DTRs in modems, 522
community, CWSI Campus, 788–789
STUN (serial tunnels), 304
stun route command
closed peers, 305
SNRM and XID frames, 306
subfields
D bit, 273
Length, 273
Routing Control field, 273
type, 273
See also fields
subinterfaces, incorrect assignments to, 553–554
subnet masks, 146
subnets, 145–146
Succ Pet. field, show modem command, 463
Superframe Format (SF) framing, 413
Supervisory (S) frames, 269, 564
support
EtherChannel, network interface cards
(NICs), 684
EtherChannel, ports, 661–662
routers, American National Standards Institute (ANSI) standards, 341
routing information fields (RIFs), 276
technical
CCO, 941, 943
gathering information about internetworks, 937–941
supported values, 117
Sustainable Cell Rate (SCR), 617
SVC (switched virtual circuits), 544, 561, 563
Switch Agent Test, interpreting messages, 812–813
switched virtual circuits (SVCs), 544, 561, 563
switches, 559
ATM, 611
bypass, troubleshooting, 114
Catalyst 6000 series, startup, 63–67, 69–78, 80
hardware problems, serial lines, 404–405
LAN, booting problems, 40–43
testing, 810
transparent, dragging ports, 796
switching
data-link (DLSw), 267
LAN, 627–631
configuring EtherChannel
switch-to-switch connections, Catalyst switches, 658–682
Ethernet autonegotiation, 639–650
fixing end-station startup connectivity problems, 682–706
general troubleshooting suggestions, 632
Inter-Switch Link (ISL) trunks, Catalyst switches, 650–658
Multilayer Switching (MLS), 706–718
port connectivity, 633–639
Spanning-Tree Protocol (STP), 658, 718–735
SwitchProbe devices
NetFlow option, 808
security, 809–810
switchtypes, isdn, 436
synchronous traffic, 108
syntax, 114
clns es-neighbor command, 347, 351
clns router command, 336
config-register command, 856
debug packet if_name command, 837
decnet map command, 334
decnet router-priority command, 330–332
default-metric command, 357
distance command, 357–358
enable password command, 853
encapsulation command, 388
flowcontrol hardware command, 515
frame-relay broadcast-queue size byte-rate packet-rate command, 185
frame-relay map value, 376–377
ipx helper-address command, 189
ipx network command, 190
ipx output-sap-delay command, 196
ipx routing command, 197
ipx sap-interval command, 194
netstat -rn command, 346
no clns command, 336
password line command, 854
route-map command, 356–357
show dialer map protocol, 485
show interfaces ethernet command, 99
show interfaces fddi command, 114
show interfaces serial command, 424
show interfaces tokenring command, 132
show interfaces route command, 372
show-running-config command, 132
show x25 map command, 375
xns forward-protocol command, 387
xns helper-address command, 386
SysName field
Agent Test, 812
Switch Agent Test, 813
system banners
Catalyst 2900 LAN switches, 42–43
Catalyst 5000 LAN switches, 40
Cisco 2500 routers, 38
Cisco 4000 routers, 36
Cisco 7000 routers, 33
Cisco 7600 series routers, 29–30
system buffers, tuning, 416–418
system crashes, 879–880, 882
system error messages, copying, 13
system images, none in Flash memory, 49
system-regexp field, show dialer map command, 486
systems

autonomous, routers in different, 200
end (ES), 342, 346–347, 350–353
intermediate (IS), 342
operating, corruption, 639
performance, cvinstall.cshrc and cvinstall.sh
files, 814
priority, Token Ring networks, 128
system-script field, show dialer map command, 486

technical support

CCO, 941, 943
gathering information about internetworks, 937–941
tell command, unrecognized objects, 323
Telnet protocol, 150
connectivity problems, 168
reverse sessions, 454–457
terminal equipment type 1 (TE1), 467
terminal equipment type 2 (TE2), 467
terminal monitor command, 13, 448
terminal speed settings, 61
terminal timing, serial clock transmit external (SCTE), 413
terminals

collecting data from routers, 939
console, disabling logging, 13
flow control configurations, 63
unresponsive connections, unconfigured access servers, 62–63
terminating

processes, 763–764
sessions, 587
Test Agent, 810–812
test frames

replies to, 301
sending, 300
testers

bit/block error rate (BERT/BLERT), 19
cable, 18
testing

agents and switches, 810
connectivity, 166–167
core dumps, 876
database connections, CWSI Campus, 760
equipment, fiber-optic cables, 18
replacement parts, 44
tests

CSU/DSU loopback, 420–423
extended ping, 409–411
hardware loopback plug
PRIs, 439–440
timing, Catalyst switches, 689–703
TFTP (Trivial File Transfer Protocol), 873–874
TFTP servers, booting routers from, 51–53
tftp-server command, 54
third-party tools, 17–18, 20

T

T reference point, 468
T1 circuits, 405, 429–440
T1 timers, misconfigured, 285
tables

ARP, incomplete, 279
Content Addressable Memory (CAM), 629
Process Failures, 744, 762
routing

Banyan Virtual Integrated Network Service (VINES) protocol, 366
invalid zone names, 248–249
missing routes, 256
NSAP addresses, 344
Routing Table Protocol (RTP), 368
Routing Table Maintenance Protocol (RTMP), 224
zone information (ZIT), 225

TAC. See Technical Assistance Center
Tandem Computers, 379
TCP. See Transmission Control Protocol
TCP/IP. See Transmission Control Protocol/Internet Protocol
TDM (time-division multiplexing), 544
TDR. See time domain reflectors
TE1 (terminal equipment type 1), 467
TE2 (terminal equipment type 2), 467
Technical Assistance Center (TAC), 169–170, 624, 632

LAN Emulation (LANE) network troubleshooting, 609
troubleshooting ISDN connections, 540
troubleshooting services, 942–943

telnet command
time, verifying, 692

time domain reflectors (TDRs), 18–19
time exceeded error message, 15
time stamps, Link Control Protocol (LCP) negotiation details, 534, 538
time-division multiplexing (TDM), 544

timeout error message, SNMP, 816
timeouts
client ARP requests during network boots, 57–58
local, booting from ROM, 62
network booting failures, 55–56
routers, 28
watchdog, 882
timer mismatches, hello and hold-time, 200
timer values
misconfigured, 258
mismatched, 255–256
timers
mismatches, 338
RIP, 191, 206
SAP, 194, 206
T1, misconfigured, 285
timers active-time command, misconfigured timer values, 204, 258
time-to-live (TTL) value, 15
Time-to-Live field, 144
timing
ports, 696
SDLC protocol, 299
terminal, serial clock transmit external (SCTE), 413
timing tests, Catalyst switches, 689–703
toggling routing node adjacencies, 334
token frames, formats, 129
token passing, 126
Token Ring is {up | down} field, 133
Token Ring is Administratively Down field, 134
Token Ring is Initializing field, 133
Token Ring is Reset field, 133
Token Ring networks
connectivity problems, 159
fault tolerance, 128
frame bridging, 293
media problems, 130, 132, 134, 136
physical connections, 127
priority system, 128

similarities to Fiber Distributed Data Interface (FDDI), 105
troubleshooting, 125–136
virtual addresses, 303–304
token rotation field, 120
TokenTalk, 221
tolerance, fault, 128
Too many moves error message, 716–717
tooBig error message, SNMP, 816
tools
Automated TAC Case Management, 942
Cisco Dialout, verifying configurations, 457
CiscoView, 15–16
Hardware/Software Compatibility Matrix, 942
Internetwork Performance Monitor (IPM), 15–17
Open Q&A Forum, 942
ping, 151, 153
Software Bug Toolkit, 942
Stack Decoder, 942
traceroute, 153–154
TrafficDirector RMON, 15, 17
troubleshooting
network management, 15–17
router diagnostic commands, 11–15
third-party, 17–18, 20
Troubleshooting Assistant, 942
troubleshooting, Essentials, 743–745
VlanDirector, 16–17
topology, star, 128
Topology Client, 781
TOS field, 143
Total Length field, 144
total parameter, 417
trace command
enabling, 782
misconfigured access lists, 354–355
packet routing, Level 2 routers, 352
routers, 348, 353
trace commands, 11, 14–15
trace state, 119–120
traceroute tool, 153–154
traces, stack, 879
traces field, 123
track on command, misconfigured clients and servers, 179
traffic asynchronous, 108
congestion control, Frame Relay, 546
DECnet protocol, troubleshooting, 337
explorer, 281, 284
Fiber Distributed Data Interface (FDDI), 108
forwarding, bridges, 576
interface, input errors in serial lines, 400–401
ports, 638
synchronous, 108
traffic analyzers, 620
traffic shaping, 616–617
TrafficDirector, 782, 808–813
TrafficDirector RMON, 15, 17
trainup failures, 512
transactions, 228
transceiver cables, 96
transferring, 329
files, CiscoSecure Intrusion Detection System (IDS) (NetRanger), 833, 835
large frames
troubleshooting, 293
transitions, CD, 404
transitions counts, serial links, 404–405
transitions field, 123, 136
translation, network addresses, 164
translational bridging, client connectivity to server, 289–292
Transmission Control Protocol (TCP), 141, 379, 618
Transmission Control Protocol/Internet Protocol (TCP/IP), 141–142, 308
addressing, 144, 146
Domain Name System (DNS), 150
Internet Control Message Protocol (ICMP), 147–148
Network layer, 143–144
routing, 147
tools for troubleshooting, 151, 153–157
Transport Control Protocol (TCP), 148–149
Transport layer, 148
troubleshooting, 158, 308
upper-layer protocols, 149–150
User Datagram Protocol (UDP), 149
transmissions
 collisions, 91
excessive, transitional bridging, 587
speed, Ethernet, 92
transmit (Tx) alarm indication signal (AIS), 434
transmit (Tx) remote alarm indication signal (AIS), 434
transmit clocks, inverting, 415
transmitters, remote alarms (E1 lines), 444–445
transmitters sending remote alarms, 433
transparent bridging, 575–576
access list numbering, 478
broadcast storms, 588–589
connectivity, 583–585
Cisco router techniques, 581–582
frame formats, 579
loops, 576–577, 588–589
message formats, 580
session terminations, 587
Spanning-Tree Algorithm (STA), 577, 579
unstable spanning trees, 586–587
transparent bridging algorithm, 629–630
transparent switches, dragging ports, 796
Transport control field, 175, 368, 380
Transport Control Protocol (TCP), 148–149
transport input telnet command, 455
Transport layer
AppleTalk, 224–229
Banyan Virtual Integrated Network Service (VINES) protocol, 370
DECnet protocol, 320
Internetwork Packet Exchange (IPX) protocol, 177
Transmission Control Protocol/Internet Protocol (TCP/IP), 148
Xerox Network Systems (XNS) protocols, 381
transporting frames and packets over WAN
backbones, 611–612, 618–621
connectivity problems, 618–621
mapping between destination addresses and PVCs, 618
segmentation and reassembly, AAL5 frames, 613–614, 616
traffic shaping and policing, 616–617
troubleshooting commands, 622–624
variable bit rate, non-real time (VBR-NRT), 617–618
trees, spanning, 586–588, 691–692
triggering dials, 476–482, 484
trims parameter, 418
Trivial File Transfer Protocol (TFTP), generating core dumps, 873–874

trunks

Inter-Switch (ISL), Catalyst switches, 650

TTL. See time-to-live value
tuning

parameters, Spanning-Tree Protocol (STP), 723, 735

system buffers, 416–418
tunnel destination command, misconfigured AURP tunnels, 260
tunnel source command, misconfigured AURP tunnels, 260
tunnels

AppleTalk, 226

AURP

misconfigurations, 260

routes not propagated through, 259–260

fully connected, 227

multipoint, 227

partially connected, 227

point-to-point, 227

shaped VP, 599

Tx (transmit) alarm indication signal (AIS), 434

Tx (transmit) remote alarm indication signal (AIS), 434
type field, Ethernet and IEEE 802.3, 97
type mismatches, Local Management Interface (LMI), 552

Type subfield, 273

Type-of-Service field, 143

U (Unnumbered) frames, 270, 564

U reference point, 468

U return code, 153

U.S. Department of Defense (DoD), 379

UDLD (Unidirectional Link Detection) protocol, 637

configuring, Spanning-Tree Protocol (STP), 735

UDP (User Datagram Protocol), 27, 149, 227

unavailable network services, 244–245, 247

unconfigured access servers, unresponsive terminal connections, 62–63

undebug sanity command, 875

undefined load module errors, 59

underruns field, 103, 123, 136, 428

Ungermann-Bass, Inc., 379

Unidirectional Link Detection (UDLD) protocol, 637, 735

unidirectional links, 589, 721

unit value, show interfaces ethernet command, 99

UNIX workstations, collecting data from routers, 939

unk state, 118

unknown devices, OID as name, 793

unlocked modem speed settings, 513–514, 518–521

Unnumbered (U) frames, 270, 564

unnumbered information indicators, 547

unrecognized objects, 323

Unreliable datagram service, 370

unresponsive terminal connections, unconfigured access servers, 62–63

unstable routes, 240–241, 244–246, 249–250, 259

unstable spanning trees, 586–587

up state, 430–431, 441

up/up interfaces, 480–481

updates

periodic SAP, bandwidth, 210

RIP, propagating in routers, 191

SAP

dropped from hub router output

queue, 208

incremental, 202, 207

processing, 196, 207, 209

servers not sending, 195

upgrades

Essentials, logging in after, 745

PIX firewalls, 848

Upper-Layer Data field, 176

upper-layer protocols

AppleTalk, 229

Banyan Virtual Integrated Network Service (VINES), 370

connectivity problems, 164–166, 168

DECnet protocol, 320

Transmission Control Protocol/Internet Protocol (TCP/IP), 149–150

Xerox Network Systems (XNS) protocols, 382
UpSince field

Agent Test, 812
Switch Agent Test, 813
Upstream downstream neighbor field, 121
upstream neighbors, failures, 114
Urgent Pointer field, 149
URLs, transparent bridging resources, 590
User Datagram Protocol (UDP), 27, 149, 227
user licenses, 179
username name password password command,
authentication failures, Point-to-Point (PPP)
protocol, 536
UserTracking Client, 781
utilities. See tools

V

V.8bis, trainup failures, 512
valid community strings, CWSI Campus, 788–789
value value, 330–332, 357–358
decnet router priority command, 322
values, 377
active timer, misconfigurations, 204
address, 372, 376
broadcast, 373, 376
cause, ISDN connection failures, 529–530
cisco, 376
class es-neighbor command, 347, 351
cyclic redundancy check (CRC), 97
data link connection identifiers (DLCIs), 545
decnet hello-time command, 322
decnet map command, 334
decnet max-area, 333
decnet router-priority command, 322, 330–332
default-metric command, 357
distance command, 357–358
dlci, 376
dynamic, 373
first-network, 334
frame-relay map value, 376
hardware-options, 377
host, 386
map-tag, 356
metric, 372
network, 386
not supported, 117

nsap, 347, 351
number, 357
option, 376
port, show interfaces ethernet command, 99
port-adapter, show interfaces ethernet
command, 99
protocol, 376, 387
protocol-address, 376
real-address, 334
recompute, 372
route-map command, 356–357
seconds, decnet hello-time value, 322
sequence-number, 357
slot, show interfaces ethernet command, 99
snpa, 347, 351
status field, 118
supported, 117
timer
misconfigured, 258
mismatched, 255–256
time-to-live (TTL), 15
unit, show interfaces ethernet command, 99
value, 322, 330–332, 357–358
vines arp-enable command, 373
vines routing command, 372
vines serverless command, 373
virtual-address, 334
x121-address, 376
x25 map vines command, 376
xns forward-protocol, 387
xns helper-address command, 386
variable bit rate, non-real time (VBR-NRT),
617–618
VBR-NRT (variable bit rate, non-real time),
617–618
vector errors, booting routers from Flash memory,
47–48
vendor code mismatches, 291–292
verifying, 447, 539
access control lists (ACLs), 164
blocked ports, 725–727
chat scripts, outbound calls, 526–527
configurations
Cisco Dialout Utility, 457
isdn switchtypes and pri-groups, 436
connectivity problems, configurations, 159, 161
connectivity, routers, 163–164
dialer operation, outbound calls, 523–524
EtherChannel configurations, 667–668
files and directories after installing Essentials, 746–748
interface addresses, Network Control Protocol (NCP), 539
interface protocol configurations, Network Control Protocol (NCP), 538
interface states, outbound calls, 524
local connectivity, 160
networks, AtmDirector, 803–804
port connections, EtherChannel, 662–663
port support, EtherChannel, 661–662
PortFast configurations, commands, 704
PortFast is enabled, 697, 702
PortFast is off, 699–700
replacement parts, 44
router resources, 163
server address configurations, 539
signal channels, 436
status of devices and links, AtmDirector, 803
time, 692
Version field, 143
viewing
data from scans, NetSonar, 822
devices, CiscoView, 814–815
discrepancy reports, 793–795
IOS version and configuration, 690–691
port status, 695
PortFast status, 703
Process Failures, Essentials, 744
processor types, show version command, 880
registered NBP names, 238
serial interface information, 423–424
vines arp-enable, 372–373
vines arp-enable command, 372–373
VINES Internetwork Protocol (VIP), 364, 366, 368
vines metric command, metric values, 372
vines propagate command, broadcast forwarding, 377
vines serverless, 372–373
vines serverless broadcast command, broadcast forwarding, 377
vines serverless command, 372–373
VINES. See Banyan Virtual Integrated Network Service protocol
violations
  line code, 435, 446
Phase 1 and 2 rules, 236–239, 252
VIP. See VINES Internetwork Protocol
VIP2, memory maps, 932, 934
virtual access interfaces, configurations, 500, 502
virtual circuit operational procedures, Layer 3 X.25 protocol, 563
virtual circuit status messages (common) extension, 545
virtual circuits, 543, 561
virtual local-area networks. See VLANs
Virtual Profiles, 498–502
virtual template interfaces, 501
virtual Token Ring addresses, troubleshooting, 303
Virtual Trunking Protocol (VTP), MLS-RP and MLS-SE components, 714–715
virtual-address value, 334
VLAN Monitoring field, Agent Test, 811
VlanDirector, 16–17, 795–801
VlanDirector Client, 781
VLANs (virtual local-area networks), 628, 630, 632, 637, 650, 655
  administrative, Spanning-Tree Protocol (STP), 734
  MLS-SE component, 711–712
  pruning, Spanning-Tree Protocol (STP), 731–732
volt-ohm meters, 18
VP tunnels, shaped, 599
VTP (Virtual Trunking Protocol)
enabling, 795
MLS-RP and MLS-SE components, 714–715
VTP servers, 795

W

WANs. See wide-area networks
watchdog timeouts, 882
Web addresses, transparent bridging resources, 590
Web servers, accessing externally, PIX Firewall, 841–842
wide-area networks (WANs), 285
  Frame Relay protocol, 544
  Internet protocols, 142

WANs. See wide-area networks
watchdog timeouts, 882
Web addresses, transparent bridging resources, 590
Web servers, accessing externally, PIX Firewall, 841–842
wide-area networks (WANs), 285
  Frame Relay protocol, 544
  Internet protocols, 142
X

X, red on devices, 790
X Windows protocol, 150
X.121 addresses, 562
X.21 bis physical layer protocol, 564
X.25 protocol vs. Frame Relay, 543–544
X.25 protocol connections
  characteristics of, 559, 561
  failures over X.25 links, 566–569
  frame formats, 561, 563–564
  serial errors, X.25 links, 569–570
  show interfaces serial command, 565–566
x121-address value, 376
x25 map command, misconfigurations, 568–569
x25 map ipx command, address mapping errors, 184
x25 map vines command, address mapping errors, 374–375
x25 map xns command, address mapping errors, 388
x25 pvc n vines address command, troubleshooting PVC set ups, 375, 377
Xerox Corporation, 91
Xerox Network Systems (XNS) protocols, 173
  network layer, 379–381
  server and router connections, troubleshooting, 382–383, 385
  transport layer, 381
  troubleshooting, 379–389
  upper-layer, 382
  See also Banyan Virtual Integrated Network Service protocol
XID frames, 302–307
xmodem, boot loader recovery, 71–73
XNS. See Xerox Network Systems protocols
xns forward-protocol command, missing, 387
xns helper-address command, missing or misconfigured, 386–387
xns input-network-filter command, backdoor bridges between segments, 385
xns network command, mismatched router network numbers, 384
XNS protocols. See Xerox Network Systems protocols
xns routing command, enabling Xerox Network Systems (XNS) protocols on routers, 383
XO (exactly once) transactions, 228

Y–Z

y1 field, 528
y2 field, 528
z1 field, 528
z2 field, 528
ZIP (Zone Information Protocol), 225
zip format, submitting information to Assistance Center (TAC), 943
ZIP storms, 242, 246–247
ZITs (Zone Information Tables), 225
Zone Information Protocol (ZIP), 225
zone information tables (ZITs), 225
zone lists, empty, 264
zone names, routing tables, 248–249
zones

  accessing, 235–237, 239
  AppleTalk, 223–225
  AppleTalk discovery mode, 233–234
  changing names, AppleTalk networks, 233
  missing from Chooser, 239–243
  none associated with routes, FDDITalk,
    260–261
  phantom in Chooser, 247, 249
  too many in internetwork, 243