

Subject: ExtremeWare Enterprise Manager  
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## ExtremeWare Enterprise Manager

- Required: IP address.
- Used for determining switch name and port number to provide to NetOps to activate inactive network cables or to troubleshoot network performance problems.

### Determine Switch Name and Port Number

1. Access the ExtremeWare Enterprise Manager on the intranet at [http://rxntmanage0/everest]. The **ExtremeWare Enterprise Manager Login** page appears.

Enter rxhelpdesk in the **User:** box and rxhelp in the **Password:** box. Click on the **Login** button.

2. The **ExtremeWare Enterprise Manager** page appears. Click on the **Find IP/MAC** button (Figure 1).

The **IP/MAC Address Finder** page appears.

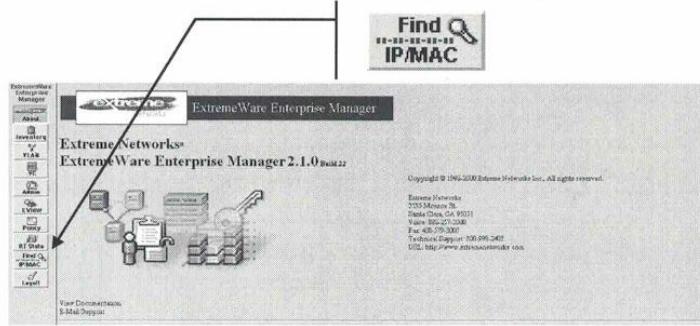


Figure 1

3. Click on the **Find** button at the top of the window. The **Find IP and MAC Address** window appears.
4. Place the cursor in the **Task Name:** box and enter a description for this search.
5. In the **Enter an Address** section, select **IP** and enter the address in the boxes below. Click on the **Add Address** button (Figure 2). The IP address appears in the **Addresses to Find** box.
6. In the **Search Domains** section, select **Groups**. Scroll through the **Device Groups** box and select the switch or switches that computer may use. To select multiple switches, press the CTRL key while clicking on the switch name. Click on the **Add Domain** button (Figure 3). The switches appear in the **Target Domains** box.



Figure 2



Figure 3

- Click on the **Submit** button.

The **Find IP and MAC Address** window closes and the search results appear in the **IP/MAC Address Finder** page in the browser. Note the IP address, switch name (as displayed in the IP/MAC Address Finder page), and the port number.

- Click on the **Logoff** button (Figure 4).

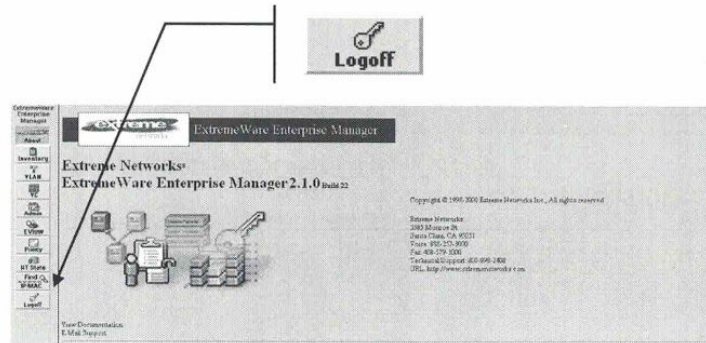


Figure 4

### Troubleshoot Network Performance

- Complete steps 1 to 7 above. Note the switch and port number.
- Click on the **EView** button (Figure 1).

The **ExtremeView Pages** page appears.

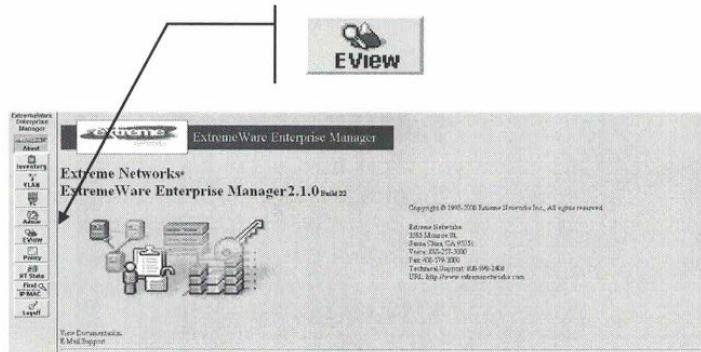


Figure 1

- Collapse the **Status** list in the **ExtremeView Page Selections** frame on the left. Expand the **Statistics** list. Expand **Port Collisions**.
- Scroll through the list of switches and select the one connected to the computer. The report for that switch displays in the right pane. Scroll through the report to find the port number.

Note the number of collisions listed across the report for that port. An excessive number (in the thousands) of collisions indicates that the computer is connecting to the network through a hub or the port needs to be reconfigured. If the computer does not connect through a hub, contact NetOps (extension 2598) and identify the IP address, switch, and port number and request that they configure the port to automatically select media type and duplex settings. Once this is done, contact the customer to find out if performance improved.