



Release Notes for Cisco Broadband Troubleshooter Release 3.0

Cisco Broadband Troubleshooter 3.0 (CBT 3.0) is an easy-to-use troubleshooting tool designed for the network administrator and radio frequency (RF) technician at a multiple system operator (MSO). An MSO provides a variety of cable services such as TV, data, or voice telephony. The network administrator and the RF technician use Cisco Broadband Troubleshooter to resolve RF problems in the MSO's cable plant.

This document describes known issues for CBT 3.0 and instructions for working around them.

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New and Changed Information

The last release prior to Cisco Broadband Troubleshooter 3.0 is 2.3. Since that release, Cisco Broadband Troubleshooter 3.0 includes the following changes:

- Spectrum management functionality has been added.
- The paths to access the server on which Cisco Broadband Troubleshooter is installed have changed.
 - Previous paths:
`http://CBT server address:9080/CBTAdminFrames.html`
or
`http://CBT server address:9080/RFTechFrames.html`
 - Current paths:
`http://CBT server address:9080`
or
`http://CBT server address:9080/CBTHomePage.html`
- Windows XP is supported.
- Linux RedHat 7.3 is supported.
- Solaris 2.6 and 2.7 are no longer supported.

Caveats

This section contains an explanation of any known issues in Cisco Broadband Troubleshooter 3.0 and directions for working around them.

If the issue is in Cisco's Distributed Defect Tracking System (DDTS), the DDTS Number is provided. This is a unique identifier assigned to the issue. For all issues, the following information is provided:

- Symptom—Description of what you experience when you encounter the issue
- Problem Description—Details of what causes the issue
- Workaround—Directions for working so that the issue does not impact you or your work

Running Cisco Cable Diagnostic Manager (CCDM) and CBT 3.0 on the Same Server

If the CBT 3.0 server uses a Windows operating system, and you want to run CCDM on the same server, you must install CCDM first and CBT 3.0 second.

Restarting a Spectrogram or Trace Window if Stopped

Symptom

When using the Spectrogram or the Continuous Sweep feature in the Trace Window, the window may stop updating after a period of time.

Description

When using the Spectrogram or the Continuous Sweep feature in the Trace Window, you might notice that the window stops updating after a period of time. A dialog that contains one of the following errors appears:

- pending—The test is in the pending queue.
- running—The test is in process.
- notOnLine—The MAC address is not online.
- fftBusy—The Fast Fourier Transform (FFT) in the Digital Signal Processing (DSP) chip is busy.
- others—Other errors.

These errors are generated by the cable modem termination system (CMTS) and are reported in the CBT 3.0 error dialog.

Workaround

You can correct an error as follows:

- pending—Make sure that the CMTS uses Cisco IOS Release 12.2(15)BC1 or later release. For more information, see DDTS CSCea37178, “10k/16s: Pending entries in ccsSpectrumRequestTable,” which was resolved in 12.2(15)BC1.

Alternatively, the problem could be that too many spectrum data requests have been launched in the CMTS. Eliminate some spectrum data requests by closing Spectrograms or Trace Windows.

- running—Make sure that the CMTS uses Cisco IOS Release 12.2(15)BC1 or later release. For more information, see DDTS CSCea48330, “MC16S hangs when used with NPE-G1, under certain CLI commands,” which was resolved in 12.2(15)BC1.

Alternatively, the problem could be that too many spectrum data requests have been launched in the CMTS. Eliminate some spectrum data requests by closing Spectrograms or Trace Windows.

- notOnLine—The cable modem might not be online. Make sure the cable modem is online before launching a Spectrogram or Continuous Sweep in the Trace Window.
- fftBusy—Make sure that the CMTS is configured to use a cable spectrum group and that the spectrum group has a band specification. Refer to IOS documentation about configuring a spectrum group with the **cable spectrum-group** command.
- others—Make sure that the CMTS uses Cisco IOS Release 12.2(15)BC1 or later release. For more information, see DDTS CSCeb04587, “10k/16S: SNMP agent returns others state so often,” which was resolved in 12.2(15)BC1.

To restart the window, click **OK** in the error dialog. Next, click **Resume** in the Spectrogram or click **Continuous Sweep Start** in Trace Window.

DDTS Number CSCeb17261

3 dBmV burst power differ between VSA and CBT Trace Window

Symptom

When measuring the upstream burst power, there may be maximum 3 dBmV difference between a vector signal analyzer device and the Trace Window reading, depending on the symbol rate and channel frequency span location.

Description

The inaccuracy increases when the channel is configured near the start frequency or end frequency. In general, the power reading is more accurate near the frequency at which the card is calibrated.

Workaround

None

DDTS Number CSCea63847

Trace Window display frequency inaccurate about 200 kHz

Symptom

In the Trace Window, a single tone signal that resembles a noise burst appears to be shifted in frequency when compared to the output of a spectrum analyzer device. The frequency offset varies as the resolution bandwidth (RBW) changes. In general, the smaller the RBW, the more accurate the frequency is.

Description

If a noise burst occurs at a frequency between two spectrum data points determined by the start and stop frequencies and RBW, the DSP sums the power of the noise burst to the nearest frequency point according to the RBW. As a result, this elevated power level appears as shifted by a certain delta frequency when compared to the spectrum analyzer output.

Workaround

None

DDTS Number CSCeb85427

Netscape 4.7 on Linux hangs in CBT client login page

Symptom

On Linux RedHat 7.3, with Netscape 4.7 and JRE 1.1.5 (the default JRE), the browser will sometimes hang when you access the CBT login page.

Description

CBT 3.0 does not support this browser and JRE combination on Linux. A user guide section, “Supported Browser and Java Runtime Environment Combinations,” says it is supported, which is incorrect.

Workaround

If you are using Linux with Netscape 4.7, you need JRE 1.4.1. Using Netscape 7.0 with JRE 1.4.1 (the default JRE) is recommended.

DDTS Number CSCeb85873

Error message dialog will pop up if the network connection has problem

Symptom

If the network connection has a problem while you are running the Trace Window in Continuous Sweep mode, an error dialog appears and the Trace Window stops running.

Workaround

Click **OK** in the dialog and then click **Continuous Sweep Start** in the Trace Window to continue.

Related Documentation

In addition to these release notes, CBT 3.0 has the following documentation:

- *Quick Start Guide for Cisco Broadband Troubleshooter Release 3.0*
- *User Guide for Cisco Broadband Troubleshooter Release 3.0*
- online help

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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