

Version 1.16.0 - November 2022

Abstract

This application note describes how to use the syn1588® System Information Report feature of the syn1588® PTP Stack implemented to facilitate solving installation issues.

Introduction

The syn1588® System Information Report is a status and configuration report feature providing detailed information about the system setup the syn1588® products are operating in. It is intended to diagnose system configuration and/or setup issues. The Oregano Systems support team will ask you to provide this information.

Pre-Requisites

The syn1588® System Information Report feature is available for the syn1588® PTP stack revision 523 or higher. The current revision can be checked easily simply invoking the syn1588® PTP Stack using the command line parameter “-v info” or “-v2” (for v1.13 and older PTP Stacks) as shown below.

```
C:\>ptp -v2 -i eth0
syn1588(R) PTP Stack - V 1.2.253 Rev 628 S - IEEE1588-2008
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```

syn1588[®] System Information Report

The syn1588[®] System Information Report is generated by invoking the syn1588[®] PTP with the command line parameter “-Y”.

```
ptp -i 192.168.103.63 -Y
```

This option does not modify or influence any other command line parameters. It will generate a detailed system report prior to starting its normal operation. Basically, the status report displays the following information:

- Operating system version
- Version of currently used drivers (Windows: all drivers, Linux: SyncDriver and syn1588 driver)
- Network adapter information/configuration
- IP setup, routing information, firewall

The syn1588[®] System Information Report feature is available both for Linux and Windows operating systems but will differ slightly in the contents.

Example Output for Windows

```

2022-01-05 07:28:26.368568 [INFO ] [ ] syn1588(R) PTP Stack - IEEE1588-2008 Engine
2022-01-05 07:28:26.369143 [INFO ] [ ] Build date: 2022-01-04T10:06:51 - v1.14-0-g6624ce7d
2022-01-05 07:28:26.369517 [INFO ] [ ] Copyright (c) Oregano Systems - Design & Consulting GesmbH 2005-
2022
2022-01-05 07:28:26.370084 [INFO ] [ ] Confidential unpublished data - All rights reserved
2022-01-05 07:28:26.370387 [INFO ] [ ] Confidential unpublished data - All rights reserved
2022-01-05 07:28:26.370957 [INFO ] [ ] syn1588(R) PTP Stack started: 2022-01-05 06:28:26.368805 (UTC)
2022-01-05 07:28:26.371393 [INFO ] [p1] Port 1: adding config "i" = "192.168.0.5"
2022-01-05 07:28:26.371808 [INFO ] [p1] Port 1: adding config "Y" = ""
2022-01-05 07:28:26.372109 [INFO ] [p1] PTP version 2.0
2022-01-05 07:28:26.372691 [INFO ] [ ] -----
2022-01-05 07:28:26.373003 [INFO ] [ ] START of SYSTEM INFORMATION REPORT
2022-01-05 07:28:26.373551 [INFO ] [systeminfo]
2022-01-05 07:28:26.373822 [INFO ] [systeminfo] OS Information:
2022-01-05 07:28:26.374432 [INFO ] [systeminfo] Version:
2022-01-05 07:28:26.374689 [INFO ] [systeminfo] Windows
2022-01-05 07:28:26.374742 [INFO ] [systeminfo]
2022-01-05 07:28:26.375054 [INFO ] [systeminfo]
2022-01-05 07:28:26.375426 [INFO ] [systeminfo] Installed drivers:
2022-01-05 07:28:26.375837 [INFO ] [systeminfo] Number of drivers: 217
2022-01-05 07:28:26.376076 [INFO ] [systeminfo] 1: ntoskrnl.exe
2022-01-05 07:28:26.376418 [INFO ] [systeminfo] - Path:\SystemRoot\system32\ntoskrnl.exe2022-01-05
07:28:26.376465 [INFO ] [systeminfo ]

```

Example Output for Linux

```

2022-01-07 11:59:39.775649 [INFO ] [ ] syn1588(R) PTP Stack - IEEE1588-2008 Engine
2022-01-07 11:59:39.775682 [INFO ] [ ] Build date: 2022-01-05T12:43:16 - v1.14-9-g7cbf9e73
2022-01-07 11:59:39.775688 [INFO ] [ ] Copyright (c) Oregano Systems - Design & Consulting GesmbH 2005-
2022
2022-01-07 11:59:39.775693 [INFO ] [ ] Confidential unpublished data - All rights reserved
2022-01-07 11:59:39.775700 [INFO ] [ ] syn1588(R) PTP Stack started: 2022-01-07 10:59:39.775698 (UTC)
2022-01-07 11:59:39.775790 [INFO ] [p1] Port 1: adding config "i" = "enp2s0"
2022-01-07 11:59:39.775800 [INFO ] [p1] Port 1: adding config "Y" = ""
2022-01-07 11:59:39.775806 [INFO ] [p1] PTP version 2.0
2022-01-07 11:59:39.775811 [INFO ] [ ] Command line: ./ptp -i enp2s0 -Y

```

```

2022-01-07 11:59:39.775816 [INFO ] [ ] -----
2022-01-07 11:59:39.775821 [INFO ] [ ] START of SYSTEM INFORMATION REPORT
2022-01-07 11:59:39.775825 [INFO ] [systeminfo ]
2022-01-07 11:59:39.775833 [INFO ] [systeminfo ] OS Information:
2022-01-07 11:59:39.775851 [INFO ] [systeminfo ] Version: Linux version 5.4.0-91-generic (buildd@lcy01-amd64-017)
(gcc version 9.3.0 (Ubuntu 9.3.0-17ubuntu1~20.04)) #102-Ubuntu SMP Fri Nov 5 16:31:28 UTC 2021
2022-01-07 11:59:39.775865 [INFO ] [systeminfo ]
2022-01-07 11:59:39.775871 [INFO ] [systeminfo ] Installed drivers:
2022-01-07 11:59:39.775975 [INFO ] [systeminfo ]
2022-01-07 11:59:39.775982 [INFO ] [systeminfo ] Network status:
2022-01-07 11:59:39.775986 [INFO ] [systeminfo ] proc/net/dev:
2022-01-07 11:59:39.776050 [INFO ] [systeminfo ] Inter-| Receive
| Transmit
2022-01-07 11:59:39.776057 [INFO ] [systeminfo ] face |bytes packets errs drop fifo frame compressed
multicast|bytes packets errs drop fifo colls carrier compressed
2022-01-07 11:59:39.776062 [INFO ] [systeminfo ] enp2s0: 35865780 398505 0 0 0 0 0
0 30797 266 0 0 0 0 63 0
2022-01-07 11:59:39.776068 [INFO ] [systeminfo ] enp3s0: 1008108335 11243305 0 6084 0 0 0
10928054 1800101 18147 0 0 0 0 0 0
2022-01-07 11:59:39.776074 [INFO ] [systeminfo ] lo: 285818 3621 0 0 0 0 0
0 285818 3621 0 0 0 0 0 0
2022-01-07 11:59:39.776086 [INFO ] [systeminfo ] ifconfig:
2022-01-07 11:59:39.777203 [INFO ] [systeminfo ] enp2s0: flags=4163<UP,BROADCAST,RUNNING,MULTICAST> mtu 1500
2022-01-07 11:59:39.777290 [INFO ] [systeminfo ] inet 10.0.3.44 netmask 255.0.0.0 broadcast
10.255.255.255
2022-01-07 11:59:39.777302 [INFO ] [systeminfo ] ether 00:1e:c0:85:de:2b txqueuelen 1000 (Ethernet)
2022-01-07 11:59:39.777309 [INFO ] [systeminfo ] RX packets 398505 bytes 35865780 (35.8 MB)
2022-01-07 11:59:39.777314 [INFO ] [systeminfo ] RX errors 0 dropped 0 overruns 0 frame 0
2022-01-07 11:59:39.777320 [INFO ] [systeminfo ] TX packets 266 bytes 30797 (30.7 KB)
2022-01-07 11:59:39.777326 [INFO ] [systeminfo ] TX errors 0 dropped 0 overruns 0 carrier 63
collisions 0
2022-01-07 11:59:39.777331 [INFO ] [systeminfo ] device interrupt 17

```

Saving the syn1588® System Information Report

There are two options for saving this syn1588® System Information Report output into a text file.

- either by redirecting the output into a text file
- or
- by using the command line option `-f`

Both solutions for saving to logfile “log.txt” are shown below:

```
ptp -i 192.168.103.63 -Y > log.txt  
ptp -i 192.168.103.63 -Y -f log.txt
```


Privacy Information

Oregano Systems respects your privacy. Please note that the syn1588® PTP Stack will not collect any information on the target system it is operating in unless instructed to do so by using the “-Y” command line parameter. All report data is provided in human readable format to allow reviewing it prior to sending it to Oregano Systems.

For security reasons we recommend you to upload your syn1588® System Information Report to our secure file server (SFTP server sftp.oregano.at) rather than sending it via e-mail. If you do not have an account, please contact Oregano Systems support. We will provide you an account within a working day.

Neither password nor account information is required or will be logged. The information contained within the syn1588® System Information Report is vital for analyzing and solving configuration issues during support requests.

All syn1588® System Information Report data will be treated as strictly confidential.

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