



syn1588®

Version 1.13.0 – July 2021

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 “-v2” 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

```
syn1588(R) PTP Stack - V 1.2.129 Rev 534 $ - IEEE1588-2008
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OS Information:
  Version: WindowsXP

Installed drivers:
  Number of drivers: 149
  1: ntkrnlpa.exe - Path:\WINDOWS\system32\ntkrnlpa.exe
  2: hal.dll - Path:\WINDOWS\system32\hal.dll
  3: KDCOM.DLL - Path:\WINDOWS\system32\KDCOM.DLL
  ...

Network Adapter Information:
  Name: Intel(R) 82562V-2 10/100 Network Connection
  Device ID: 1
  Manufacturer: Intel
  NetConnectionStatus: 0
  ...

Network Adapter Configuration:
  [00000001] Intel(R) 82562V-2 10/100 Network Connection
  DHCP Enabled
  IP Enabled
  ...
```

Example Output for Linux

```
syn1588(R) PTP Stack - V 1.2.129 Rev 534 $ - IEEE1588-2008
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OS Information:
  Version: Linux version 2.6.32-220.el6.x86_64 ...

Installed drivers:
  syn1588nic 38545 0 - Live 0xfffffffffa046b000
  mii 5271 2 syn1588nic,r8169, Live 0xfffffffffa0362000

Network status:
proc/net/dev:
Inter-|   Receive
face |bytes packets errs drop fifo frame compressed multicast|...
lo: 8672      83    0    0    0    0          0           0    0 ...
eth0: 29387  48157    0    0    0    0          0           0    0 ...

ifconfig:
eth0      Link encap:Ethernet  HWaddr 00:22:68:51:05:6A
          inet addr:192.168.102.43  Bcast:192.168.103.255
          Mask:255.255.254.0
          inet6 addr: fe80::222:68ff:fe51:56a/64 Scope:Link
          ...
```

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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