reset pin

reset pin [*dadmin* | *second craft login name*]

The **reset pin** command resets the PIN for the dadmin login or the second craft login. The old PIN is not required. When a PIN is reset, it returns to the state where the PIN must be re-created on the next SAT access. Note that the PIN of the second craft login may be changed, but it cannot be "reset" to an uninitialized value.

The command is accessible only to the init and dadmin logins, and either login may reset either pin. When the command is entered, no screen appears. The message "Command completes successfully" is displayed.

Action/Object	Qualifier	Qualifier Description	Login
reset pin	*dadmin* *second craft login name*	dadmin login craft2 login	dadmin init

ping

ping ip-address *addr* [board *location* | source *port-id*] [packet-length *len*] [repeat #]

ping node-name name [board *location* | source *port-id*] [packet-length *len*] [repeat #]

When debugging connectivity problems, a ping helps to indicate low-level connectivity. If an external ping works but higher-level applications such as DCS, CMS, or INTUITY do not, there probably is connectivity to the board. Interrogate the switch for other clues as to why the higher-level application is not working.

The **ping** command checks low-level connectivity between two IP-connected peers: a destination and a source.

  l The destination can be:
  - an IP address (**ip-address addr**)
  - a node (**node-name name**)
  l The source can be:
  - a C-LAN or IP Medpro board (**board *location***)
  - a Softphone, IP phone or Remote Office (R300) phone (**source *port-id***).

  If no source is specified, the first C-LAN in the same region as the IP address that is being pinged is used as the source.

Use this test to check the circuitry in the data path for a peer-to-peer IP layer connection. This test is nondestructive.

Note:

Pings from an IP Medpro board reflect audio transport performance. Pings from a C-LAN board reflect control information transport performance. The recipient of a ping will reply with the same Quality of Service (QoS) value found in the received packet, so the time measurements reported should reflect the behavior of the type of packets sent. When an IP Medpro board is used as the source, the default DiffServ and 802.1p/Q parameters downloaded to that board are used in the execution of the `ping`.

> ⚠️ **CAUTION:**
> Repeated ping tests can consume a lot of bandwidth and can bog down a network as a result. If the network is already heavily loaded, a ping test can fail even if there is connectivity between the source and destination.

Action/Object	Qualifier	Qualifier Description	Login

`ping ip-address`
 	
`ping node-name`
	`addr board loc source port-id packet-length len repeat #`	See descriptions below.
		Examples:
		ping ip-address 192.68.3.26
		ping ip-address 192.68.3.26 board 1C05
		ping ip-address 168.24.3.66 packet-length 1500
		ping node-name gert_clan1 source S00015
			init
			inads
			craft
			cust
			dadmin

ping parameters

ping parameters *1 of 2*

`ip-address addr`	The IP address of the device to ping, www.xxx.yyy.zzz.
`node-name name`	The name of the node to ping. Use `display node-names ip` to see what IP nodes are administered.
`board location`	The location of the C-LAN or IP Medpro board (`location`) used as the source of the ping. Specify the board if there are multiple C-LAN or IP Medpro boards. If neither `board` nor `source` is given, the first C-LAN in the same region as the IP address that is being pinged will be the source of the ping.
`source port-id`	The virtual endpoint port ID to use as the source of the ping. This can be the virtual endpoint port ID of a softphone, IP phone, or Remote Max (R300) phone. Use `status station ext` to determine the virtual endpoint port ID of a phone. If neither `board` nor `source` is given, the first C-LAN in the same region as the IP address that is being pinged will be the source of the ping.

ping parameters *2 of 2*

`packet-length len`	The packet length of the ping packet, from 64 to 1500. If `packet-length` is not given, the default packet length is 64 bytes. Specifying a longer packet length in the command line can show: ₗ if a router or host has a problem fragmenting or reassembling transferred packets ₗ a more complete indication of the link status
`repeat rpt`	The number of times to repeat the `ping` test. See Caution above before using.

ping output

The following screens show examples of `ping ip-address packet-length` and `ping node-name`.

```
ping ip-address 192.68.3.26 packet-length 1500

                      PING RESULTS

  End-pt IP        Port        Port Type   Result    Time(ms)   Error Code

  192.68.3.26      01C0202     PPP-PT       PASS      221
```

```
ping node-name prowler10

                      PING RESULTS

  End-pt Node-name   Port        Port Type   Result    Time(ms)   Error Code

  prowler10          64A0817     ETH-PT       PASS      16
```

ping field descriptions

ping field descriptions *1 of 2*

Field	Description
End-pt IP or End-pt Node-name	The destination of the `ping` command.
Port	The source's slot or port
	1 of 2

ping field descriptions *2 of 2*

Field	Description
Port Type	The source port's maintenance object name
Result	PASS, FAIL or ABORT
Time (ms)	The round-trip time (in milliseconds) of the **ping**.
Error Code	Identifies problems associated with the circuitry in the data path for a peer-to-peer IP layer connection. For the meaning of the error code and troubleshooting procedures, see the Port Type's maintenance object description in the *Maintenance Alarms for Avaya Communication Manager, Media Gateways and Servers (03-300430) (formerly 03-300190)*. The MO description indicates the type of **ping** test used and the meaning of that ping test's error codes.
	2 of 2

Error messages

Error messages for **ping** are listed in .

Ping command error messages *1 of 2*

Message	Interpretation
www.xxx.yyy.zzz IP address not assigned	The system cannot find the IP address.
IP address not reachable from this board	The IP address is not in the route table of the specified board.
Local IP address not supported	The C-LAN board does not support ping of a local PPP IP address.
More than one route exists, specify board	The IP address is not in the route table, and more than one C-LAN circuit pack has a default route.
"xxxx" Invalid IP address	Invalid IP address parameter. Must be in www.xxx.yyy.zzz format.
"CCcss" is an invalid identifier; please press HELP	Invalid board location (when using **board**).
Board not inserted	Valid board location, but there is no board in that slot.
Error encountered, could not complete request	An internal error, the port through which the IP address is reached could not be found.
	1 of 2

Ping command error messages *2 of 2*

Message	Interpretation
Invalid range	The packet size is greater than 1500 or less than 64 bytes in length, or there are invalid or unrecognized parameters.
WARNING Default packet length of 64 bytes used for TN799DP	The default packet length of 64 bytes is used for a TN799DP board.
	2 of 2

pkt

See:

clear pkt

Use **clear pkt** to resolve packet bus problems and send a forced packet bus **clear stimuli** over the packet bus.

Action/Object	Qualifier	Qualifier Description	Login	Default
clear pkt	**port network location**	Physical position of the packet bus (1 - 3) Example: **clear pkt port-network 1**	init inads craft	

test pkt

test pkt port-network n [short | long] [repeat repeat# | clear] [schedule]

Use **test pkt** to run a series of tests on the packet bus of the specified PN or PPN.