



Ruijie Networks – Innovation Beyond Networks

Intelligent Diagnostic Tool User Manual V1.0

Ruijie Networks Co., Ltd.

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Preface

This document describes the most common features on Intelligent Diagnostic Tool, so as to provide guidance for post sales engineers or partner to do necessary maintenance and troubleshooting.

Introduction

Diagnosing network related problems can consume a considerable amount of time and lead to frustration for consumers not trained as network experts. Network problems can be the result of a wide range of issues, from minimal disruptions in service to simple configuration problems of the devices.

Ruijie Intelligent Diagnosis Tool is a fault inspection tool for data communication equipment. The collected fault information is only used by Ruijie engineers to analyze configuration problem and hardware health. Intelligent Diagnostic Tool will help you quickly identify and resolve your issues.

Intelligent Diagnosis Tool greatly helps users ensure that potential network issues are resolved before they affect service delivery which goes a long way to justifying the tool reliability. The main functions and statement are as follows:

1. Connect to the device over communication protocols such as Telnet, SSH and serial port, and use command lines to collect information about the device running status. The information collection does not cover the device configuration modification or device running status change. Collected data is used by engineers only to check the device status and locate the root cause.
2. The intelligent diagnosis tool will only collect information about the device running status. It will not collect service data forwarded by the device or personal private data. Without customer permission, the software will not upload data to the cloud. It uploads device status information to the cloud only after customer permission is obtained and Ruijie will strictly keep the information confidential.
3. If a customer explicitly agrees to upload device information, it is deemed that the customer agrees Ruijie engineers to read the information for fault analysis and handling. If you click **Upload**, it is deemed that you agree on the *Disclaimer*.

Revision History

Date	Change contents	Reviser
2016.10	Initial publication V1.0	Oscar&Amy&Nick&Crystal

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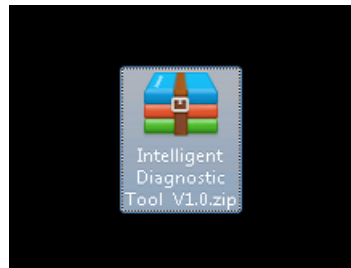
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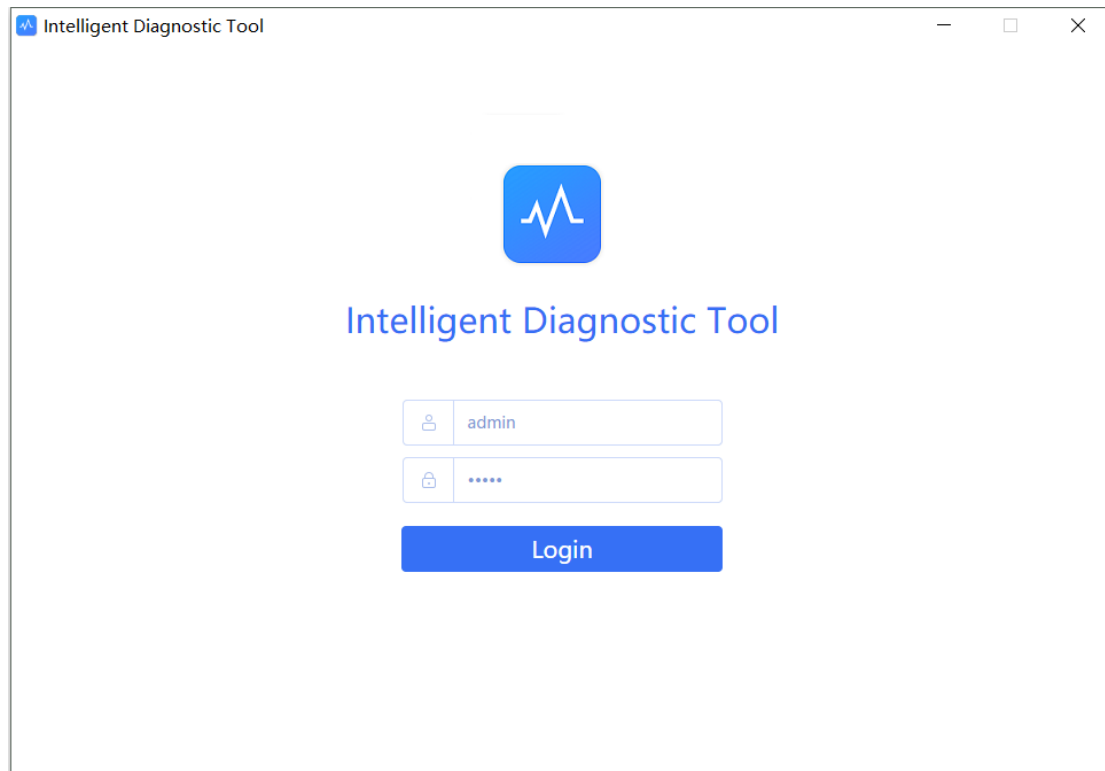
Getting Started

Downloading and Installing

Download Intelligent Diagnostic Tool installation package from Ruijie official website:
<http://www.ruijienetworks.com/service/ToolUser.aspx> . The installation file as follows:

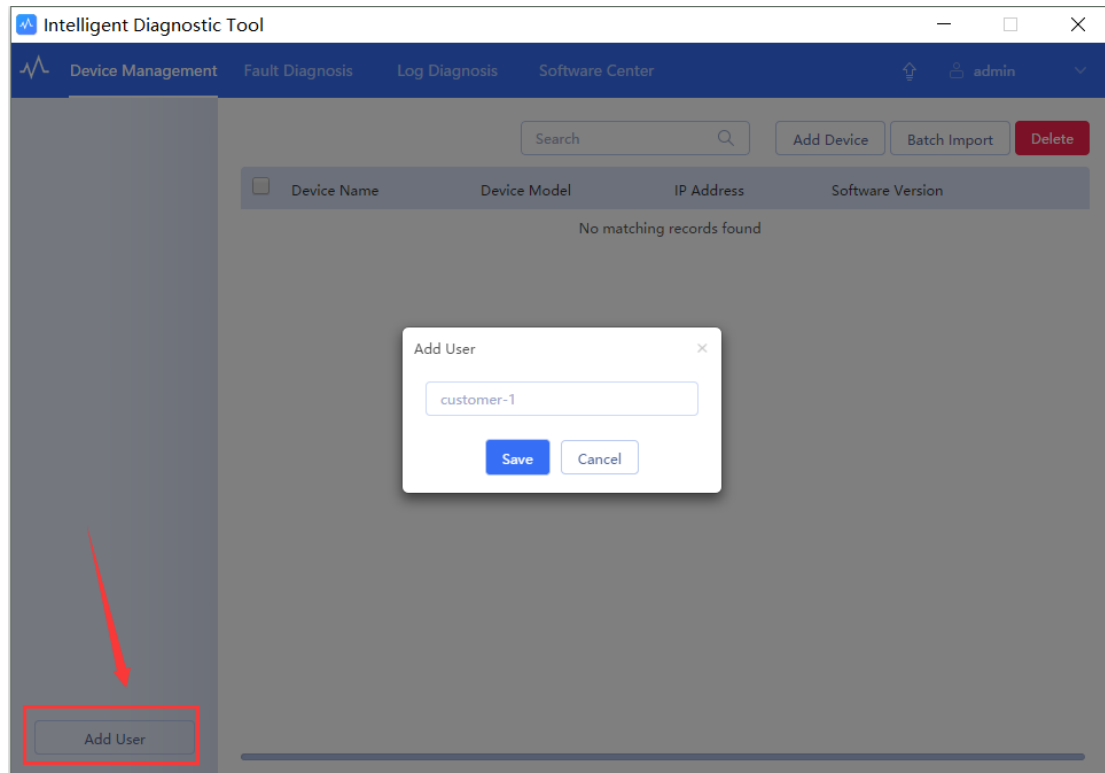


Unzip the file and open run.exe in folder. Use username: admin & password: admin to login

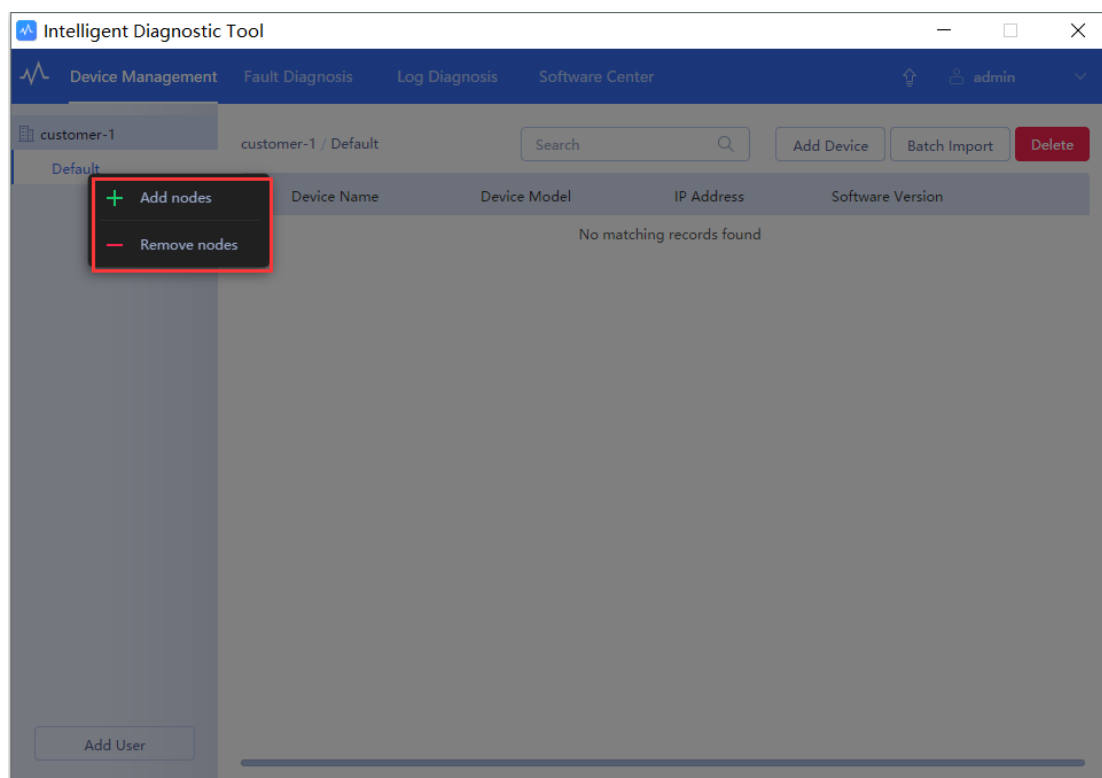


Device Management

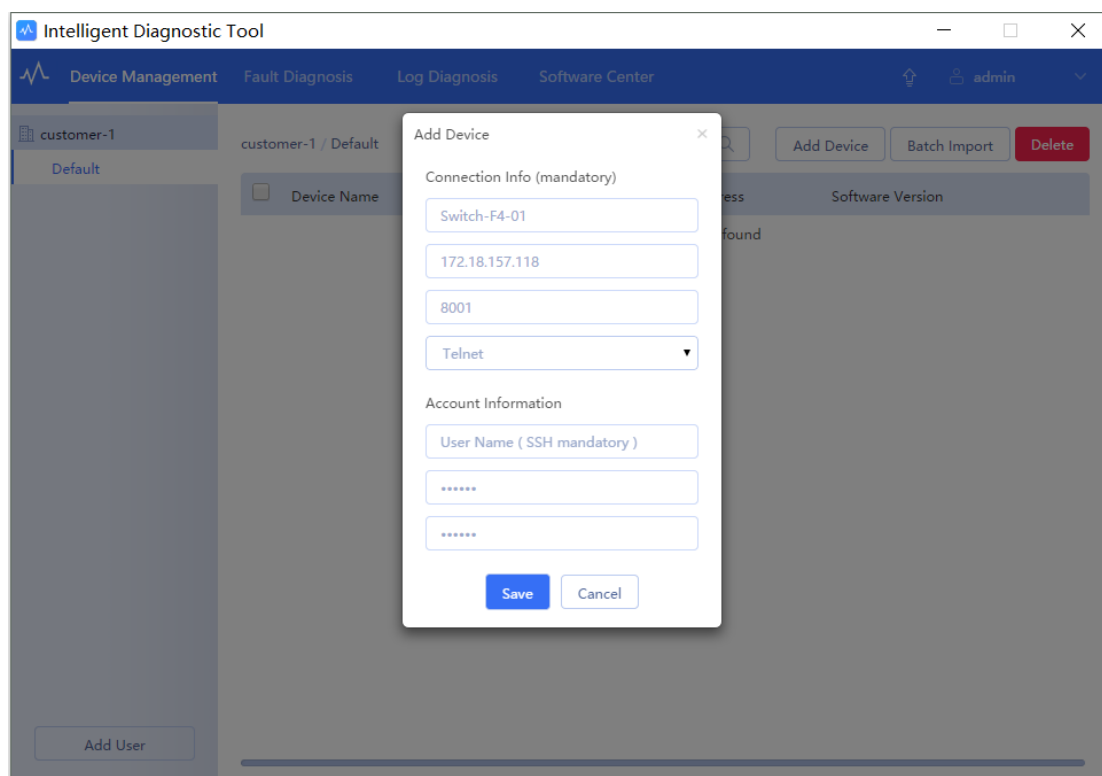
1. Enter **Device Management** page , Click “**Add User**” button and type customer Name.

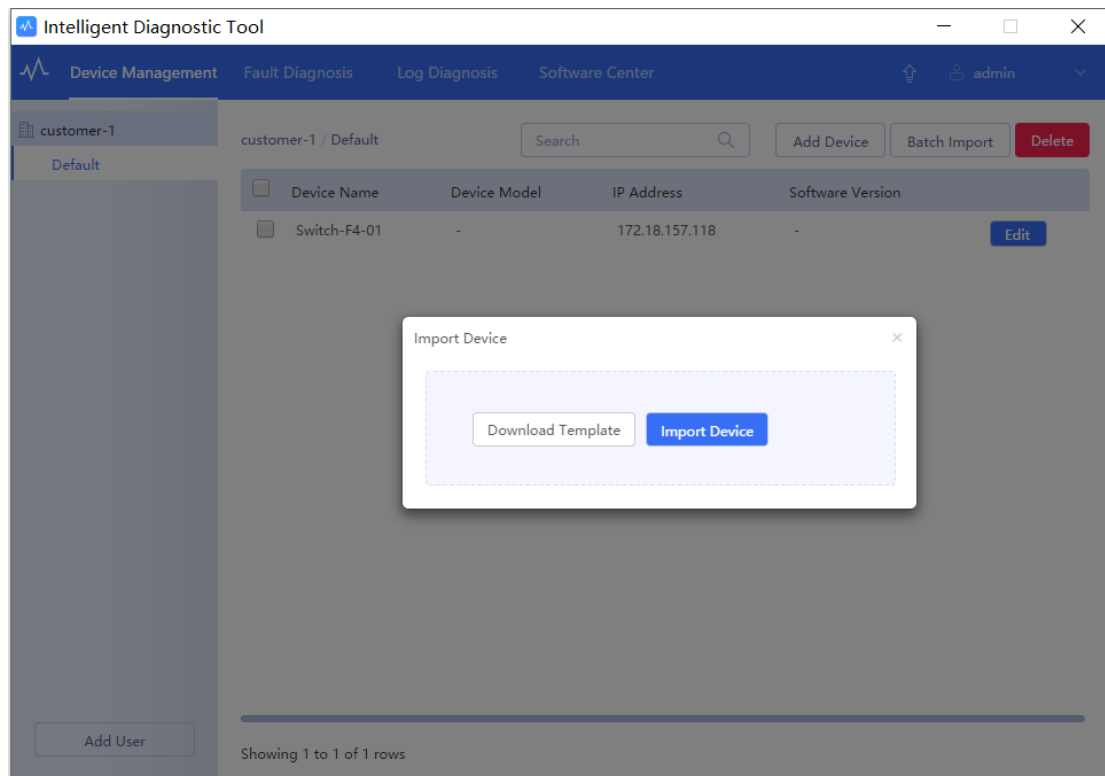


It will automatically create a “default” node under this customer. You can also add and delete nodes by clicking the right mouse button



2. Click “**Add Device**” button to add the device to be diagnosed, and enter the login method of the device (SSH or Telnet). If you haven’t configured username on this device, you do not need to fill it in. In addition, you can click “**Batch Import**” and according to Template prompts to enter the relevant information, and then import it into the tool.

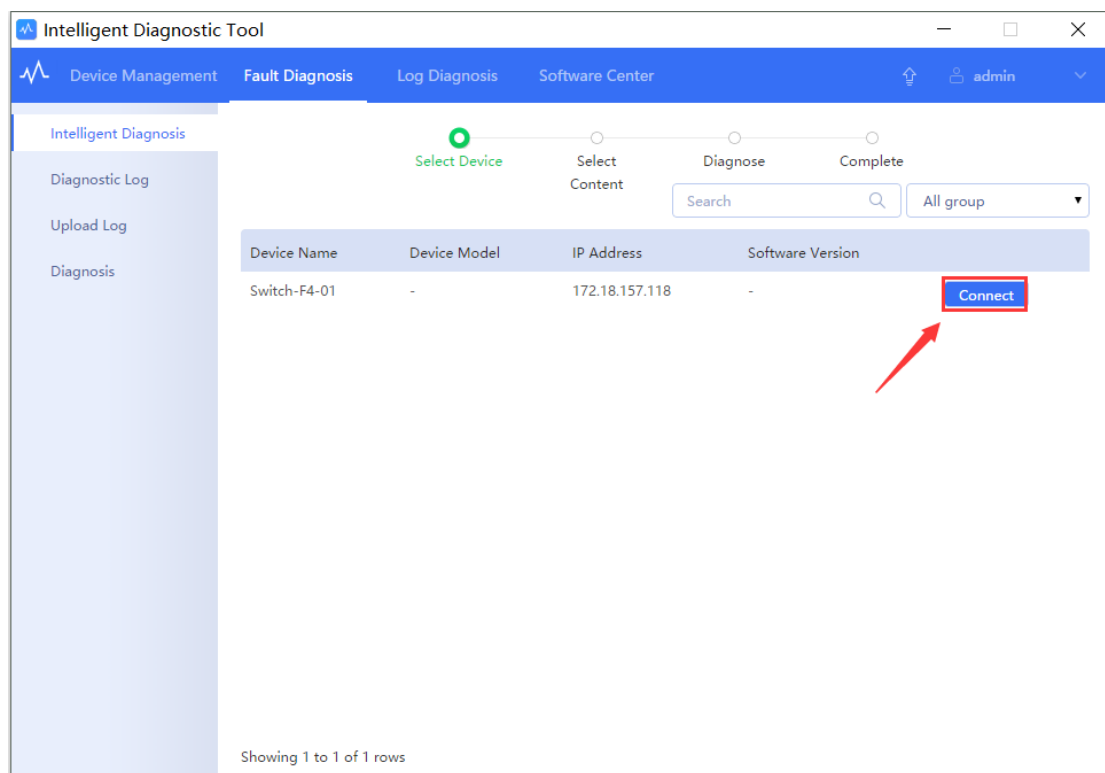




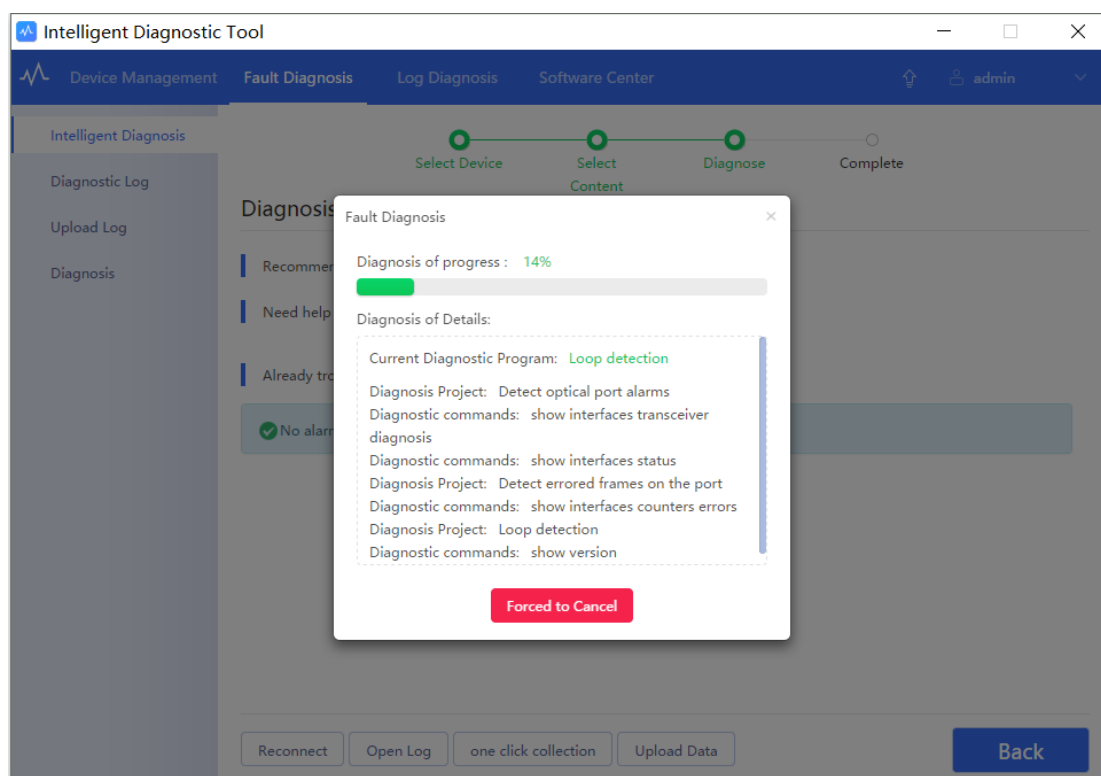
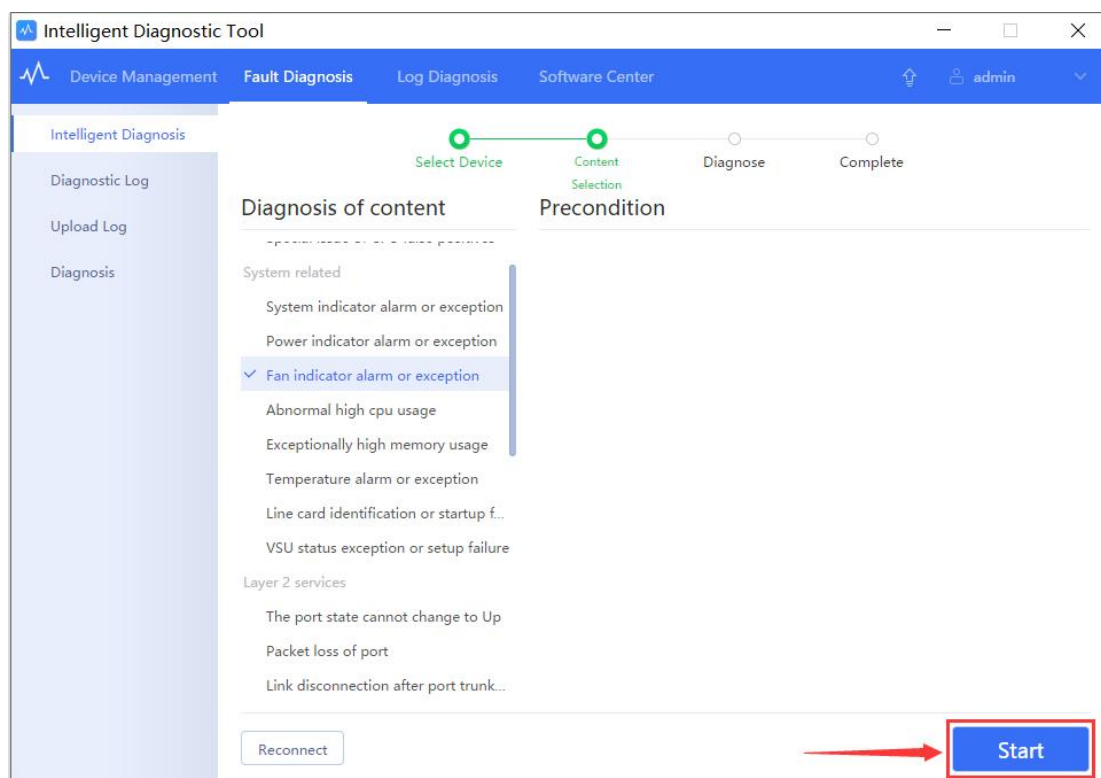
(Batch Import)

Fault Diagnosis

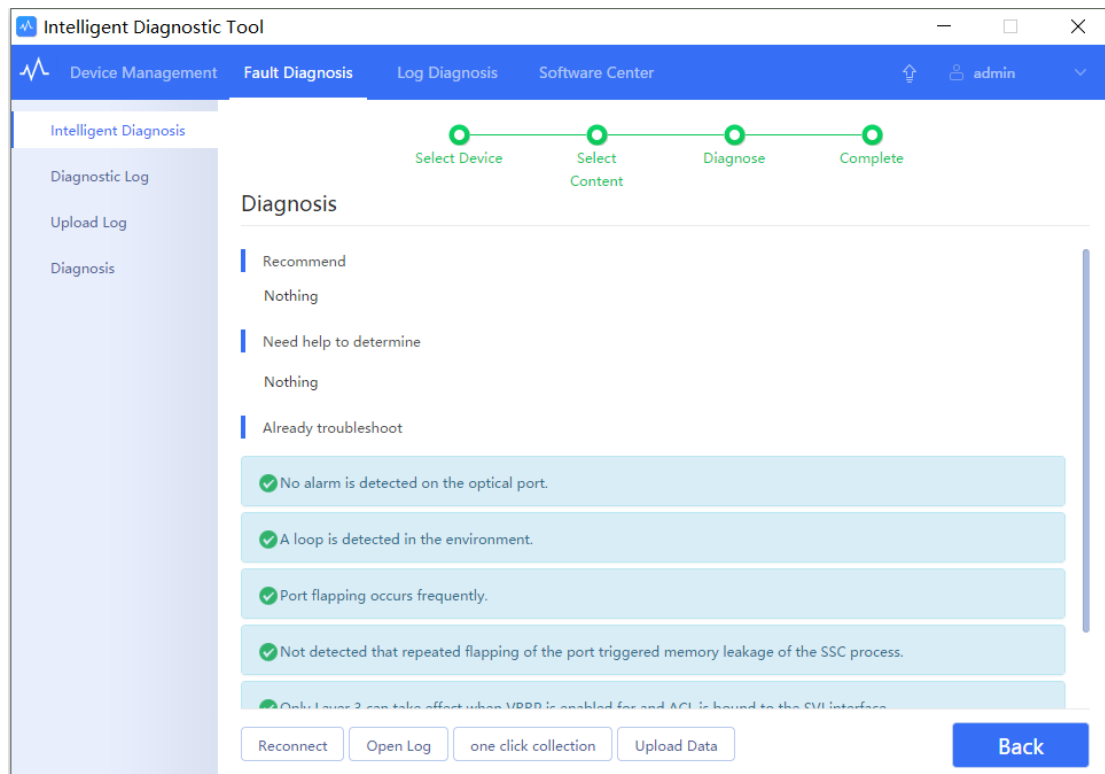
1. In Fault Diagnosis page, click **“Connect”** button to ensure the connectivity of this device



2. Then the page will automatically jump to the diagnostic category selection page, according to the type of failure to select corresponding content for diagnostic.



3. When the diagnostic process was completed, the diagnostic results and troubleshooting information will be displayed.

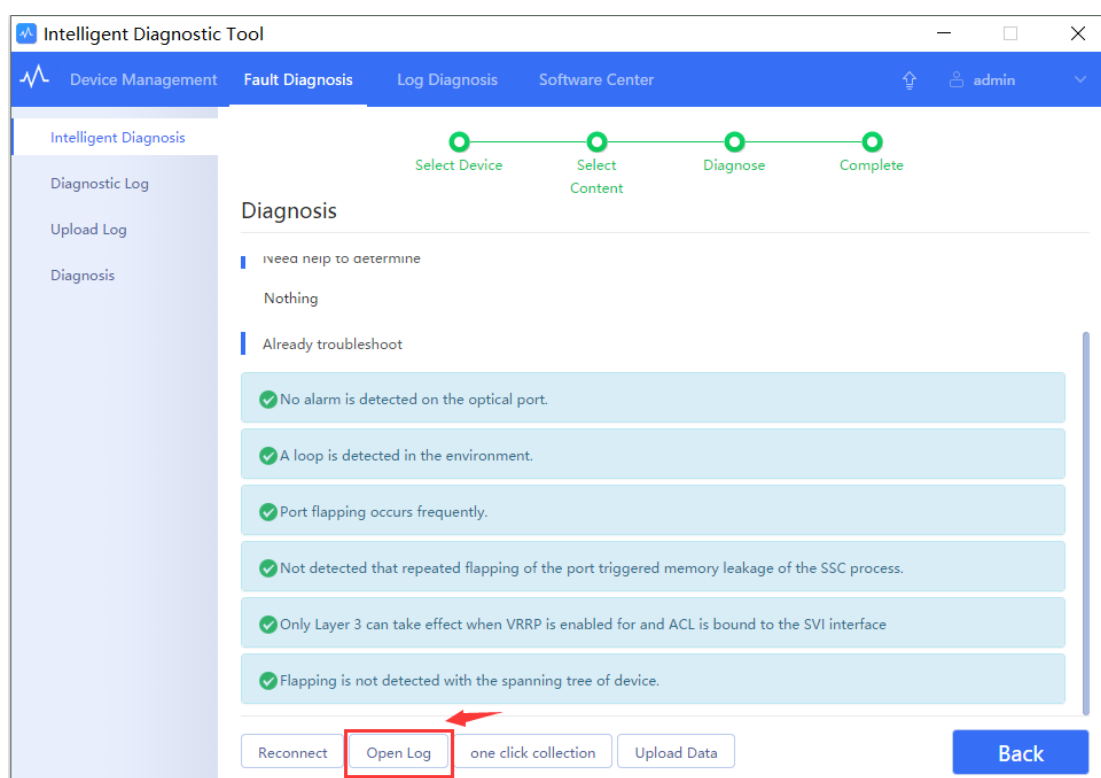


Note: At present, the tool supports to collect necessary information and make deep diagnosis automatically on Switch products, while it just supports to collect information on other equipment (such as Wireless Controller, Router).

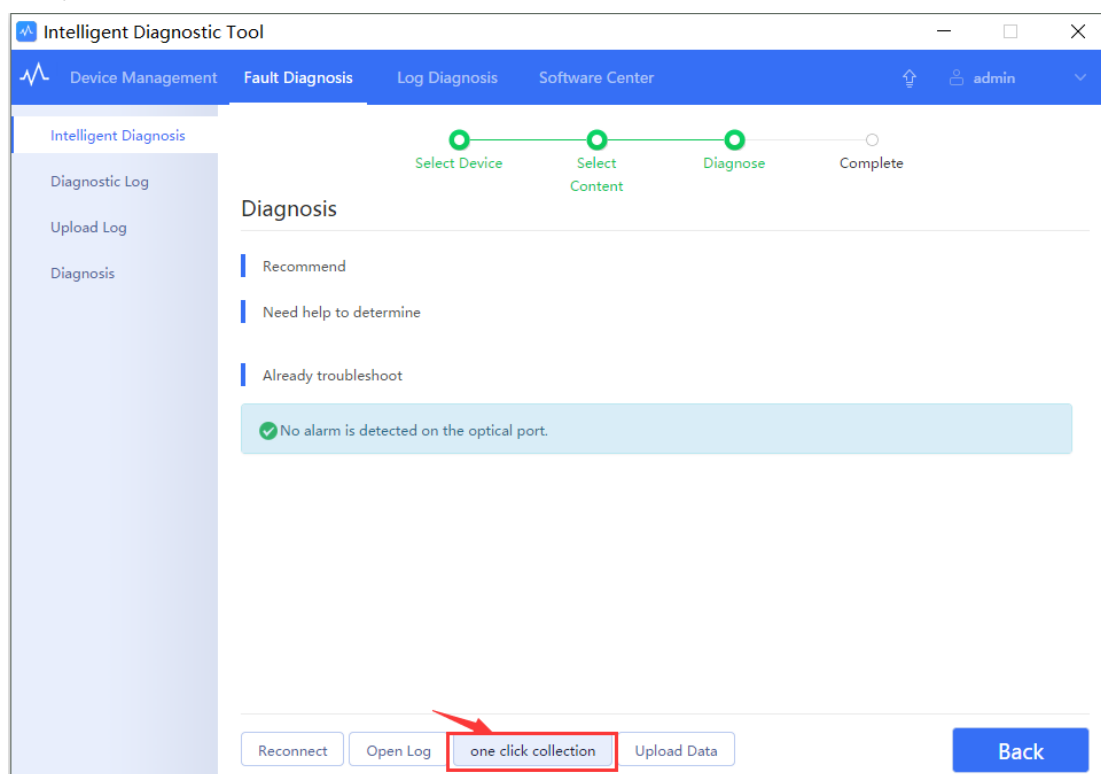
Optional function:

4. View history log files

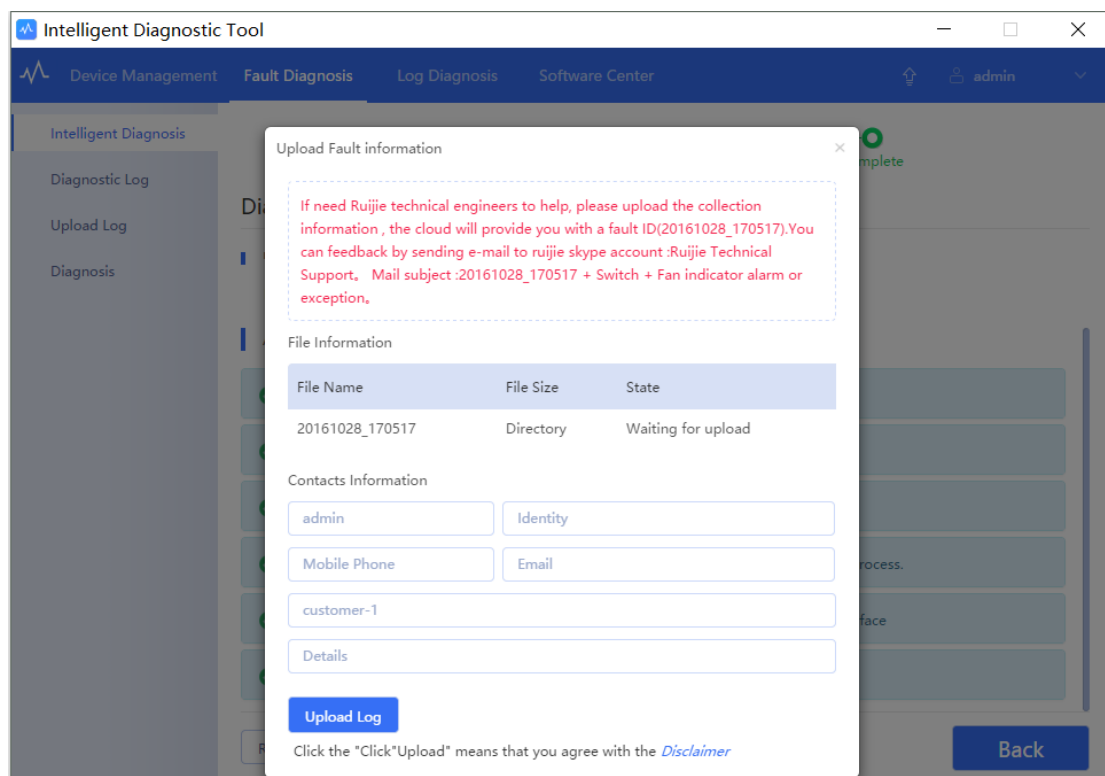
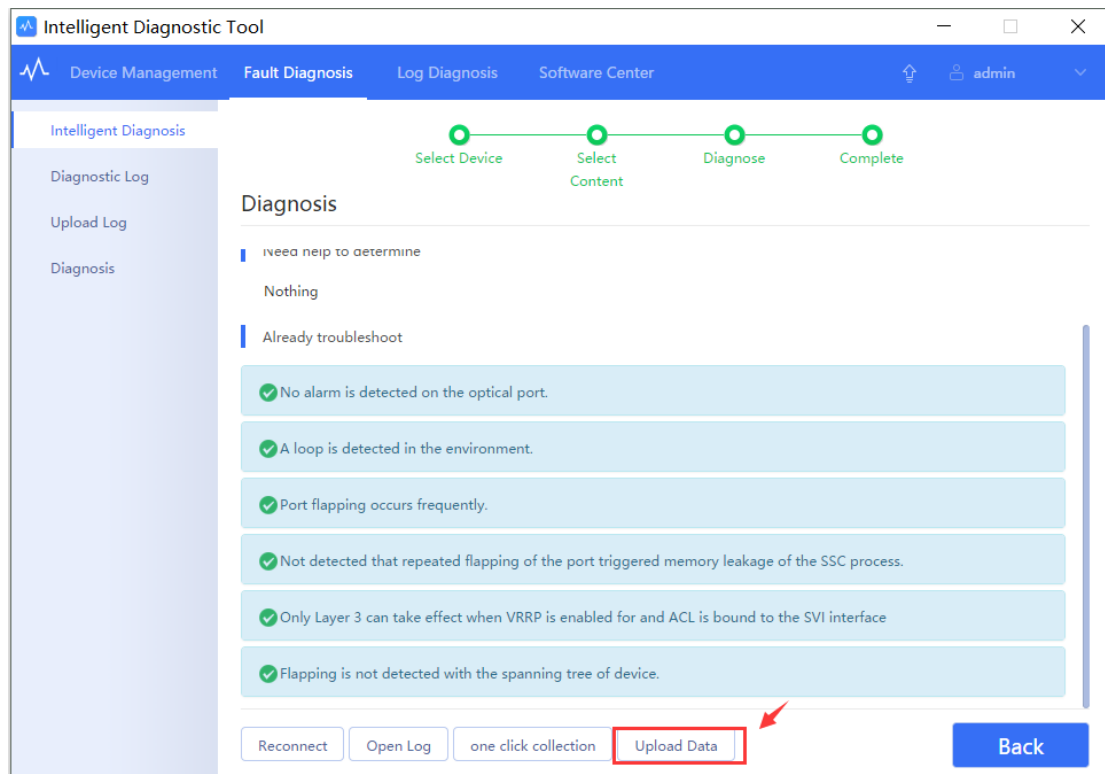
You can upload the collected log file to do automatic diagnosis



5. Using **One click collection** function, to collect daily common fault information for fault analysis

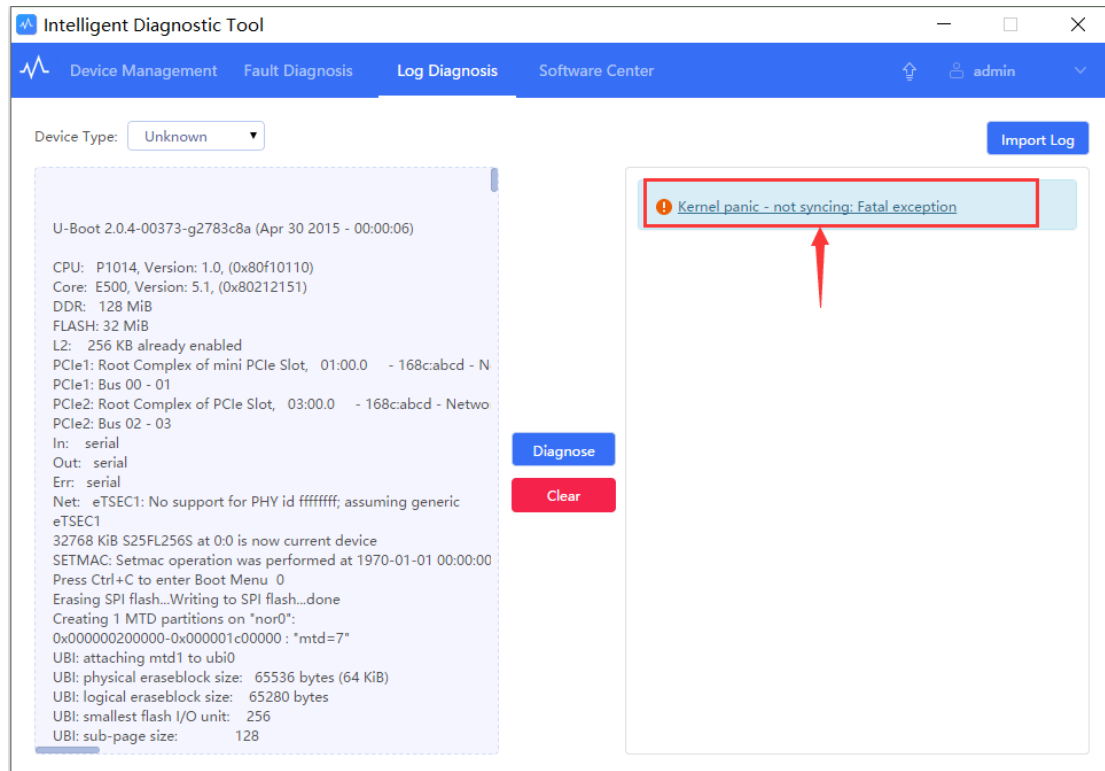


6. Upload the diagnosis data to the cloud platform , and Ruijie engineers will arrange re-mote support and troubleshooting.



Log Diagnosis

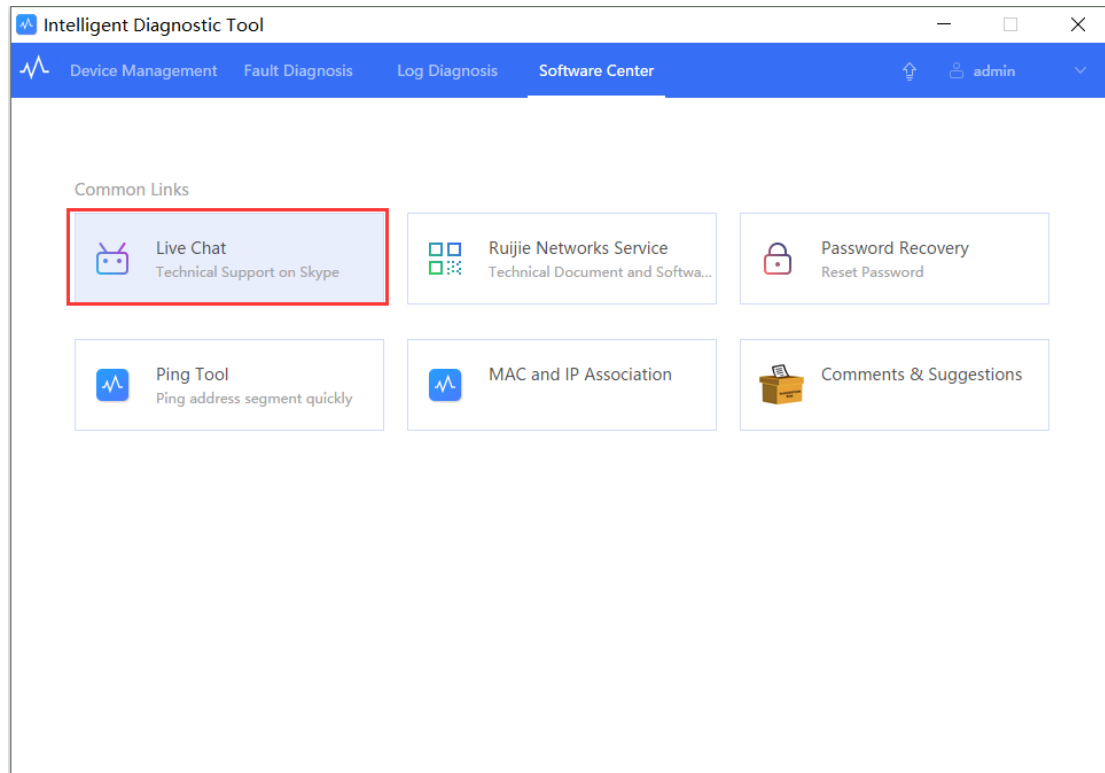
In the log diagnostics, import or paste the device error log into the blank and click “**Diagnose**” button. The tool automatically recognizes the type of error and provides a solution.



Software Center

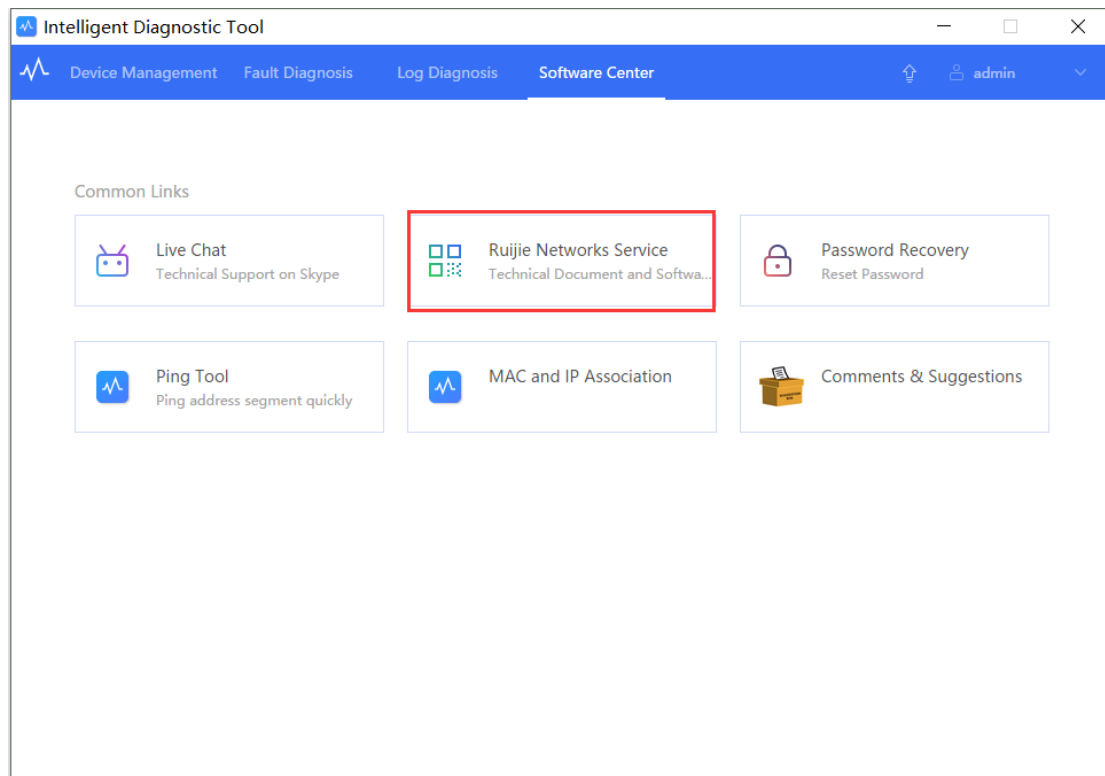
Live Chat

Click “**Live Chat**” button to request technical online support. (Require Skype application)



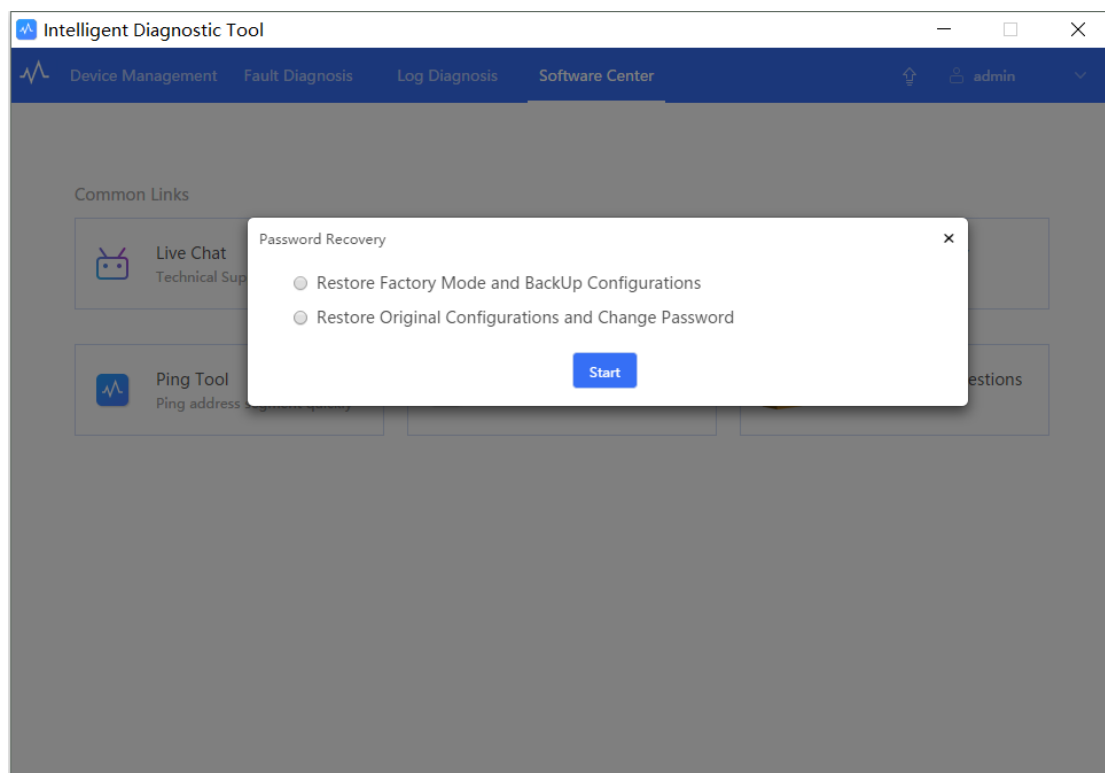
Document & Software

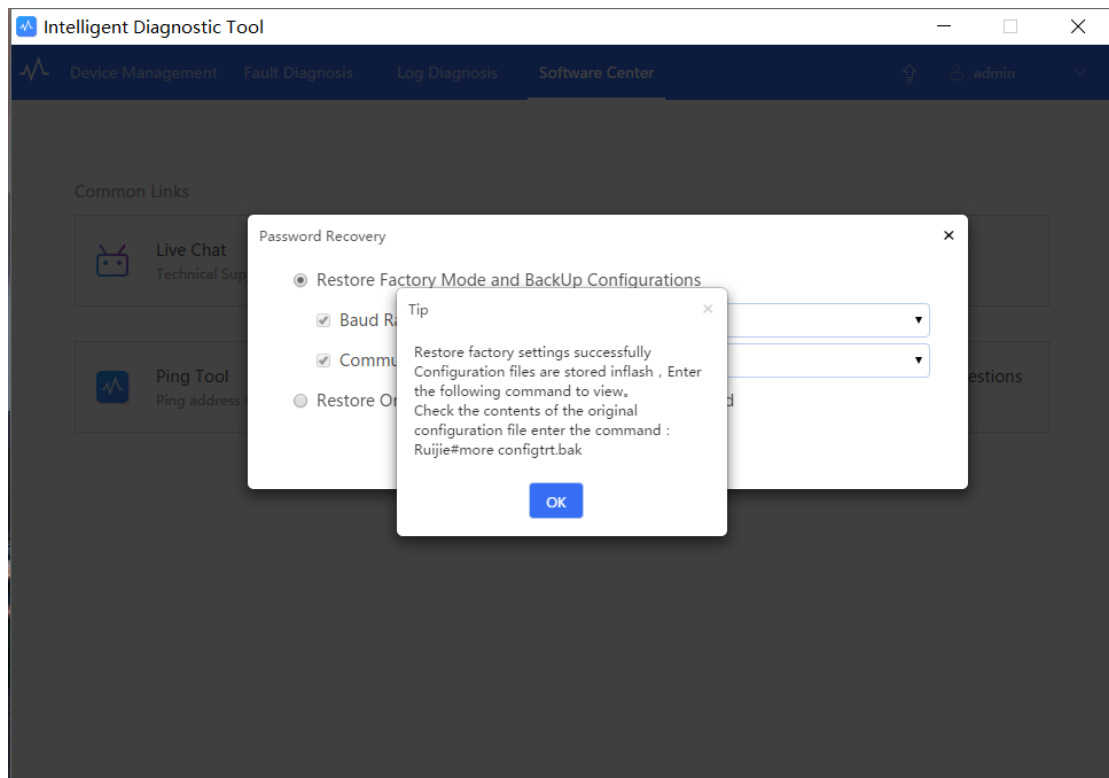
Click “**Ruijie Networks Service**” to access Ruijie official website. Product introduction, configuration guide and software download can be found on this website.



Password Recovery

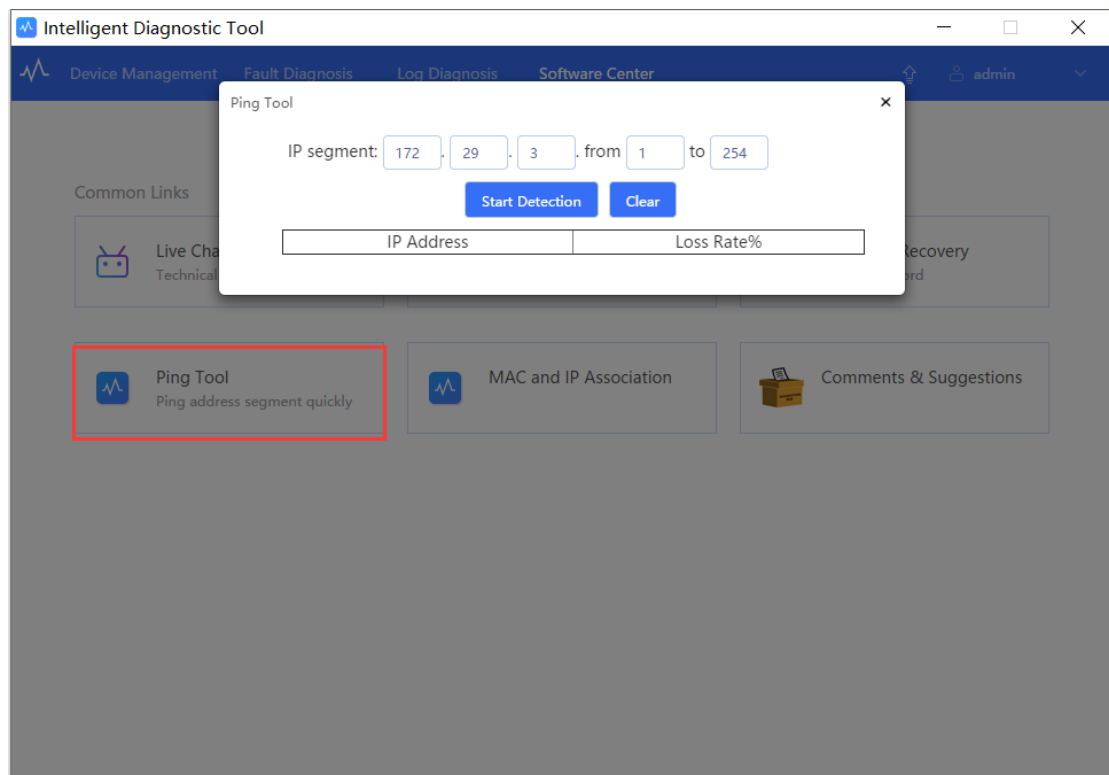
The password recovery function can restore the device password and back up the configuration automatically. (Need to restart the device).





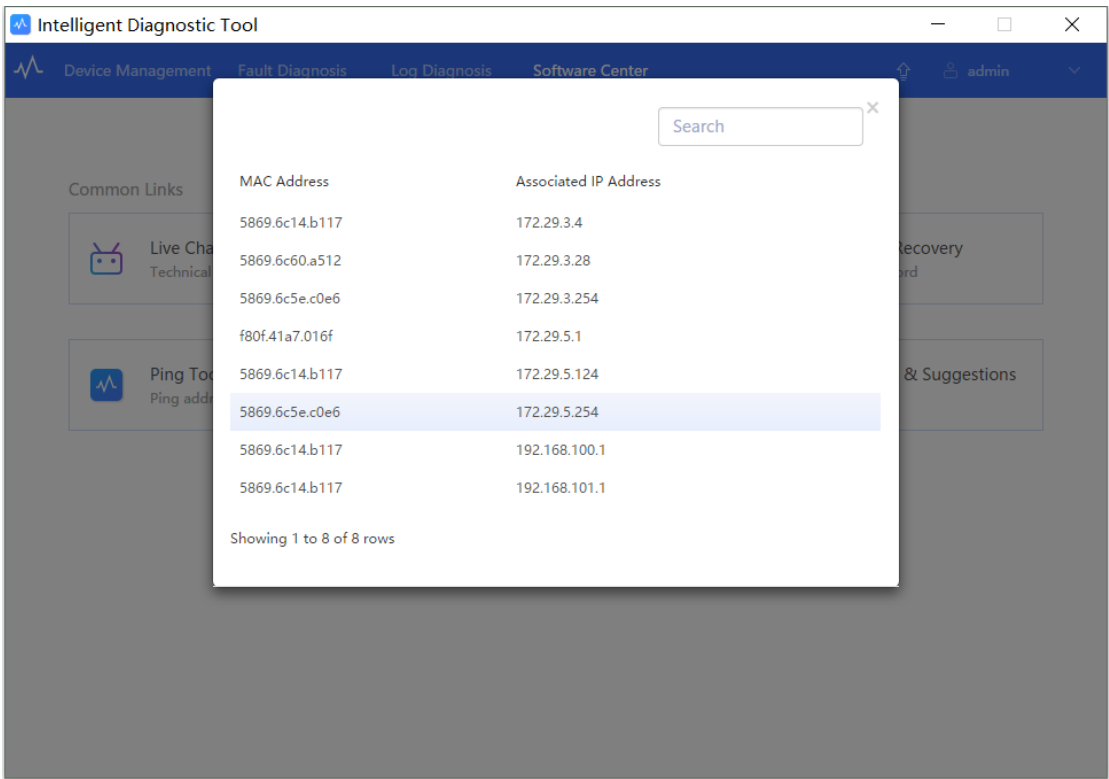
Ping Tool

Ping Tool helps you to check the IP addresses already used in the device environment. (Need to add device first).



Mac and IP Association

The Mac and IP Association feature will display the Mac address tables and IP address.



Comments & Suggestions

We would appreciate any comments or suggestions that will help us to improve our product and service.

