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From:     UQVAX::CCMAX         "MAXWELL J. NORRIS" 30-NOV-1991 12:26:40.32
To:       IN%"aarnet-contacts-qld@aarnet.edu.au"
CC:       CCMAX
Subj:     Maxima Maintenance
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> Ladies and gents.
>
> (A)   Scitec Maxima training course Mon/Tues (3/4 Feb 1991) *1992*
>
>   A training course for the Maxima will be held here at Prentice on
> Monday the 3rd of February and Tuesday the 4th of February.
> All the instiutes in Queensland that have a Maxima are entitled to send a
> staff member to this training course free. If you wish to send any extra
> staff it will cost you. The following is a list of the number attendees
> for each institute and the charges involved.
> Please update if incorrect!!
>

> Institute	Number of Staff Attending.	Cost to Instit.
> Univ of Qld	3	$800
> Griffith	2	$400
> QUT	3	$800
> JCU	2	$400
> UCQ	2	$400
> USQ	1	$000

>
> The costs listed are for the 2 days and each institute will have to pay for
> their own airfares and accomodation. If you wish we can get our secretary
> to organise accomodation at one of the colleges. Please let us know well in
> advance so all arrangements can be made!
>
>
> (A)   Maintenance of the Maxima
>
>   We have purchased a set of spare cards/modules for the Maxima as
> maintenance spares for ALL the institutes in Qld. We have not purchased a
> GP704 card which QUT use as their card was not purchased with grants form
> the Queensland Government. I wish to suggest a procedure by which we ALL can
> use these spares fairly. The Maxima at the Univ. of Qld has been very
> reliable so I do not expect a run on the cards at any stage but please
> read my suggestions and if you wish to make constructive critisisms
> please feel free to do so.
>
> The help on the Maxima is very good so if you are not familiar with the
> driving instructions use help. Any problems such as power supply,
> Processor or Buss Termination problems we will have to "play by ear".
> Once having determined the suspect card, and I will believe it when I see it,
> give Prentice a ring on 07 356 3942 and let us know what you think the
> problem is and if we cannot suggest any alternatives we will send, by the
> fastest courier available at your expense, the module you suspect. When you
> ship back the faulty card we will forward it to Scitec for repair/replacement.
> If the card is from a Node under warranty Scitec will replace/repair it at
> no cost. If it is from a Node out of the 12 month warranty period Scitec
> will repair the faulty unit and we will pass on the cost to the institute
> concerned (this is cheaper than a maintenance contract by far).
>
> Faults will either be with a Trunk or a Port. All faults that we have
> experienced here at UofQ have been with Trunks and, with one exception, they
> have all been Megalink problems. Prove the problem for either a Port or Trunk
> by performing loopback tests. Prentice will have a 2Meg G703/V.35 BERT tester
> as of January so we can BERT either a Sync Port or Trunk once you have put
> your end in loop. You can loop the Trunk one of two ways
>
>   (1)   Ask the institute at the opposite end of your trunk, usually
>   UofQ, to place your Trunk in loop via the remote CLTE.
>   (2)   Place your CLTE in loop at your end, to prevent unneccessary
>   alarms propagating through Telecom network, and loop the Dual Trunk
>   card in your Maxima with a short piece of 75 ohm BNC terminated coax.

> When the trunk is in loop all alarm lights on the Maxima Dual Trunk card
> will/should go out and the yellow loopback LED should light up. If you can
> loop either end of the link OK with a piece of coax but not by placing the
> remote CLTE in loop then the problem is most likely to be with the Megalink.
> Please remember that the loop switch on your CLTE will, more than likely,
> not loop locally. It is an option on the CTLE card usually set "not to local
> loop".
>
> If the problem is with a Sync. Port link you can force a loop back on the
> link by either
>
>   (1)   Placing a hardware V.35 turnaround on the suspect port.
>   (2)   Giving a remote loop command for the link from the console
>   with a command something like set n7c3p1 rl and clearing the loop with
>   s n7c3p1 -rl. (n7 = node 7, c3 = card 3, p1 = port 1, -rl= clear loop)
>
> Then run a BERT test on the link to prove the Sync. Port cards and the V.35
> Interface Personality Modules (IPMs).
>
>
> After the training course in February you will all feel comfortable
> behind the wheel of your new Maxima but until then if you have any doubts
> as to where to start or what to do please call the staff here at Prentice
> and I have no doubt that we will be able to resolve ALL problems between us.
>
>
> Regards
> Maxwell
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