Re: Is it possible to collect the results of the Connection Benchmark on the XR500 running the 3.0 B

@Netduma-Fraser

Thanks for replying to my post. I hear what you are saying in regards to the Connection Benchmark reporting, I have seen many posts about the inaccuracy of the tool. I seem to be in the very minor percentage of users on the beta that are not seeing very many issues with the OS/Firmware and most features are working correctly. I was able to confirm that the speeds that are being reported in the Connection Benchmark are within +/- 5Mbps of what I get when I run a speedtest on the site you linked to. I appreciate you kicking this over to the team to see if they can offer any assistance, I know you all are quite busy trying to work out bugs and push updates to the DumaOS 3.0 firmware.

The problem with only using the site is that I cannot sit and run back to back tests, or wait and jump on to run them every 2 hours as I have the CRON job set to do in DumaOS. I have gathered smaller collections using site and then downloading the results as a .csv file. What I am hoping to be able to do is pull the results that have been collected every 2 hours since the 16th when the issues I was seeing returned. As I discovered prior, even a reboot via the GUI (not a power cycle) will clear the entire record of test results. Needless to say, I have been very careful to not trigger any reboots.

I did log into the debug menu and enabled log collection, in the hopes that there may possibly be something useful, but there is nothing specific to the scheduled tests in Connection Benchmark. We were able to identify dropped packets and overruns being reported on the rx side of the brwan interface.

```
brwan Link encap:Ethernet  HWaddr xx:xx:xx:xx:xx:xx

        inet addr:xxx.xxx.xxx.xxx  Bcast:xxx.xxx.xxx.xxx  Mask:xxx.xxx.x
xx.xxx

        inet6 addr: xxxx::xxxx:xxxx:xxxx:xxxx/64 Scope:Link

        UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1

        RX packets:18448880 errors:0 dropped:3584434421 overruns:1942534
672 frame:0

        TX packets:52981698 errors:0 dropped:0 overruns:0 carrier:0

        collisions:0 txqueuelen:0

        RX bytes:183848201186 (171.2 GiB)  TX bytes:61176147367 (56.9 Gi
B)
```

I was able to provide their engineer with the PCAP from both the WAN and LAN capture, and they have confirmed that the issue is NOT with the XR500, but somewhere between the connection at the Fiber gateway and the switch. We are just trying to pin it down so that they can fix it. They were hoping getting a consistent collection (every 2 hours x 48 - 72 hours) so they could see the variations in speeds, packet loss and jitter over peak versus non-peak hours and then try to correlate the packet loss with the CRC errors at the switch port would help.

They advised me that I am one of three nodes left on the network that is pending a switch upgrade. Presently the node I am on is using pairs of Cisco 4500 series with trunked 2Gbps uplinks, the rest of the nodes aside from mine and two others have been upgraded to Cisco 4900 series which have trunked 10Gbps uplinks. I suspect they are looking to use the information I am gathering to push this node (the most congested of the remaining three) to be upgraded before years end (presently it is not scheduled to be upgraded until the beginning of FY21 Q2).

Model: XR500|Nighthawk Pro Gaming Router