

Q How do I get my request in the DCI Installation Queue?

A By contacting the Computing Division Helpdesk online at <http://csdserver1.fnal.gov/HelpDesk/cd/> , or by calling X2345.

Q Do I have to supply a Task Number with an Install/Repair request?

A Yes

Q. What is the average response/restoration time for individual user outages?

A. On the average, less than 4 hours weekdays, 0830-1700.

Q My connection is sluggish/hangs intermittently. What kind of information should I gather before calling the Help Desk that will help speed the troubleshooting process?

A. If possible, ping your mailserver and save a copy of the trace route. Also, have your node name, location, wall jack ID, phone number and e-mail address handy.

Q Who should I call if I feel the situation is urgent and/or off-hours?

A. Always contact the Help Desk first for the quickest response. Follow their guidelines either over the phone, or at their web site.

Q Is it ever ok to call/email technicians directly with my network request(s)?

A. Yes, but always log the request in with the Help Desk also.

Q When does DCI out-source installations?

A. Depending on the scope of the installation and how busy we are, we often use out-sourced installers.

Q Does DCI provide/install equipment racks with requests for network gear?

A. Generally yes, we provide equipment racks for switch and termination panels as part of an infrastructure installation.

Q Can users borrow DCI tools to terminate/test their networks?

A. In general, no DCI does not loan out equipment or installation tools.

Q Will DCI replace damaged network equipment as part of a Repair request?

A. Yes. CCF/DCN/DCI will do whatever it takes to get the requester's problem resolved and his system(s) back on the network in the minimum amount of time.

Q How much lead-time should I allow for a large installation (\$10k and up)?

A. Always submit an installation request as soon as your requirement begins to germinate. Large installations often take 90 days or more from inception to completion. Getting your request in our queue early, means it's moving forward while you're still in the planning stages.

Q Does DCI loan cabling/equipment/power for seminars/symposiums?

A. Yes we do through arrangements with PPD-Support Services Dept. at x4102.

Q Who do I call to discuss network upgrades?

A Net work upgrades to higher speeds, improved performance or reconfigurations should be discussed first with the CCF Networking Group, who plans and arranges for all network upgrades.

Q Can anyone install a hub to their existing live connection to add more ports in their office?

A All requests for additional office connections of any kind should go through the Computing Division Helpdesk. If necessary, new PC's will have to be registered through the Computing Division before they can come on the Fermilab network.

Q. Does DCI move/setup/install PCs/printers as part of a network connection request?

A No.

Q Does DCI install/move telephone jacks/lines?

A Not without previous agreement with the Fermilab Telecom Department.

Q Why aren't all the network wall jacks in my office active?

A Because we often overbuild cable installations with more cable and jacks than are initially required in the office. In order to keep costs down and conserve switch ports, we don't connect the additional wall jacks to ports until they are requested by the office occupant(s).

Q How can I tell if a network jack in my office is active?

A Usually there are link status lights on your PC NIC interface card. If they are flashing rapidly, you can reasonably assume the jack is active.

Q What do the red & blue icons mean on the network box in my office?

A They are used to differentiate voice phone jacks from network connection jacks.

Q Does DCI make custom length network/console cables?

A No, DCI is not in the custom cable making business. We have sources for UTP and fiber optic cable assemblies listed on our web site.

Q Why does DCI recommend that network cords be purchased from “qualified vendors” only?

A In order to meet minimum electrical requirements for performance on our networks at Fermilab. We have higher data rate and distance requirements than the average home or commercial network. We also specify labeling standards and in some cases cable and boot colors to indicate special cable types.

Q Can users pick-up one/two copper or fiber optic patch cords from DCI for them to connect their office PC to the network?

A DCI tries to maintain a small number of patch cords for this purpose. The user should be certain that their system is properly registered with the Computing Division for network service and system administration.

Q Where can I get different length power (instrument) cords, vertical/horizontal 8/16 outlet power strips, 110/220 VAC power controllers?

A Some of these items are available from the Fermilab Stock Room, or through electronics vendors like Newark Electronics, Allied Electronics, etc.

Q Why are all fiber cables plenum-rated while copper patch cables are not?

A In the case of fiber, the cost difference between plenum and PVC cables is negligible. However, copper plenum-rated cables are more than double the cost of copper PVC cables.

Q Does DCI support Cat5e shielded twisted-pair cabling?

A Yes.

Q When do I need a crossover (null) network cord?

A Sometimes when cascading hubs or connecting a hub to a switch port. Most hubs have a crossover switch, usually on the first port, eliminating the need for a null cable.

Q Can I run 1000-BASE-T on DCI-recommended 25-pair Cat5 trunk cabling?

A **Yes.**

Q Why does DCI recommend flat satin cable for serial/console connections and not twisted-pair cable?

A Because it works and costs much less than twisted-pair cable.

Q Can an RJ11 plug be used in an RJ45 jack?

A It will physically fit, but RJ11 is not rated as a CAT5 or above connector.

Q Does DCI custom build/provide D-subminiature RS232 connectors?

A No. DCI can supply contact information for sources that do, along with pinouts of commonly used D-subs on our webpage.

Q I need help with my RS232 console connection. Will DCI assist?

A Yes.

Q Can DCI supply us with any video, audio or telephone cables?

A DCI can supply ordering information and vendor contacts for these cables.

Q Does DCI support Fermilab employee home network cabling?

A No.

Q To what extent does DCI support Fiber Channel?

A In some cases, we support the Fiber Channel protocol on existing dark fiber network infrastructure, but at this time we have no test equipment or other facilities to troubleshoot problems or measure performance of Fiber Channel links.

Q Why do Fiber Channel LC fiber cables have aqua boots?

A To distinguish the 50um fiber used for Fiber Channel from the 62.5um fiber used for Ethernet.

Q Why do singlemode fiber connectors require an Ultra Polish (UPC)?

A The UPC polish helps reduce reflectance of the connectors, which can cause signal loss and unstable laser performance.