

Canarie AAP-03 “Shared Spaces” Project Milestone 3 Report
Appendix 2
Report on Network Performance during Multiple HD Video Streams Transmission
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Canarie Collaboration

The Canarie network staff (Rene Hatem, Thomas Tam, Marc Boulerice) have been extremely helpful in monitoring and troubleshooting the network for this project. Unfortunately network hardware problems at each end resulted in a lot of down time during this reporting period. These problems were handled by Canarie staff.

Hardware Problems

The network hardware problems centred on the Foundry switches at UBC and McGill, in particular, the behaviour of the 4-port modules that periodically reloaded. A rough schedule of the events and down time:

1. late November: problem with the 4-port module on the switch at McGill
2. early January: module replaced
3. mid January: problem with the 4-port module on the switch at UBC, Foundry investigating
4. February: Canarie escalates the issue with Foundry.
5. mid March: module replaced.
6. mid April: problem re-occurs with the same module on the switch at McGill.
7. end April: Foundry provides a software upgrade to fix bugs related to the module.