

Why are the “Myri” interfaces not showing in the recorder?

Model:

nVoy Packet Recorder

Software Release:

Recorder Software Release, Version 1.0

Operating System:

The nVoy Recorder application runs on a Linux variant. Users do not have access into the operating system

Information:

Cause:

The “Myri” driver may have stopped operating.

Solution:

Verify the driver is loaded (running). Open a shell window into the recorder

From the shell window:

```
$sudo service myri_start_stop status
```

If the status returns a not running, restart the service

```
$sudo service myri_start_stop start
```

If the system responds with a error regarding loading the module, rebuild the driver.

```
$sudo /opt/snf/sbin/rebuild.sh
```

```
$sudo service myri_start_stop start
```

The service should start now

Return to the web UI display to see the myri interfaces listed

For additional details on the Recorder please refer to the Packet Recorder User Guide or contact CSPI support at support@cspi.com

<u>Revision</u>	<u>Date</u>	<u>Change</u>
1	3/28/2017	Initial Draft

