

Troubleshoot

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Troubleshooting Tasks

The following table describes the common error messages that are related to Cisco ONP configuration and the workarounds:

Table 1: Troubleshooting Tasks for Cisco ONP Configuration

Warning Message or Error	Probable Reason for the Error	Workaround
Cannot Route demand! Didn't find any valid Contentionless Side.	Required contentionless sides are not created on add/drop sites. For protected service or wave, minimum two contentionless sides are required on the add/drop sites.	Check and add the required number of contentionless sides on the target service or wave source and destination sites.
Error: No valid path from <*source*> to <*destination*>	Disjoint path is not available for protected demand. Or Forced wavelength may be already used for other demand in the same path. Or The number of colorless demands created is more than the colorless ports forced on the interfaces.	For linear topology, change the demand protection to unprotected. For ring topology, ensure that at least two nodes and fiber-disjoint paths are available and the forced wavelength is unconfined in the end-to-end path. Force the required number of colorless ports.
Error: Traffic subnet constraints prevent routing of section.	Disjoint path is not available for protected demand. Or Forced wavelength may be already used for other demands in the same path.	For linear topology, change the demand protection to unprotected. For ring topology, ensure that at least two nodes and fiber-disjoint paths are available and the forced wavelength is unconfined in the end-to-end path.

Warning Message or Error	Probable Reason for the Error	Workaround
Error: The sum of CoDem and Non-CoDem colorless ports and ports that are used for Omnidirectional and Contentional sides cannot exceed 20 when the TYPE is SMR-20.	The number of contentionless sides, colorless ports that are forced, and colored demand exceed SMR-20 port capacity. Or The Cascaded SMR flag is enabled, and colored or colorless demand is created.	If the Cascaded SMR flag is enabled, create only contentionless demands on those nodes. Else, reduce the number of contentionless sides, colorless ports, or colored demands that are created, to get successful network analysis.
Couple between <*source*>.<*side*> and <*destination*>.<*side*> is of invalid type.	The fiber connecting these sides is not supported by Cisco ONP.	Change the fiber type to the one that is supported by Cisco ONP.
Unconnected nodes or sites are present in the network.	Any of the sites are connected to the fiber in the Ring/Linear network.	Connect the fiber to the nodes in the ring network.
Unfeasible forcing	Wrong path has been forced on the wave or media channel.	Force the correct path on the Wave/Media Channel.
E11000 duplicate key error collection: CnpDB.dbchangelog index: _id_ dup key: { : ObjectId(') }	Restore database script attempts to write data in the postgres database, but the data with the same index is already present.	Clear the contents of postgresdb_cnp folder before running the restore command: **rm -rf /var/lib/postgresdb_cnp/***cannot
Cannot complete mesh connection.	There is an issue with setting up connection in the lock mode.	Unlock the mentioned entity or unlock the complete site.
Path constraints prevent routing.	Invalid path has been forced.	Check the path and choose the correct primary path and secondary path fibers. Or Remove all the fibers that are forced to set the **Path of Wave** property as *Auto*.
Traffic subnet constraints prevent routing.	Forced Wavelength is not part of the Optical subnet rule.	Force the wavelength as per optical subnet rule or change the optical subnet rule.
MF Unit value MF1-RU is not supported in RPT, so resetting the value to default for <*site name*>.	Template is applied when properties such as **ECU**, **MF Unit** are forced.	Set the property **MF Unit** to *Auto* and then force the template.

Warning Message or Error	Probable Reason for the Error	Workaround
Please force MD-48-CM as Interlever Type for {0}.	In non-SSON traffic, the ROADM site with the properties (DEG-8, SMR-9, number of contentionless sites is equal to 1) has 96 colored waves. The **Interlever Type** is property set to *Auto* or *MpoCable.*	Modify the Interlever forcing on the line side to MD-48-CM.
The sum of forced CoDem and Non-CoDem colorless ports and colored demands can't be greater than 9 for type SMR-9.	During upgrade or Release upgrade, colorless port is forced on SMR-9, and more than one contentionless side is added in the imported MPZ network.	Delete the extra contentionless sides.
No Route Found.	Plan mode restoration fails because the presence of dark fiber in the restoration path makes it difficult to find it.	Check the restoration path. It must not have any dark fiber.
Wavelength Forced {0} in this {1} is already in use / not as per current optical subnet channel rule.	Two fibers are occupied by a wave with the same wavelength. The fiber belongs to a subnet where the wavelength is not supported. For example, a wave with an even wavelength is forced through a fiber belonging to the C40 channel or C48 channel subnet rules.	Correct the wave such that the wavelength is supported by the optical subnet C-band rule.
tm.unsupported_client_pluggable.msg =Incompatible Client Interface forcing.	ROADM sites having waves with optical source other than 100, 200SDFEC are converted to traffic sites.	Before you convert the site type to traffic, modify the optical source wave to be feasible.
Error Message	Slow internet connectivity, or idle session.	Refresh the browser and try again.
Please provide a valid .mpz network file.	The MPZ file that you are trying to upload does not have a valid file extension.	Upload proper .MPZ file.
Failed to import mpz file, please make sure the MPZ file is not in use and retry.	MPZ file remains open in the CTP tool.	Close MPZ file in the CTP tool before uploading it to Cisco ONP .
Cannot connect to Server;(Password).	Failed to connect to Postgres DB on opening **Control Panel** tab.	Restart the Postgres database container or reinstall the Build.

Warning Message or Error	Probable Reason for the Error	Workaround
Null pointer exception	The applied layout template file has syntax error such as extra SPACE, TAB, missing symbols such as <, >.	Fix the syntax and reapply the template.
Object not found in cache.	Intermediate network disconnection.	Refresh the browser or log in again to Cisco ONP.
Session does not exist.	Idle time-out	Log in again to Cisco ONP.
Forced/Locked wavelength is not feasible for spectrum to be allocated for the demand/MCH <*Site-1-Site-3-1*>. Insufficient spectrum around the forced central wavelength.	Forced wavelength is not a feasible central wavelength based on the configuration.	Force another wavelength that is next to the currently forced one.
Route could not be found/Alternate path not found/<Optically not feasible>.	Insufficient spectral width due to the following reasons: • The alternate path has no waves (dark fiber). • Optical parameters are not feasible. • Wavelength dos not have sufficient bandwidth.	Make sure that the alternate path has waves associated with the fiber and has sufficient bandwidth available.
Error: Could not find any valid flex configuration for the traffic matrix defined at <*Site-1.A*> This could be because of configuration limitations, invalid forcings, or equipment restrictions.	Check if it is 8 degrees, SMR-9 node with Evolved Mesh ON and contentionless and colorless/colored mixed add/drop configuration.	Change Evolved Mesh to Off, reduce Scalable upto degree to 8, change Site Type to SMR-20, or Remove contentionless or colorless forcing.
Single hop path Site-1~Site-3 needs regeneration but has no regenerator hosting sites.	Check if **Quick analysis** under Network property is disabled.	• Enable **Quick analysis**. • After successful analysis, check the optical report and look for the waves that require regeneration. • Split the long haul demand between the intermediate short distance nodes that are equivalent to regen site. • Disable **Quick analysis** and analyze.

Warning Message or Error	Probable Reason for the Error	Workaround
Missing SOURCE TermPoint for PceServiceRequest	Required Add/Drop card cannot be placed on the source node.	Check the source node configuration (such as scalable upto degree, number of colored and colorless circuits or port forcing,and colored add/drop card forcing).
Missing DESTINATION TermPoint for PceServiceRequest	Required Add/Drop card cannot be placed on the destination node.	Check the destination node configuration (such as scalable upto degree, number of colored and colorless circuits or port forcing,and colored add/drop card forcing).
Service allocation failed: No resource available	Spectrum allocation failed for the mentioned service	• Check the colored add/drop forcing and the number of colored demands routing on the path. • Check the number of colorless demands, ports, and add/drop cards forced on the path. • Check the optical subnet defined on the path and the type of service used.
Service allocation failed: [PCE-WAL00028] - No free spectrum available to allocate circuit: [PCE-WAL00028]	Spectrum allocation failed for the mentioned service	Check the card type forced for the colored circuit. Circuits with a maximum spectrum of 75GHz can be used with colored add/drop MD-32-ODD/EVEN. For example, a circuit that has an interface with rate greater than 60-bit rate or 60GBd cannot work with 75GHz fixed grid add/drop with 82% spectral density. Change to colorless add/drop BRK-24 or change to interface type having less spectral occupancy.
Colorless configuration is not supported for *Scalable Upto Degree* [25]	Check if MF Unit is forced as MF-1RU. Only 3 USB ports available with NCS 1010 OLT-C-R. Maximum of only 3 Passives can be connected to OLT line cards. So, for Scalable upto degree >25, since USB ports are not available to connect to passive colorless Add/Drop, error appears.	Force MF Unit as MF-4RU

Warning Message or Error	Probable Reason for the Error	Workaround
Error: No free spectrum available to allocate circuit	1. If it is an L-band Circuit, L-band forcing may be missing in the intermediate nodes. 2. Complete spectrum is utilized in the path if forced, or on all the available path between source and destination.	1. 1. Force L-band on all intermediate nodes on the L-band circuit route path. 2. 2. Try to force other available path or add new path if spectrum is exhausted on all available paths.
Untested System Configuration: Number of OLA sites between Terminal sites is more than 2. Please contact support before deployment.	The NCS 1001 network has more than two OLA sites between Terminal sites.	Keep only two OLA sites between Terminal sites.