

Troubleshooting Guide for Cisco NCS 1010, IOS XR Releases 7.9.x

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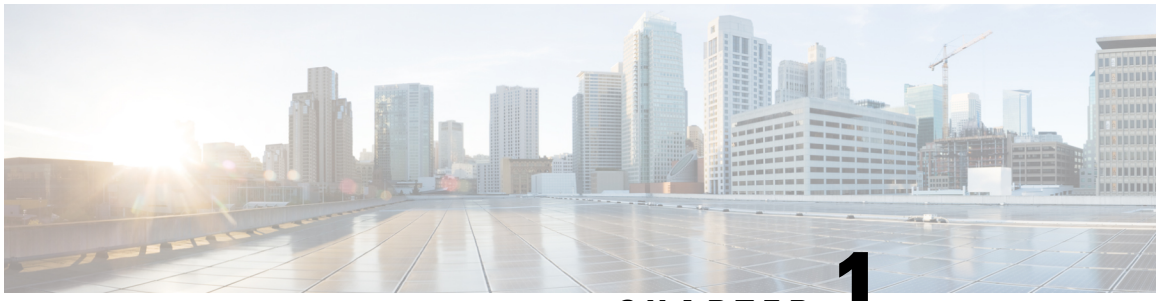
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CHAPTER 1

Troubleshooting of Infrastructure Alarms

This chapter provides a description, severity, and troubleshooting procedure for each commonly encountered Cisco NCS 1010 infrastructure alarm and condition. When an alarm is raised, refer to its clearing procedure.

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A2L Access Error

Default severity: Critical

Logical object: N/A

The A2L Access Error alarm is raised when the software cannot communicate with the Act2Lite device on the line card over the I2C bus. In this condition, the Act2Lite device does not respond to I2C transactions, and the hardware reports a No Acknowledgement (NACK).

Clear A2L Access Error alarm

Procedure

Reload the rack using the **reload location 0/rack** command.

What to do next

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

LICENSE-COMM-FAIL

Default Severity: Major(MJ), Non-Service-Affecting (NSA)

Logical Object: plat_sl_client

The LICENSE-COMM-FAIL alarm is raised when the device is not able to communicate with the Cisco license cloud server.

Clear LICENSE-COMM-FAIL Alarm

Procedure

This alarm is cleared when the communication with the Cisco cloud license server is restored.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

DISASTER_RECOVERY_UNAVAILABLE_ALARM

Default Severity: Major(MJ), Non-Service-Affecting (NSA)

Logical Object: Instorch

The DISASTER_RECOVERY_UNAVAILABLE_ALARM is triggered when the chassis SSD image is corrupted or the system operates with uncommitted software.

Clear the Disaster Recovery Unavailable Alarm

Procedure

This alarm clears automatically after the upgrade from a lower release to a higher release. The upgrade process completes after running the **install commit** command. It syncs the image with the local repository every 12 hours. For more details about software upgrade, see the section of the .

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

ESD_INIT_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The ESD_INIT_ERR_E alarm is raised when the Ethernet Switch Driver (ESD) initialization fails.

Clear the ESD_INIT_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

EQUIPMENT_FAILURE

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: LC

The EQUIPMENT_FAILURE alarm is raised when any of the following equipment fails:

- Optical module
- Phase Lock Loop (PLL)
- Cloud Detection and Response (CDR)
- Line Card
- Field Programmable Gate Array (FPGA)
- Line card RAM or Disk
- META-DX2
- I/O Expander

Clear the EQUIPMENT_FAILURE Alarm

Procedure

Step 1 Collect logs to gather detailed diagnostic information. Use the **show tech-support** command in privileged EXEC mode:

Example:

```
RP/0/RP0/CPU0:ios#show tech-support
```

Step 2 Check for any active alarms or syslogs to identify unexpected alarms that may have triggered the failure. If there are any alarms, clear the active alarms.

Step 3 Examine the following parameters related to the failed equipment or line card.

- Ambient temperature
- Voltage
- Current
- Power supply

Step 4 (Optional) If the alarm was raised for a CIM8 module in a 2.4T or 2.4TX line card, perform the following checks.

a) If there was an ambient temperature issue, perform the following steps.
b) Ensure that all fan trays are operational and the chassis and line card temperatures are within the recommended range.
c) After the chassis and line card temperatures are optimal, perform a CIM8 Online Insertion and Removal.
d) If the alarm is still active, conduct a cold reload of the Line Card using the **reload** *location Rack/Slot* **noprompt** command.

Step 5 Attempt the following workarounds in sequence to resolve the issue:

a) Perform online insertion and removal of the failed module.
b) Conduct a warm reload of the Line Card using the **reload** *location* **0/1/NXR0 noprompt** command.
c) Conduct a cold reload of the Line Card using the **reload** *location Rack/Slot* command.

Warning
A cold reload of the line card affects traffic on the other slice of the line card.

Step 6 If the alarm is still active after trying the workarounds in the previous steps, replace the faulty equipment.

For more details, refer to the Cisco Returns Portal or log in to the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

EITU-FPGA-PCIE-ERROR

Default Severity: Critical

Logical Object: N/A

The EITU-FPGA-PCIE-ERROR alarm is raised when

- the EITU FPGAs or the PCIe link between the FPGA and the RP fails, or
- the FPGA and the RP are disconnected.

Clear the EITU-FPGA-PCIE-ERROR Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by recovering the FPGA.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

FAN FAIL

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The FAN FAIL alarm is raised when one of the two fans stops spinning or fails. If a fan stops working properly, the temperature can increase beyond the usual operating range, which might also trigger the TEMPERATURE alarm to activate.

Clear the FAN FAIL Alarm

Procedure

To clear this alarm, replace the faulty fan in the chassis.

If the alarm does not clear after replacing the faulty fan, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

FAN SPEED SENSOR 0: OUT OF TOLERANCE FAULT

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The FAN SPEED SENSOR 0: OUT OF TOLERANCE FAULT alarm is raised when one or more fans in the fan tray are faulty.

Clear the FAN SPEED SENSOR 0: OUT OF TOLERANCE FAULT Alarm

Procedure

To clear this alarm, replace the faulty fans in the chassis.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

FAN-POWER-ERROR

Default Severity: Major (MJ), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The FAN-POWER-ERROR alarm is raised when the power supply to the fan tray fails.

Clear the FAN-POWER-ERROR Alarm

Procedure

This alarm is cleared when:

- The power supply to the fan tray is restored.
- Online Insertion and Removal (OIR) of the fan tray is performed.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

FAN-TRAY-ABSENT

Default Severity: Major (MJ), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The FAN-TRAY-ABSENT alarm is raised when one or more fan trays are absent or removed from the chassis.

Clear the FAN-TRAY-REMOVAL Alarm

Procedure

Insert the fan trays into the chassis.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

FPD IN NEED UPGD

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-FPD

The FPD IN NEED UPGD alarm is raised when a newer FPD version in the FPD package is available on the FPD boot disk and the its internal memory has an outdated FPD version. A FPD package is stored on the boot disk and contains all the FPD images for each FPD on the platform for that Cisco IOS XR version. The FPDs run from images stored in its internal memory and not from the images inside the FPD package.

Clear the FPD IN NEED UPGD Alarm

Procedure

This alarm is cleared when the correct FPD is upgraded using the **upgrade hw-module location** *location-id* **fpd** *fpd name* command. For more details, see the section of the .

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

FT0-IDPROM-I2C_ACCESS-ERROR

Default Severity: Critical

Logical Object: N/A

The FT<*fan_tray_number*>-IDPROM-I2C_ACCESS-ERROR alarm is raised when there is a failure or disconnection on the interface or the EEPROM on the fan tray.

Clear the FT0-IDPROM-I2C_ACCESS-ERROR Alarm

To clear this alarm:

Procedure

Step 1 Remove and re-insert the fan tray into the chassis.

Step 2 Swap the fan tray with another slot's tray to check if the alarm follows the fan tray or the slot location. If the alarm is raised again, replace the faulty fan tray.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

GNSS-I2C-ERROR

Default Severity: Critical

Logical Object: N/A

The GNSS-I2C-ERROR alarm is raised when either the I2C interface or the GNSS module on the EITU fails.

This can lead to unexpected behavior in the timing features.

Clear the GNSS-I2C-ERROR Alarm

To clear this alarm:

Procedure

Log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

GOLDEN_BIOS_BOOTED

Default Severity: Critical

Logical Object: N/A

The GOLDEN_BIOS_BOOTED alarm is raised when the RP has booted from the Golden BIOS Flash due to:

- a hardware failure, or
- a software corruption on the primary BIOS flash.

Clear the GOLDEN_BIOS_BOOTED Alarm

To clear this alarm:

Procedure

Log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

IDPROM-CORRUPT

Default Severity: Critical

Logical Object: N/A

The IDPROM-CORRUPT alarm is raised when

- the manufacturing EEPROM of the unit, such as an Optical Module, Fan Tray, or Rack, is corrupted or
- the software is unable to identify the unit due to corruption.

As a result, the **show inventory** command output may display missing hardware for the affected unit.

Clear the IDPROM-CORRUPT Alarm

To clear this alarm:

Procedure

Log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

IDPROM-I2C_ACCESS-ERROR

Default Severity: Critical

Logical Object: N/A

The IDPROM-I2C_ACCESS-ERROR alarm is raised when there is:

- a failure on the I2C interface, or
- a malfunction in the Manufacturing EEPROM on the Rack.

As a result, the **show inventory** command output displays missing a serial number or PID information.

Clear the IDPROM-I2C_ACCESS-ERROR Alarm

To clear this alarm:

Procedure

Log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

IMPROPRMVL

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: LC/PPM

The IMPROPRMVL alarm is raised when a line card or PPM is removed without deleting its configuration.

Clear the IMPROPRMVL Alarm

To clear this alarm:

Procedure

Step 1 Re-insert the line card or PPM.

Step 2 Delete the line card configuration.

Step 3 Remove the line card.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

INSTALL IN PROGRESS

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-INSTALL

The INSTALL IN PROGRESS alarm is raised when the install operation is in progress or if the "install commit" is not performed after activating a new image or package.

Clear the INSTALL IN PROGRESS Alarm

Procedure

Step 1 1) Wait until the install operation is completed.

Step 2 2) Run the **install commit** command after the **install activate** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

Invalid sensor read error

Default Severity: Minior(MN),Non Service-Affecting (NSA)

Logical Object: SPI-ENVMON

Invalid sensor read error alarm raised when the system is unable to retreive data from its sensors.

Clear the Invalid sensor read error Alarm

Procedure

To clear this alarm, log in to the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html or call Cisco TAC (1 800 553-2447).

[Low | High] Voltage

Default Severity: Critical (CR), Minor (MN), Non-Service-Affecting (NSA), Service Affecting (SA)

Note The severity of the alarm is determined by the voltage values detected by the sensor.

Logical Object: LC

A [Low | High] Voltage is raised if any of the internal voltage measurements are not within the operating range. Following are the formats of the alarms along with their descriptions:

- *[sensor name]: high voltage alarm* is raised when the voltage is above the operating range.
- *[sensor name]: low voltage alarm* is raised when the voltage is below the operating range.

Clear the [Low | High] Voltage Alarm

Procedure

Verify the voltage of the power source. The voltage alarms clear automatically when the voltage is within the operating conditions. The voltage rating value varies depending on the standards of different countries for AC and DC power ranges.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

MEA Alarm

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: LC/PPM

The Mismatch Equipment Attributes (MEA) alarm for the Pluggable Port Module (PPM) or Quad Small Form-Factor Pluggable (QSFP) is raised when:

- There is a mismatch in the configured client data rate and the supported QSFP physical data rate.
- The inserted line card is not compatible with the configuration that is currently available in the slot.

Clear the MEA Alarm

Procedure

Step 1 Verify the client data rate:

a) Verify the supported physical data rate of the QSFP on using the **show inventory** command.
b) Verify the configured client data rate on using the **show hw-module location** command.
c) If the above values do not match, insert the appropriate pluggable or configure the required client data rate.

For more details on configuring the client data rate, see *Configuring the Card Mode* chapter of the .

Step 2 Physically verify the type of card and configure the slot with the desired card type.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

BAND-PARTNER-NODE-UNPAIRED alarm

Default severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The *Node is unpaired from band partner node* (BAND-PARTNER-NODE-UNPAIRED) alarm is raised when the management (MGMT) port connectivity between C-band and L-band nodes is down or the partner band configuration is incorrect.

- The MGMT cable between C-band and L-band nodes is not connected properly or is disconnected.
- The interlink management or MGMT port is in shutdown state.
- The partner band configuration is incorrect or missing, such as when the partner band OLC configuration is removed from one end after the bidirectional connection is established, causing the connection to break in one of the directions.
- The partner-band node is unavailable due to RP reload or power cycle events.

Clear BAND-PARTNER-NODE-UNPAIRED alarm

Follow these steps to clear the BAND-PARTNER-NODE-UNPAIRED.

Procedure

Step 1 Check the MGMT cable between the C-band and L-band nodes and ensure that it is connected properly.

Step 2 Bring up the interlink management or MGMT port if it is in shutdown state.

Step 3 Verify and correct any incorrect or missing partner band configuration on the C-band and L-band nodes.

Step 4 If the the OLC partner band configuration on the alarmed node is incorrect or no longer required, remove the configuration.

What to do next

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

OPT-MOD-SPI-FAILURE

Default Severity: Critical

Logical Object: N/A

The OPT-MOD-SPI-FAILURE alarm is raised when the Optical Module becomes inaccessible through the SPI interface due to a software or hardware failure.

This results in the software being unable to communicate with the Optical Module.

Clear the OPT-MOD-SPI-FAILURE Alarm

To clear this alarm:

Procedure

If the traffic is down, do one of the following:

a) Reload the optical module using the **reload location** command.
b) Remove the optical module and re-insert it.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

OPTICAL-MOD-ABSENT

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: Phy1_mgmt

The Optical-Mod-Absent alarm is raised when:

- line card is not inserted properly or is removed from the chassis.

Clear the Optical MOD Absent Alarm

To clear this alarm, perform the following steps:

SUMMARY STEPS

1. Follow the procedure Remove and Replace Line Card to reinsert the line card and connect the fan.
2. The alarm clears automatically once the LC reload is complete.

DETAILED STEPS

Procedure

Step 1 Follow the procedure Remove and Replace Line Card to reinsert the line card and connect the fan.

Step 2 The alarm clears automatically once the LC reload is complete.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

OUT_OF_COMPLIANCE

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: plat_sl_client

The OUT_OF_COMPLIANCE alarm is raised when one or more license entitlements is not in compliance. This state is seen when the license does not have an available license in the corresponding Virtual Account that the Cisco device is registered to, in the Cisco Smart Account.

Clear Out of Compliance Alarm

SUMMARY STEPS

1. To clear this alarm, enter into a compliance by adding the correct number and type of licenses to the Smart Account.

DETAILED STEPS

Procedure

To clear this alarm, enter into a compliance by adding the correct number and type of licenses to the Smart Account.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PHY1-MDIO-ACCESS-ERROR

Default Severity: Critical

Logical Object: N/A

The PHY1-MDIO-ACCESS-ERROR alarm is raised when either the MDIO interface or the PHY1 device on the Rack fails.

Clear the PHY1-MDIO-ACCESS-ERROR Alarm

Procedure

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PHY2-MDIO-ACCESS-ERROR

Default Severity: Critical

Logical Object: N/A

The PHY2-MDIO-ACCESS-ERROR alarm is raised when either the MDIO interface or the PHY2 device on the Optical Module in Slot 0 fails.

This results in unexpected behaviour for timing features.

Clear the PHY2-MDIO-ACCESS-ERROR Alarm

To clear this alarm:

Procedure

If the traffic is down, do one of the following:

- Reload the optical module using the **reload location** *0/0* command.
- Remove the optical module and re-insert it.
- Swap the optical module to another slot to check if the alarm is raised again on the new slot. If the alarm is raised again, replace the faulty optical module.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PHY2-POWER-ZONE-ERROR

Default Severity: Critical

Logical Object: N/A

The PHY2-POWER-ZONE-ERROR alarm is raised when there is a failure in the power zone of PHY2, located on the Optical Module in Slot 0.

This results in unexpected behaviour for timing features.

Clear the PHY2-POWER-ZONE-ERROR Alarm

To clear this alarm:

Procedure

If the traffic is down, do one of the following:

a) Reload the optical module using the **reload location** *0/0* command.
b) Remove the optical module and re-insert it.
c) Swap the optical module to another slot to check if the alarm is raised again on the new slot.
d) If the alarm is raised again, replace the faulty optical module.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PEM PID-MISMATCH

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The PEM PID-MISMATCH alarm is raised when two different Power Entry Modules (PEM) or PSUs with different PIDs are connected to the 0/PM0 and 0/PM1 node positions.

Clear the PEM PID-MISMATCH Alarm

Procedure

To clear this alarm, make sure that both connected PSUs are of the same type and rating: either both AC 2KW or both AC 2.5KW. Similarly, for DC PSUs, both should be either DC 2KW or DC 2.5KW.

We recommend using PSUs with the same PIDs in both the 0/PM0 and 0/PM1 node positions.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PM0-IDPROM-I2C_ACCESS-ERROR

Default Severity: Critical

Logical Object: N/A

The PM0-IDPROM-I2C_ACCESS-ERROR alarm is raised when there is:

- a hardware failure on the I2C interface, or
- a hardware failure on the manufacturing EEPROM of the PSU in slot 0.

As a result, the **show inventory** command output displays missing a serial number or PID information.

Clear the PM0-IDPROM-I2C_ACCESS-ERROR Alarm

To clear this alarm:

Procedure

Step 1 If the setup has a redundant-powered PSU, remove the PSU and re-insert it.

Step 2 If the traffic is down, swap the PSU to another slot to check if the alarm is raised again on the new slot.

Step 3 If the alarm is raised again, replace the faulty PSU.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PM1-IDPROM-I2C_ACCESS-ERROR

Default Severity: Critical

Logical Object: N/A

The PM1-IDPROM-I2C_ACCESS-ERROR alarm is raised when there is:

- a hardware failure on the I2C interface, or
- a hardware failure on the manufacturing EEPROM of the PSU in Slot 1.

As a result, the **show inventory** command output displays missing serial number or PID information.

Clear the PM1-IDPROM-I2C_ACCESS-ERROR Alarm

To clear this alarm:

Procedure

Step 1 If setup has redundant powered PSU, remove the PSU and re-insert it.

Step 2 If the traffic is down, swap the PSU to another slot to check if the alarm is raised again on the new slot.

Step 3 If the alarm is raised again on a new slot, replace the faulty PSU.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PORT_AUTO_TUNE_ERR_E

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: ESD

The PORT_AUTO_TUNE_ERR_E alarm is raised when the port auto-tuning fails.

Clear the PORT_AUTO_TUNE_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the port.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

PORT_INIT_ERR_E

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: ESD

The PORT_INIT_ERR_E alarm is raised when the port initialization fails.

Clear the PORT_INIT_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the port.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

POWER MODULE OUTPUT DISABLED

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The POWER MODULE OUTPUT DISABLED alarm is raised power supply is not connected to the power module.

Clear the POWER MODULE OUTPUT DISABLED Alarm

Procedure

This alarm is automatically cleared when power supply is connected to the power module.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

POWER-MODULE-REDUNDANCY-LOST

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The Power Group redundancy lost (POWER-MODULE-REDUNDANCY-LOST) alarm is raised if:

- the Power Supply Unit (PSU) is faulty or removed.
- the input PSU voltage goes beyond the working range of 180 to 264 volts for input high line (HL) and 90 to 140 volts for input low line (LL) nominal voltages.

Clear the POWER-MODULE-REDUNDANCY-LOST Alarm

Procedure

To clear this alarm:

- Re-insert the power module and then connect the power supply to the module.
- If the alarm does not clear after re-inserting, replace the power module.
- Check the input voltage value of the PSU using the **show environment power** command.
- If the input voltage is beyond the working range, check the power supplied to the PSU.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

Provisioning Failed Alarm

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: LC/Controller Name

The Provisioning Failed alarm is raised when invalid configuration is configured or invalid slice provisioning is made on the controller.

Clear the Provisioning Failed Alarm

Procedure

Step 1 Verify whether the provisioning configurations are supported for the line card.

Step 2 Change it to supported configurations for the line card.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

Provisioning in Progress Alarm

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: LC

The Provisioning in Progress alarm is raised when the provisioning request is in progress on the line card.

Clear the Provisioning in Progress Alarm

Procedure

Step 1 Verify the status of the alarm using the following debug command:

```
RP/0/RP0/CPU0:ios#show hw-module location '<0/n/NXR0>' mxponder
```

Step 2 Wait till the status changes to **Provisioned**.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SPI_FLASH_CFG_INIT_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SPI_FLASH_CFG_INIT_ERR_E alarm is raised when there is an unsupported switch firmware version present.

Clear the SPI_FLASH_CFG_INIT_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the Aldrin. If the alarm does not clear automatically:

- Restart the ESD process using the **process restart esd location 0/rp0/cpu0** command.
- Reload the rack using the **reload location 0/rack** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_ALL_PORTS_DOWN_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_ALL_PORTS_DOWN_ERR_E alarm is raised when all the switch ports are down.

Clear the SWITCH_ALL_PORTS_DOWN_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the ports.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_CFG_INIT_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_CFG_INIT_ERR_E alarm is raised when the initial switch configuration fails.

Clear the SWITCH_CFG_INIT_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_CRITICAL_PORT_FAILED_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_CRITICAL_PORT_FAILED_E alarm is raised when there is a critical port failure.

Clear the SWITCH_CRITICAL_PORT_FAILED_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the Aldrin. If the alarm does not clear automatically:

- Restart the ESD process using the **process restart esd location 0/rp0/cpu0** command.
- Reload the rack using the **reload location 0/rack** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_DMA_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_DMA_ERR_E alarm is raised when the switch Direct Memory Access (DMA) engine fails.

Clear the SWITCH_DMA_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_EEPROM_INIT_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_EEPROM_INIT_ERR_E alarm is raised when the Switch EEPROM initialization fails.

Clear the SWITCH_EEPROM_INIT_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_FDB_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_FDB_ERR_E alarm is raised when the switch forwarding database (FDB) operation fails.

Clear the SWITCH_FDB_ERR_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_FDB_MAC_ADD_ERR_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_FDB_MAC_ADD_ERR_E alarm is raised when the switch firmware is unable to add a MAC address to its database.

Clear the SWITCH_FDB_MAC_ADD_ERR_E Alarm

Procedure

To clear this alarm, contact technical support by logging into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html or call Cisco TAC (1 800 553-2447).

SWITCH_FIRMWARE_BOOT_FAIL_E

Default Severity: Critical (CR), Non-Service-Affecting (NSA)

Logical Object: ESD

The SWITCH_FIRMWARE_BOOT_FAIL_E alarm is raised when the switch firmware boot fails.

Clear the SWITCH_FIRMWARE_BOOT_FAIL_E Alarm

Procedure

This alarm can be cleared when the ESD auto clears the alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_NOT_DISCOVERED_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_NOT_DISCOVERED_E alarm is raised when the switch is not discovered on the Peripheral Component Interconnect express (PCIe) bus.

Clear the SWITCH_NOT_DISCOVERED_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SWITCH_RESET_RECOVERY_FAILED_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH_RESET_RECOVERY_FAILED_E alarm is raised when the Switch Reset operation does not recover the switch.

Clear the SWITCH_RESET_RECOVERY_FAILED_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by reloading the card using the **reload cpu0/rp0** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

UNSTABLE_LINK_E

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: ESD

The UNSTABLE_LINK_E alarm is raised when there is an unstable link with high number of UP and DOWN state changes.

Clear the UNSTABLE_LINK_E Alarm

Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the port.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SIA_GRACE_PERIOD_REMAINING

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: plat_sl_client

When the device enters an Out-of-Compliance (OOC) state, a grace period of 90 days begins. During this period, SIA license benefits can still be availed. The SIA_GRACE_PERIOD_REMAINING alarm is raised when a Software Innovation Access(SIA) upgrade is allowed during this grace period.

Clear SIA Grace Period Remaining

SUMMARY STEPS

1. This alarm is cleared when Software Innovation Access(SIA) licenses are purchased.

DETAILED STEPS

Procedure

This alarm is cleared when Software Innovation Access(SIA) licenses are purchased.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SIA_UPGRADE_BLOCKED

Default Severity: Major(MJ), Service-Affecting (SA)

Logical Object: plat_sl_client

The SIA_UPGRADE_BLOCKED alarm is raised when Software Innovation Access(SIA) grace period has expired.

Clear SIA Grace Period Remaining

Procedure

This alarm is cleared when the SIA licences are purchased.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SSD-ACCESS-ERROR

Default Severity: Critical (CR) ,Non-Service-Affecting(NSA)

Logical Object: Instorch

The SSD-ACCESS-ERROR is raised when the system cannot access the chassis SSD either because of chassis SSD corruption or because the chassis SSD has been removed.

Clear the SSD-ACCESS-ERROR Alarm

To clear this alarm:

Procedure

Step 1 Re-insert the chassis SSD if it is not properly inserted.

Step 2 If the alarm does not clear after reinserting, replace the corrupted SSD on the chassis.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TACACS Server Down

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: Software

Release: This alarm was introduced in R24.3.1.

The *<TACACS server details>TACACS server DOWN* alarm is raised when the TACACS server is down.

Clear the TACACS Server Down Alarm

The TACACS Server Down alarm is cleared when the TACACS server is up.

To clear this alarm, perform these steps:

Procedure

Step 1 Verify the TACACS server group using the **show tacacs server-groups** command.

Step 2 Check the connection between the device and the TACACS+ server using the **show tacacs details** command.

Step 3 Remove the global and private server configuration.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TEMPERATURE

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The TEMPERATURE alarm is raised when the temperature of a sensor exceeds the normal operating range because of any of the following reasons:

- One or more fans stops working.
- Inadequate airflow.
- Environmental temperature of the room is abnormally high.

Clear the TEMPERATURE Alarm

Procedure

To clear this alarms:

Step 1 Check the fan speed and temperature values using the **show environment** command.

Step 2 Check any fan tray or failure alarms using the **show alarms brief system active**.

Step 3 Ensure that:

a) there are no airflow obstructions.
b) fans are working fine.
c) environmental temperature of the room is not abnormally high.

Step 4 If your pluggable shuts down due to high temperature and does not recover after the temperature returns to normal, recover traffic by performing an OIR (Online Insertion and Removal) of the pluggable or by resetting the line card.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

UPGRADE_LICENSE_GRACE_PERIOD_REMAINING

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: plat_sl_client

The UPGRADE_LICENSE_GRACE_PERIOD_REMAINING alarm is raised when a software upgrade is allowed in the upgrade license grace period.

UPGRADE_LICENSE_GRACE_PERIOD_REMAINING

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: plat_sl_client

The UPGRADE_LICENSE_GRACE_PERIOD_REMAINING alarm is raised when a software upgrade is allowed in the upgrade license grace period.

VOLTAGE

Default Severity: Minor (MN), Major (MJ), Critical (CR), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The VOLTAGE alarm is raised when the voltage is out of the operating range.

Clear the VOLTAGE Alarm

Procedure

To clear this alarm:

Step 1 Check if the input voltage is within the expected range.

Step 2 Check the component level voltage is within the operating range using the **show environment voltage** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

ZARLINK-SPI-OR-114M-CLOCK-ERROR

Default Severity: Critical

Logical Object: N/A

The ZARLINK-SPI-OR-114M-CLOCK-ERROR alarm is raised when there is a failure on the DPLL located on the Rack, making it no longer accessible by software.

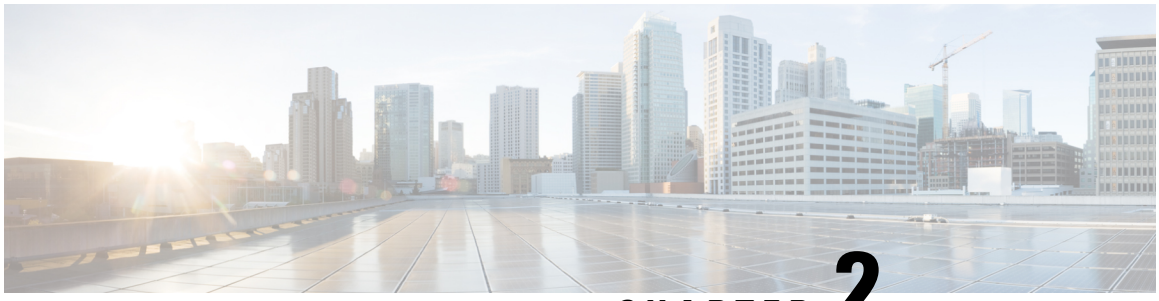
This may result in unexpected behaviour in timing features.

Clear the ZARLINK-SPI-OR-114M-CLOCK-ERROR Alarm

To clear this alarm:

Procedure

Log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).



CHAPTER 2

Troubleshooting of Data Path Alarms

This chapter provides a description, severity, and troubleshooting procedure for each commonly encountered Cisco NCS 1010 data path alarm and condition. When an alarm is raised, refer to its clearing procedure.

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- EGRESS-AMPLI-GAIN-LOW, on page 34
- EGRESS-AUTO-LASER-SHUT, on page 35
- EGRESS-AUTO-POW-RED, on page 35
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- INGRESS-AMPLI-GAIN-HIGH, on page 37
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- RX-LOC, on page 41
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- TD-SUCCESS, on page 44
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EGRESS-AMPLI-GAIN-HIGH

Default Severity: Non Service-Affecting (NSA)

Logical Object: Controller OTS

The EGRESS-AMPLI-GAIN-HIGH alarm is raised when the EGRESS EDFA module cannot reach the gain setpoint. This condition occurs if the amplifier reaches its range boundaries and the Egress Amplifier Gain Degrade is high.

Clear the EGRESS-AMPLI-GAIN-HIGH Alarm

Procedure

Step 1 Adjust the gain setting to a correct value using the **controller ots egress-ampli-gain** command.

If the APC value is set to the disabled state, the applied gain results from the configuration. Therefore, you must adjust the gain setting to a high value.

Step 2 Check the overall system settings, performance, and the configured EDFA Gain using the **show configuration commit changes all** command.

If the APC value is set to the enabled state, it may be due to an unexpected long or short span, or due to other measured channels. If the alarm persists, it may indicate an amplifier hardware failure.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

EGRESS-AMPLI-GAIN-LOW

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The EGRESS-AMPLI-GAIN-LOW alarm is raised when the Egress Amplifier Gain Degrade is Low.

Clear the EGRESS-AMPLI-GAIN-LOW Alarm

Procedure

Step 1 Adjust the gain setting to a correct value using the **controller ots egress-ampli-gain** command.

If the APC value is set to the disabled state, the applied gain results from the configuration. Therefore, you must adjust the gain setting to a low value.

Step 2 Check the overall system settings, performance, and the configured EDFA Gain using the **show configuration commit changes all** command.

If the APC value is set to the enabled state, it may be due to an unexpected long or short span, or due to other measured channels. If the alarm persists, it may indicate an amplifier hardware failure.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

EGRESS-AUTO-LASER-SHUT

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The EGRESS-AUTO-LASER-SHUT alarm is raised when the Egress EDFA shuts down its Tx power if it is not receiving any input power on the Line Rx port due to a fiber cut. This alarm is raised if the safety-control-mode is set to the auto state on line OTS controller.

Clear the EGRESS-AUTO-LASER-SHUT Alarm

Procedure

Step 1 Check and clear the RX-LOC alarm by repairing any cut in fiber cable.

Step 2 Check and clear the RX-LOS-P alarm by adjusting the threshold setting.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

EGRESS-AUTO-POW-RED

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The EGRESS-AUTO-POW-RED alarm is raised when LOS is detected on the line RX, the line TX normalizes the signal output power. In this case, if safety-control-mode set to auto, the egress amplifier goes into power reduction mode for safety reasons.

Clear the EGRESS-AUTO-POW-RED Alarm

Procedure

Step 1 Check if the egress amplifier automatic power reduction is active using the **show controllers** *Controller-type R/S/I/P* command.

Step 2 Check if the safety conditions of the Egress EDFA are active using the **show controllers** *Controller-type R/S/I/P* command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

HIGH-RX-BR-PWR

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The HI-RX-BR-PWR alarm is raised when there is a high back reflection power at the egress port due to a poor fiber connection.

Clear the HIGH-RX-BR-PWR Alarm

Procedure

Ensure that the span fiber is thoroughly clean and properly connected. For more details about cleaning fiber, see the section of the .

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

HIGH-TX-BR-PWR

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: Controller OTS

The HI-TX-BR-PWR alarm is raised when there is a high back reflection power at the ingress port due to a poor fiber connection.

Clear the HIGH-TX-BR-PWR Alarm

Procedure

Ensure that the span fiber is thoroughly clean and properly connected. For more details about cleaning fiber, see the section of the .

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

INGRESS-AMPLI-GAIN-HIGH

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The INGRESS-AMPLI-GAIN-HIGH alarm is raised when the Ingress EDFA module cannot reach the gain setpoint. This condition occurs if the amplifier reaches its range boundaries.

Clear the INGRESS-AMPLI-GAIN-HIGH Alarm

Procedure

Step 1 Adjust the ingress amplification gain to a correct value using the **controller ots ingress-ampli-gain** command.

If the APC value is set to the disabled state, the applied gain results from the configuration. Therefore, you must adjust the gain setting to a high value.

Step 2 Check the overall system settings, performance, and the configured EDFA Gain using the **show configuration commit changes all** command.

If the APC value is set to the enabled state, it may be due to an unexpected long or short span, or due to other measured channels. If the alarm persists, it may indicate an amplifier hardware failure.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

INGRESS-AMPLI-GAIN-LOW

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The INGRESS-AMPLI-GAIN-LOW alarm is raised when the Ingress EDFA module cannot reach the gain setpoint. This condition occurs if the amplifier reaches its range boundaries.

Clear the INGRESS-AMPLI-GAIN-LOW Alarm

Procedure

Step 1 Adjust the ingress amplification gain to a correct value using the **controller ots ingress-ampli-gain** command.

If the APC value is set to the disabled state, the applied gain results from the configuration. Therefore, you must adjust the gain setting to a high value.

Step 2 Check the overall system settings, performance, and the configured EDFA Gain using the **show configuration commit changes all** command.

If the APC value is set to the enabled state, it may be due to an unexpected long or short span, or due to other measured channels. If the alarm persists, it may indicate an amplifier hardware failure.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

INGRESS-AUTO-LASER-SHUT

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

Supported from release: R25.1.1

The INGRESS-AUTO-LASER-SHUT alarm is raised when the ingress amplifier is off for safety Reasons.

Clear the INGRESS-AUTO-LASER-SHUT Alarm

Procedure

Step 1 For the controller OTS, check the RX-LOC or RX-LOSP alarm.

Step 2 Check if the safety conditions of the Ingress EDFA ALS are active.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

INGRESS-AUTO-POW-RED

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

Supported from release: R25.1.1

The INGRESS-AUTO-POW-RED alarm is raised when the ingress amplifier is in power reduction mode for safety reasons.

Clear the INGRESS-AUTO-POW-RED Alarm

Procedure

Step 1 For controller OTS, check if the APR configuration is active.

Step 2 Check if the safety conditions of the Ingress EDFA for APR are active.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-AUTO-LASER-SHUT

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The RAMAN-AUTO-LASER-SHUT alarm is raised when the laser inside the Raman pumps is automatically shut down if loss of signal is detected on the receiving fiber.

Clear the RAMAN-AUTO-LASER-SHUT Alarm

Procedure

Step 1 Check and clear the RX-LOC alarm by repairing any cut in fiber cable.

Step 2 Check if the safety conditions of the Raman pumps are active using the **show controllers ots** *0/0/0/0* **raman-info**.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-AUTO-POW-RED

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The RAMAN-AUTO-POW-RED alarm is raised when the Raman amplifier is in power reduction mode for safety reasons.

Clear the RAMAN-AUTO-POW-RED Alarm

Procedure

Step 1 Check if the Automatic Power Reduction (APR) and safety conditions for Raman amplifier are enabled using the **show configuration commit changes all** command.

Step 2 If APR is disabled, enable using the **controller ots** *R/S/I/P* **raman-force-apr on** command.

Step 3 If safety conditions are disabled, enable using the **controller ots** *R/S/I/P* **raman-osri on** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-[1-5]-HIGH-PWR

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The RAMAN-[1-5]-HIGH-PWR alarm is raised when the Raman [1-5] pumps have high power.

Clear the RAMAN-[1-5]-HIGH-PWR Alarm

Procedure

Check the span length and configured Raman pump power for controller OTS.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-[1-5]-LOW-PWR

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The RAMAN-[1-5]-LOW-PWR alarm is raised when the raman [1-5] pumps have low power.

Clear the RAMAN-[1-5]-LOW-PWR Alarm

Procedure

Check the span length and configured Raman pump power for controller OTS.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RX-LOC

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: Line OTS Controller

The RX-LOC alarm is raised when there is a loss in the fiber connection continuity.

When the RX-LOC alarm is raised at the line OTS, the following alarms at the controller and port are suppressed:

Table 1: Suppressed Alarms List

Alarms	Controller	Port
RX-LOS-P	• DFB • OSC • OTS • Line OTS-OCH	Line RX
TX-POWER-FAIL-LOW	• OTS • OTS-OCH	LINE TX
RX-LOS-P	OTS-OCH	Line RX

Clear the RX-LOC Alarm

Procedure

Check and repair any cut in fiber cable.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RX-LOS-P

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: Controller DFB, Controller OSC, Controller OTS-OCH, Controller OMS, Controller OTS, or Controller OCH

The RX-LOS-P alarm is raised when:

- there is a loss of signal payload.
- the cable is not properly inserted or disconnected from a port.
- port is not currently in use.

Clear the RX-LOS-P Alarm

Procedure

Step 1 Check and adjust the threshold values using the **controller ots** *0/0/0/0* **rx-low-threshold** *value* command.

Step 2 Check if the received power is between -1dBm to -40dBm.

Step 3 Check if the cable is properly inserted into the port.

Step 4 If the port is not in use, shutdown the port using the **controller ots** *R/S/I/P* **shutdown** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SPAN-TOO-SHORT-RX

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The SPAN-TOO-SHORT-RX alarm is raised when the input of the OTS span is too short.

Clear the SPAN-TOO-SHORT-RX Alarm

Procedure

Step 1 Inspect the RX fiber for any signs of damage.

Step 2 Increase the span length of the fiber using the **controller ots** *R/S/I/P* **span-length** *length* command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SPAN-TOO-SHORT-TX

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS

The SPAN-TOO-SHORT-TX alarm is raised when the output of the OTS span is too short.

Clear the SPAN-TOO-SHORT-TX Alarm

Procedure

Step 1 Inspect the TX fiber for any signs of damage.

Step 2 Increase the span length of the fiber using the **controller ots** *R/S/I/P* **span-length** *length* command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TD-FAILED

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS, Controller OMS, or Controller OCH

The TD-FAILED alarm is raised when the Tone Detection fails.

Clear the TD-FAILED Alarm

Procedure

Stop Tone Detection on the corresponding controller using the **tone-pattern-detect controller ots** *R/S/I/P* **stop** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TD-INPROGRESS

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS, Controller OMS, or Controller OCH

The TD-INPROGRESS alarm is raised when the Tone Detection is in progress.

Clear the TD-INPROGRESS Alarm

Procedure

This alarm is cleared automatically when Tone Detection is completed successfully.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TD-SUCCESS

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS, Controller OMS, or Controller OCH

The TD-SUCCESS alarm is raised when Tone Detection is completed successfully.

Clear the TD-SUCCESS Alarm

Procedure

Stop Tone Detection on the corresponding controller using the **tone-pattern-detect controller ots** *R/S/I/P* **stop** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TG-INPROGRES

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: Controller OTS, Controller OMS, or Controller OCH

The TG-INPROGRES alarm is raised when the Tone Generation is in progress.

Clear the TG-INPROGRES Alarm

Procedure

Stop Tone Generation on the corresponding controller using the **tone-pattern controller ots** *R/S/I/P* **stop** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

TX-POWER-FAIL-LOW

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: Controller DFB, Controller OSC, Controller OTS-OCH, Controller OMS, or Controller OCH

Supported from release: R25.1.1

The TX-POWER-FAIL-LOW alarm is raised when the output of the OTS power reading is below the Fail-Low threshold.

Clear the TX-POWER-FAIL-LOW Alarm

Procedure

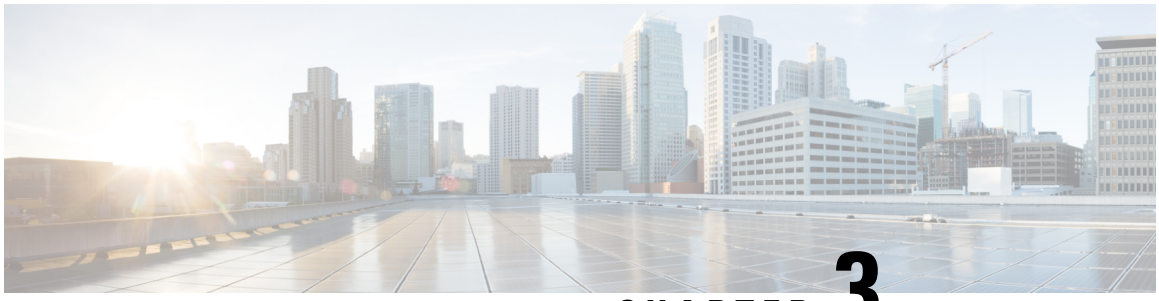
Step 1 Check if the threshold values are correct using the **show controllers ots** *R/S/I/P* command.

Step 2 Check if the corresponding Rx power is correct using the **show controllers ots** *R/S/I/P* command. For example, an OTS Controller 2 TX receives power from the controller 0 RX.

Step 3 Check the configured EDFA gain values using the using the **show controllers ots** *R/S/I/P* command.

Step 4 Check for any hardware failure alarms using the **show alarms brief system active** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).



CHAPTER 3

Troubleshooting of Optical Application Alarms

This chapter provides a description, severity, and troubleshooting procedure for each commonly encountered Cisco NCS 1010 optical application alarm and condition. When an alarm is raised, refer to its clearing procedure.

- APC-BLOCKED-RX, on page 47
- APC-BLOCKED-TX, on page 48
- APC-OUT-OF-RANGE-TX, on page 49
- APC-OUT-OF-RANGE-RX, on page 49
- APC-PARTIAL-TOPOLOGY, on page 50
- RAMAN-TUNE-FAILED, on page 51
- RAMAN-TUNE-GAIN-UNREACHABLE, on page 51
- RAMAN-TUNE-IN-PROGRESS, on page 52
- SPAN-LOSS-OUT-OF-RANGE, on page 52

APC-BLOCKED-RX

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The APC-BLOCKED-RX alarm is raised when:

- The APC domain (OLT—OLT) is down due to:
  - Fiber cut in the receive (RX) direction of the span in the network.
  - Network events such as: OTS controller fail or shutdown, OSC fail or shutdown, LC reload, RP reload, and power cycle events.
- The topology is not discovered by the OSPF end-to-end and the connection bring up is pending.
- The user configured amplifier safety conditions, such as Optical safety remote interlock (OSRI) and Automatic power reduction (APR), and so on.
- Safety condition is triggered due to a High Back Reflection event.
- The participating agent nodes have locally disabled the APC.

Clear the APC-BLOCKED-RX Alarm

This alarm gets cleared when:

- The fiber issues are resolved and the network connectivity is restored in the receive direction.
- All the participating nodes are recovered from High Availability (HA) events.
- The end-to-end topology is discovered using the **show olc apc** command.
- All the safety conditions are cleared from the network.
- Verify that all the agent nodes in the domain have APC enabled using the **show olc apc-local** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

APC-BLOCKED-TX

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The APC-BLOCKED-TX alarm is raised when:

- The APC domain (OLT—OLT) is down due to:
  - Fiber cut in the transmit (TX) direction of the span in the network.
  - Network events such as: OTS controller fail or shutdown, OSC fail or shutdown, LC reload, RP reload, and power cycle events.
- The topology is not discovered by the OSPF end-to-end and the connection bring up is pending.
- The user configured amplifier safety conditions, such as Optical safety remote interlock (OSRI) and Automatic power reduction (APR), and so on.
- Safety condition is triggered due to a High Back Reflection event.
- The participating agent nodes have locally disabled the APC.

Clear the APC-BLOCKED-TX Alarm

This alarm gets cleared when:

- The fiber issues are resolved and the network connectivity is restored in the transmit direction.
- All the participating nodes are recovered from High Availability (HA) events.
- The end-to-end topology is discovered using the **show olc apc** command.
- All the safety conditions are cleared from the network.
- Verify that all the agent nodes in the domain have APC enabled using the **show olc apc-local** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

APC-OUT-OF-RANGE-TX

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The APC-OUT-OF-RANGE-TX alarm is raised when the APC system fails to regulate and achieve the target PSD power level in the transmit direction.

The possible conditions are:

- amplifier gain is exhausted in a particular gain range.
- WSS range (0-25 dB) is exhausted for a single or multiple channels.
- DGE range (0-3 dB) is exhausted for a single or multiple channels.
- increased span loss and the amplifier gain is not enough to achieve the target PSD.

Clear the APC-OUT-OF-RANGE-TX Alarm

This alarm gets cleared in the following conditions:

- If the requested amplifier gain is outside the current configured gain range, change it to the correct gain-range using the **controller ots egress-ampli-gain-range** *{normal | extended}*.
- If the WSS range is exhausted for a channel, check and correct the power levels on the add ports and ensure that there is no extra attenuation added due to a bad patchcord.
- Check the TX power is configured as required using the **show controllers osc** command. If required, configure the TX power using the **controller osc transmit-power** *value* command.
- Check and clear if there are any SPAN-LOSS-OUT-OF-RANGE alarms.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

APC-OUT-OF-RANGE-RX

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The APC-OUT-OF-RANGE-RX alarm is raised when the APC system fails to regulate and achieve the target PSD power level in the receive direction.

The possible conditions are:

- amplifier gain is exhausted in a particular gain range.
- WSS range (0-25 dB) is exhausted for a single or multiple channels.

- DGE range (0-3 dB) is exhausted for a single or multiple channels.
- increased span loss and the amplifier gain is not enough to achieve the target PSD.

Clear the APC-OUT-OF-RANGE-RX Alarm

This alarm gets cleared in the following conditions:

- If the requested amplifier gain is outside the current configured gain range, change it to the correct gain-range using the **controller ots egress-ampli-gain-range** *{normal | extended}*.
- If the WSS range is exhausted for a channel, check and correct the power levels on the add ports and ensure that there is no extra attenuation added due to a bad patchcord.
- Check the RX power is configured as required using the **show controllers osc** command. If required, configure the RX power using the **controller osc transmit-power** *value* command.
- Check and clear if there are any SPAN-LOSS-OUT-OF-RANGE alarms.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

APC-PARTIAL-TOPOLOGY

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The APC-PARTIAL-TOPOLOGY alarm is raised when:

- The APC domain (OLT—OLT) is down due to:
  - Fiber cut in one of the spans in the network.
  - Network events such as: OTS Controller fail/shutdown, OSC fail/shutdown, LC reload, RP reload, and powercycle events.
- The topology is not discovered by the OSPF end-to-end and the connection bring up is pending.

Clear the APC-PARTIAL-TOPOLOGY Alarm

This alarm gets cleared when:

- The fiber issues in the network are resolved, and the connectivity is restored.
- All the participating nodes are recovered from HA events.
- The OSPF is able to discover the topology OLT to OLT.
- All the safety conditions are cleared from the network.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-TUNE-FAILED

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The RAMAN-TUNE-FAILED alarm is raised when Raman tuning is blocked due to:

- Raman tuning turns the Raman pumps off and goes into blocked state because of high Raman back reflection (BR).

  If peer nodes are unreachable due to span down, OSC fail, DFB fail and High Availability events like powercycle and card cold reload. Raman tuning requires communication between peer nodes to run.

Clear the RAMAN-TUNE-FAILED Alarm

This alarm gets cleared when:

- Clear the high BR by cleaning the fiber and port, and reconnect the fiber to the port. When BR is at acceptable levels, the system triggers Raman tuning and turns the Raman pumps on which in turn clears the alarm.
- Check the OSPF neighbors are established using the **show ospf neighbor** command. When OSPF neighbors are established, Raman Tuning is started automatically and completes calibration.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-TUNE-GAIN-UNREACHABLE

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The RAMAN-TUNE-GAIN-UNREACHABLE alarm is raised when Raman Tuner is unable to achieve the target gain set by the user or algorithm.

Clear the RAMAN_TUNE_GAIN_UNREACHABLE Alarm

Configure the target Raman gain to the maximum possible value. This triggers the Raman tuning with the new target gain which clears the alarm. Use the following commands to configure the target Raman gain:

configure

optical-line-control

controller ots *Rack/Slot/Instance/Port*

raman-tuning raman-gain-target *value*

commit

end

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

RAMAN-TUNE-IN-PROGRESS

Default Severity: Major (MJ), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

The RAMAN-TUNE-IN-PROGRESS alarm is raised when Raman tuning is in progress.

Clear the RAMAN-TUNE-IN-PROGRESS Alarm

This alarm is cleared automatically when any of the following conditions are met:

- Raman tuning is completed. To check the status of Raman tuning, use the **show olc raman-tuning** command.
- Raman tuning is disabled. To disable Raman tuning, use the **raman-tuning disable** command.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).

SPAN-LOSS-OUT-OF-RANGE

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS Controller

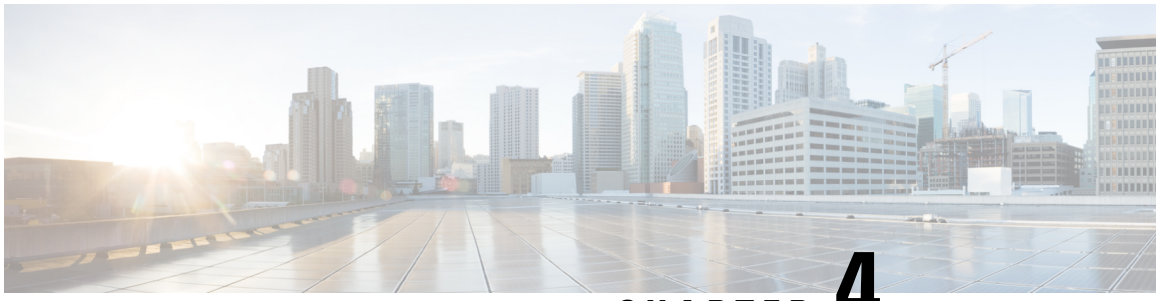
The Span Loss Value Out Of Range (SPAN-LOSS-OUT-OF-RANGE) alarm is raised when the span loss measured is not within the configured threshold range.

The hysteresis value used for this alarm is 0.5dB.

Clear the SPAN-LOSS-OUT-OF-RANGE Alarm

Check and fix any fiber related issues using the OTDR scan measurements results stored in the SOR file. Use the **show controllers ots R/S/I/P otdr-info direction** command to view the OTDR scan events and the location of the SOR file.

If the alarm does not clear, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html for more information or call Cisco TAC (1 800 553-2447).



CHAPTER 4

General Troubleshooting

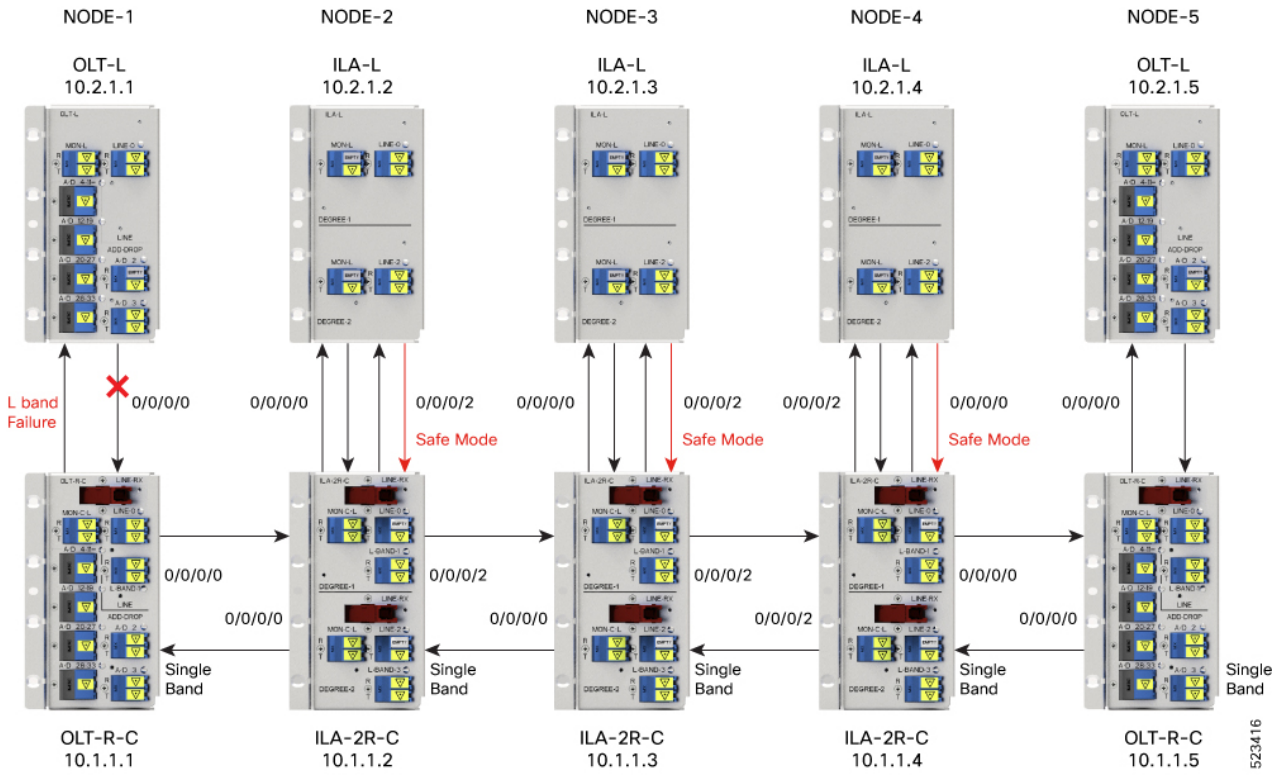
This chapter provides procedures for troubleshooting the most common problems encountered when operating the NCS 1010 chassis.

- Troubleshooting L Band Failure on a C+L Band Network, on page 53
- Troubleshooting C Band Failure on a C+L Band Network, on page 56
- Troubleshooting Span Failure on a C+L Band Network, on page 59
- Troubleshooting RP or LC Warm Reload on a C+L Band Network, on page 62
- Troubleshooting Client-Side Failure, on page 65
- Troubleshooting Line Port SPAN Failure, on page 66
- Troubleshooting Express Connection Failure Between Two Passive Devices, on page 73
- Troubleshooting Power Oscillation in the Network, on page 75

Troubleshooting L Band Failure on a C+L Band Network

In this section, we will troubleshoot L band failure due to connectivity failure between OLT-C and OLT-L nodes. To troubleshoot L-band failure on a C+L band network, start by running the following commands on the manager nodes:

Figure 1: Example of L-band Failure



Procedure

Step 1 Run the **show olc band-status** command on node 10.2.1.1.

Example:

The following command example shows the status of all the L-band nodes as FAILED which indicates that the issue is between the L-band devices of nodes 10.2.1.1 and 10.2.1.2.

```
RP/0/RP0/CPU0#show olc band-status
Fri Dec 16 03:02:07.304 UTC

Controller              : Ots0/0/0/0
Self-Band               : C-Band
BFR status              : Running

Node RID                : 10.2.1.1
Partner IP address      : 192.0.2.2
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Single Band
L-Band status         : FAILED
L-Band PSD              : NA

Node RID                : 10.2.1.2

Partner IP address      : 198.51.100.2
```

```
Partner Controller      : Ots0/0/0/2
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Single Band
L-Band status         : FAILED
L-Band PSD              : NA

Node RID                : 10.2.1.3

Partner IP address      : 203.0.113.2
Partner Controller      : Ots0/0/0/2
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Single Band
L-Band status           : FAILED
L-Band PSD              : NA

Node RID                : 10.2.1.4

Partner IP address      : 209.165.200.226
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Single Band
L-Band status         : FAILED
L-Band PSD            : NA


Node RID                : 10.2.1.5

Partner IP address      : 209.165.201.2
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Single Band
L-Band status           : FAILED
L-Band PSD              : NA
```

All the network failure conditions might not reflect in the **show olc band-status** command output. Proceed to the next step to troubleshoot further.

Based on the above output, it appears that all of the C band nodes are currently active, indicating that the span has not been impacted.

Step 2 Run the **show olc apc** command on node 10.2.1.1.

Example:

The following example shows the APC status as BLOCKED with the *Blocked Reason* as PARTIAL-TOPOLOGY. As the APC manager discovers only node 10.2.1.1 and the rest nodes are not discovered. This clearly indicates that the neighbour node of 10.2.1.1 is not reachable. This indicates hence connectivity failure is between the OLT-C node 10.1.1.1 and OLT-L node 10.1.1.2.

```
RP/0/RP0/CPU0:P1BL_DT_07#show olc apc
Mon Dec 26 09:32:23.624 UTC

Controller      : Ots0/0/0/0
APC Status      : BLOCKED
Blocked Reason  : [ PARTIAL-TOPOLOGY  NODE-BLOCKED ]

Node RID        : 10.2.1.1
Internal State  : BLOCKED
Blocked Reason  : [ AMPLI-SHUT ]
```

Step 3 Run the **show alarms brief system active** command.

Example:

The following example shows the *Loss Of Continuity* alarm which confirms the fiber failure between the the OLT-L node 10.2.1.1 and ILA-L node 10.2.1.2.

```
RP/0/RP0/CPU0:P1BL_DT_07#show alarms brief system active


0/0/NXR0        Minor        Software         12/26/2022 09:27:47 UTC    Ots0/0/0/0 - APC Partial
topology

0/0             Major        Ethernet         12/26/2022 09:27:47 UTC    GigabitEthernet0/0/0/0 -
Loss of Synchronization The Data Interface

0/0/NXR0        Minor        Software         12/26/2022 09:32:15 UTC    Ots0/0/0/0 - APC blocked

0/0           Critical     Controller      12/26/2022 09:32:16 UTC    Ots0/0/0/0 - Loss Of Continuity

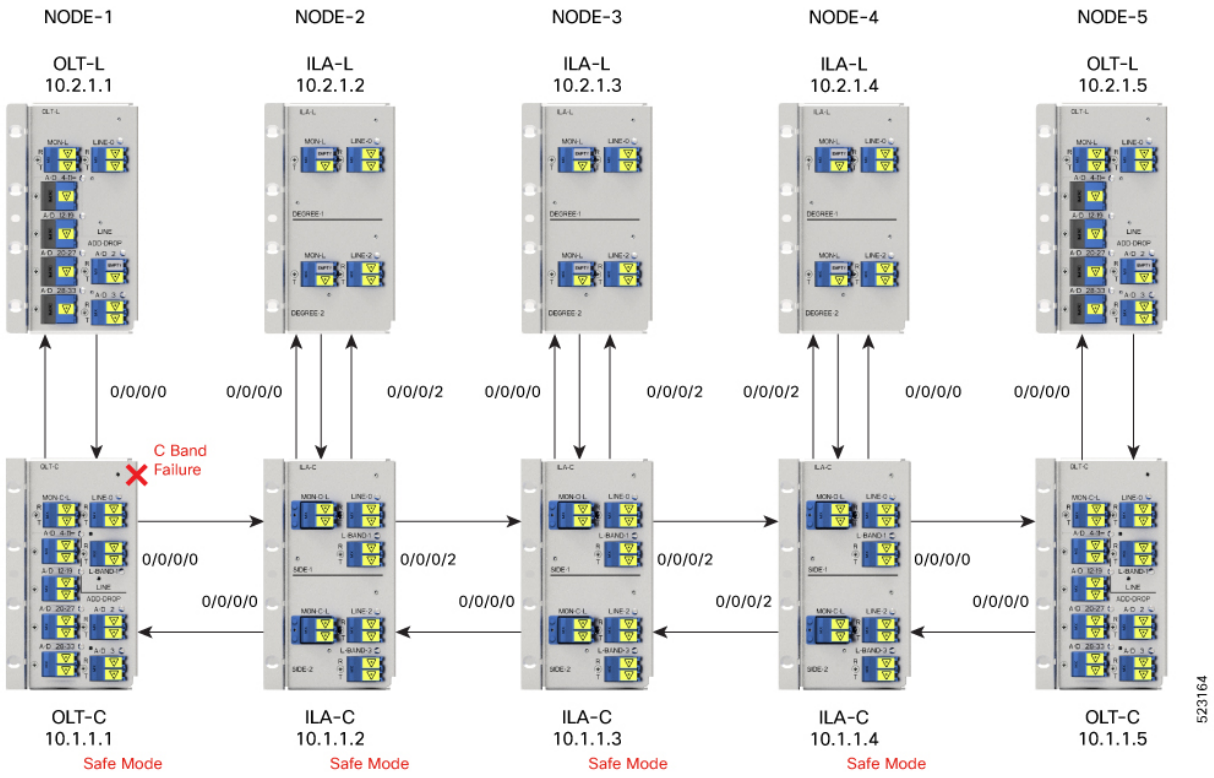
0/0            Not Alarmed  Controller       12/26/2022 09:32:16 UTC    Ots0/0/0/0 - Egress Amplifier
 OFF for Safety Reasons
```

Hence, from steps 2 and 3 outputs, we can conclude that the connectivity failure is between the OLT-L node10.2.1.1 and ILA-L node 10.2.1.2, and the *Loss Of Continuity* alarm confirms the fiber failure between the nodes 10.2.1.1 and 10.2.1.2.

Troubleshooting C Band Failure on a C+L Band Network

In this section, we will troubleshoot C band failure due to amplifier shutdown or failure. To troubleshoot C-band failure on a C+L band network, start by running the following commands on the manager nodes in the same order:

Figure 2: Example of C-band Failure on a C+L Band Network



Procedure

Step 1 Run the **show olc band-status** command on node 10.1.1.1.

Example:

The following command example shows the status of all the C-band nodes as FAILED which indicates that the issue is between the C-band devices of nodes 10.1.1.1 and 10.1.1.2.

```
RP/0/RP0/CPU0:#sh olc band-status
Tue Feb  7 13:37:38.618 UTC

Controller              : Ots0/0/0/0
Self-Band               : C-Band
BFR status              : Running

Node RID                : 10.1.1.1
Partner IP address      : 192.0.2.1
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : ACTIVE
L-Band PSD              : Single Band

Node RID                : 10.1.1.2

Partner IP address      : 192.0.2.2
```

```
Partner Controller      : Ots0/0/0/2
Partner link status     : UP
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : ACTIVE
L-Band PSD              : Single Band

Node RID                : 10.1.1.3

Partner IP address      : 192.0.2.3
Partner Controller      : Ots0/0/0/2
Partner link status     : UP
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : ACTIVE
L-Band PSD              : Single Band

Node RID                : 10.1.1.4
Partner IP address      : 192.0.2.4
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : ACTIVE
L-Band PSD              : Single Band

Node RID                : 10.1.1.5

Partner IP address      : 192.0.2.5
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : ACTIVE
L-Band PSD              : Single Band
```

All the network failure conditions might not reflect in the **show olc band-status** command output. Proceed to the next step to troubleshoot further.

Step 2 Run the **show olc apc** command on node 10.1.1.1.

Example:

The following command output shows APC status of Manager node as NODE-BLOCKED. As the APC manager shows the *Blocked Reason* of the agent node 10.1.1.1 as AMPLI-SHUT, it clearly indicates that amplifier is set to OFF state between the manager node 10.1.1.1 and the agent node 10.1.1.2.

```
RP/0/RP0/CPU0:# show olc apc
Tue Feb  7 13:37:40.146 UTC

Controller      : Ots0/0/0/0
APC Status      : BLOCKED
Blocked Reason  : [ NODE-BLOCKED ]

Node RID        : 10.1.1.1
Internal State  : BLOCKED
Blocked Reason  : [ AMPLI-SHUT ]

Node RID        : 10.1.1.2
Internal State  : BLOCKED
Blocked Reason  : [ BAND-FAILURE ]

Node RID        : 10.1.1.3
Internal State  : BLOCKED
```

```
Blocked Reason  : [ BAND-FAILURE ]

Node RID        : 10.1.1.4
Internal State  : BLOCKED
Blocked Reason  : [ BAND-FAILURE ]

Node RID        : 10.1.1.5
Internal State  : BLOCKED
Blocked Reason  : [ AMPLI-SHUT ]
```

Step 3 Run the **show alarms brief system active** command.

Example:

The following example shows APC output as BLOCKED but without any partial topology alarm which indicates that the span is intact.

```
RP/0/RP0/CPU0:#show alarms b s a

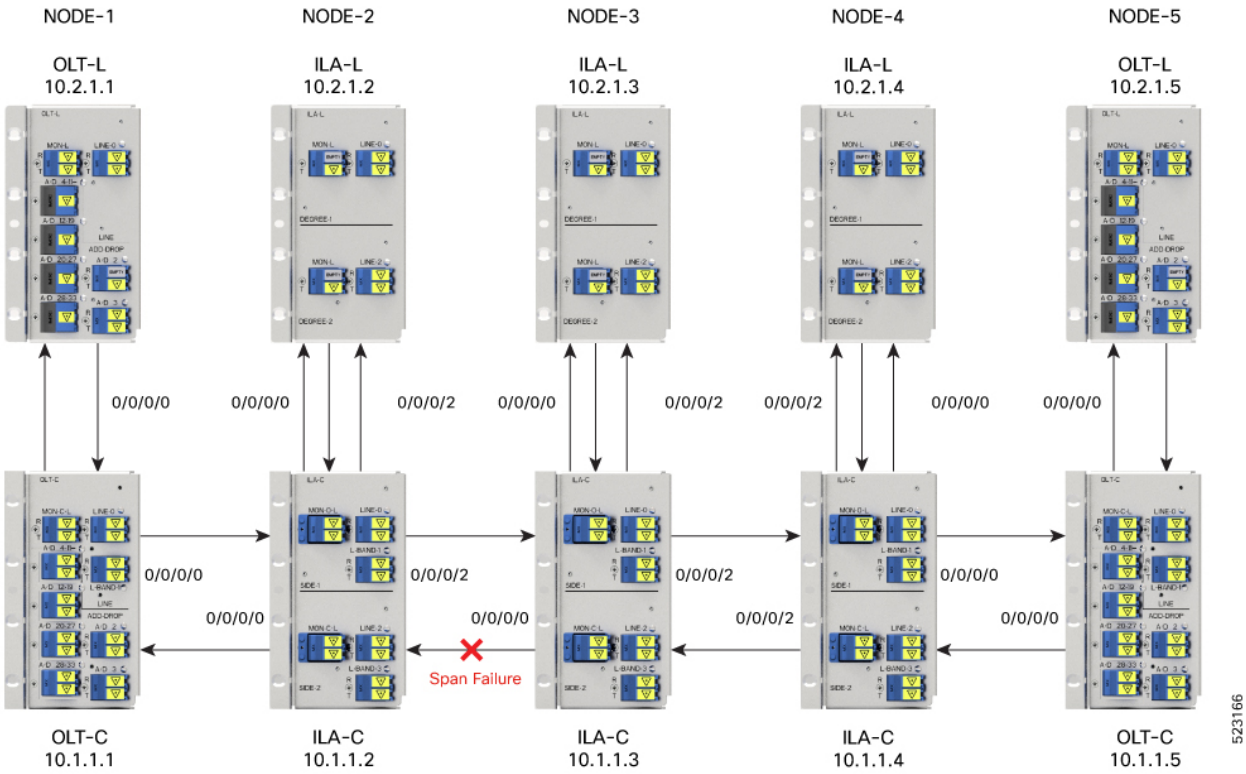
0/0/NXR0        Minor        Software         02/07/2023 13:37:16 UTC    Ots0/0/0/0 - APC blocked
```

Based on the analysis of steps 2 and 3 we can conclude that the amplifier between the manager node 10.1.1.1 and the agent node 10.1.1.2 is shut down which has caused the C-band 10.1.1.1 to fail.

Troubleshooting Span Failure on a C+L Band Network

To troubleshoot span failure on a C+L band network, start by running the following commands on the manager nodes in the same order:

Figure 3: Example of Span Failure



Procedure

Step 1 Run the **show olc band-status** command on node 10.1.1.1.

Example:

The following command output shows that the C and L-band devices from the nodes 10.1.1.2 to 10.1.1.5 are FAILED, there is a possibility of span failure.

```
RP/0/RP0/CPU0:#sh olc band-status
Tue Feb  7 13:55:21.265 UTC

Controller              : Ots0/0/0/0
Self-Band               : C-Band
BFR status              : Running

Node RID                : 10.1.1.1
Partner IP address      : 192.0.2.2
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Dual Band
L-Band status           : ACTIVE
L-Band PSD              : Dual Band

Node RID                : 10.1.1.2
Partner IP address      : 198.51.100.2
Partner Controller      : Ots0/0/0/2
```

```
Partner link status     : UP
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : FAILED
L-Band PSD              : NA

Node RID                : 10.1.1.3

Partner IP address      : 203.0.113.2
Partner Controller      : Ots0/0/0/2
Partner link status     : NA
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : FAILED
L-Band PSD              : NA

Node RID                : 10.1.1.4

Partner IP address      : 209.165.200.226
Partner Controller      : Ots0/0/0/0
Partner link status     : NA
C-Band status           : FAILED
C-Band PSD              : NA
L-Band status           : FAILED
L-Band PSD              : NA

Node RID                : 10.1.1.5
Partner IP address      : 209.165.201.2
Partner Controller      : Ots0/0/0/0
Partner link status     : NA
C-Band status           : FAILED
L-Band status           : FAILED
```

All the network failure conditions might not reflect in the **show olc band-status** command output. Proceed to the next step to troubleshoot further.

Step 2 Run the **show olc apc** command on node 10.1.1.1.

Example:

The following command output shows the APC status as BLOCKED with the reason as PARTIAL-TOPOLOGY on both C and L-band OLT devices. This indicates that there is a span failure.

```
RP/0/RP0/CPU0:# show olc apc

Controller      : Ots0/0/0/0
APC Status      : BLOCKED
Blocked Reason  : [ PARTIAL-TOPOLOGY  NODE-BLOCKED ]

Node RID        : 10.1.1.1
Internal State  : IDLE

Node RID        : 10.1.1.2
Internal State  : BLOCKED
Blocked Reason  : [ AMPLI-SHUT ]
```

Step 3 Run the **show alarms brief system active** command.

Example:

The following example shows the *Loss Of Signal* alarm which confirms the span failure.

```
RRP/0/RP0/CPU0:3#sh alarms breif system active

0/0/NXR0        Minor        Software         02/07/2023 13:52:44 UTC    Ots0/0/0/0 - APC Partial
```

```
topology

0/0/NXR0        Minor        Software         02/07/2023 14:01:39 UTC    Ots0/0/0/0 - APC blocked

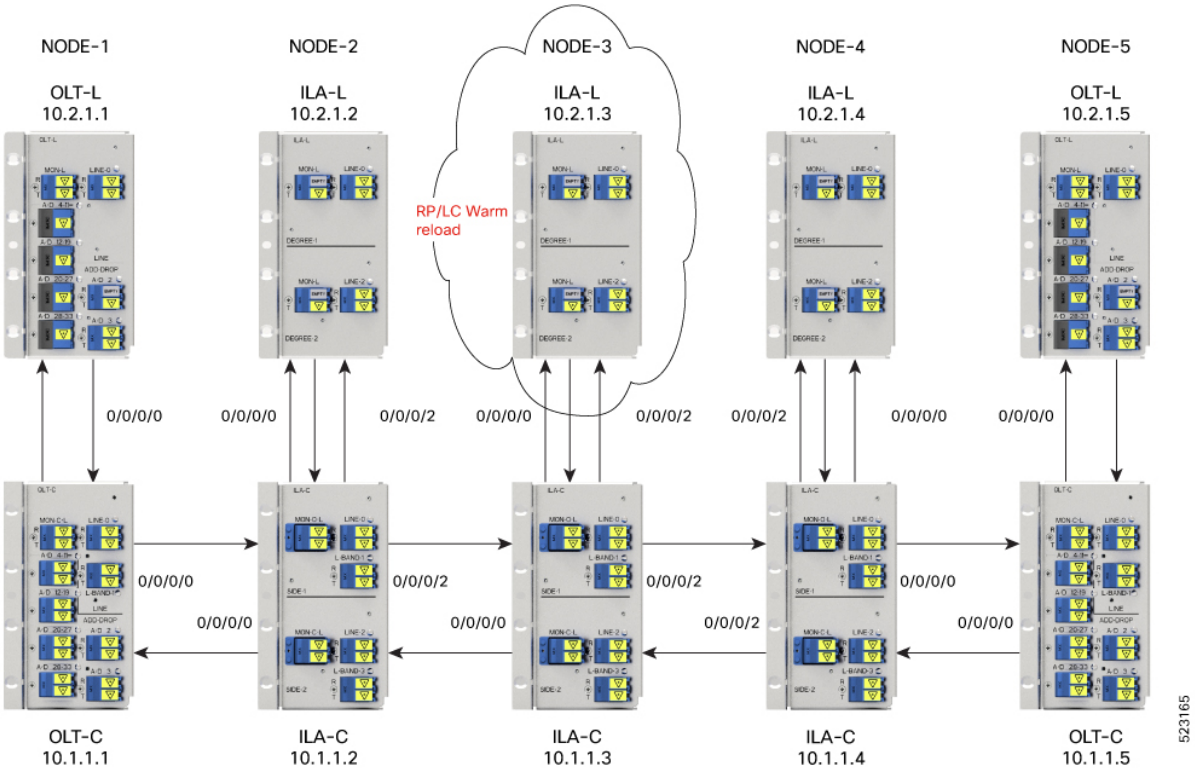

0/0             Critical     Controller       02/07/2023 13:55:00 UTC    Ots0/0/0/0 - Loss of Signal
 - Payload
```

Hence, from steps 2 and 3 outputs, we can conclude that the PARTIAL-TOPOLOGY status on the OLT devices and the *Loss Of Signal* alarm confirmed the span failure.

Troubleshooting RP or LC Warm Reload on a C+L Band Network

On a C+L band network, RP or LC warm reload on a C or L band device might affect the partner band connectivity. In this case, traffic is not impacted. To troubleshoot a RP or LC warm reload on a C+L band network, following these steps:

Figure 4: Example RP or LC Warm Reload Troubleshooting on C+L Band Network



Procedure

Step 1 Run the **show olc band-status** command on node 10.1.1.1.

Example:

The following example shows the *Partner link status* at node 10.1.1.3 is DOWN. *Partner link status* can be down due to communication failure between C and L-band devices at the node which can be due to RP reload, power cycle event or LC cold reload.

```
RP/0/RP0/CPU0:#sh olc band-status
Tue Feb  7 14:14:40.933 UTC

Controller              : Ots0/0/0/0
Self-Band               : C-Band
BFR status              : Running

Node RID                : 10.1.1.1

Partner IP address      : 198.51.100.2
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Dual Band
L-Band status           : ACTIVE
L-Band PSD              : Dual Band

Node RID                : 10.1.1.2
Partner IP address      : 198.51.100.1
Partner Controller      : Ots0/0/0/2
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Dual Band
L-Band status           : ACTIVE
L-Band PSD              : Dual Band

Node RID                : 10.1.1.3
Partner IP address      : 203.0.113.1
Partner Controller      : Ots0/0/0/2
Partner link status     : DOWN
C-Band status           : ACTIVE
C-Band PSD              : Dual Band
L-Band status           : ACTIVE
L-Band PSD              : Dual Band

Node RID                : 10.1.1.4

Partner IP address      : 209.165.200.225
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
C-Band PSD              : Dual Band
L-Band status           : ACTIVE
L-Band PSD              : Dual Band

Node RID                : 10.1.1.5

Partner IP address      : 209.165.201.1
Partner Controller      : Ots0/0/0/0
Partner link status     : UP
C-Band status           : ACTIVE
L-Band status           : ACTIVE
```

All the network failure conditions might not reflect in the **show olc band-status** command output. Proceed to the next step to troubleshoot further.

To investigate further, run the command in step 2.

Step 2 Run the **show olc apc** command on node 10.1.1.1 and 10.2.1.1.

Example:

The following command example on node 10.1.1.1 shows APC status on OLT-C device as IDLE as the APC manager discovers all the C-band nodes. This clearly indicates all the C-Band nodes are active.

```
RP/0/RP0/CPU0:#show olc apc

Controller      : Ots0/0/0/0
APC Status      : IDLE

Node RID        : 10.1.1.1
Internal State  : IDLE

Node RID        : 10.1.1.2
Internal State  : IDLE

Node RID        : 10.1.1.3
Internal State  : IDLE

Node RID        : 10.1.1.4
Internal State  : IDLE

Node RID        : 10.1.1.5
Internal State  : IDLE
```

Example:

The following command example on 10.2.1.1 shows APC manager discovers only nodes 10.2.1.1 and 10.2.1.2. This indicates that the L-Band device 10.2.1.3 is not reachable to the manager node 10.2.1.1.

```
RP/0/RP0/CPU0:#show olc apc
Tue Feb  7 14:16:46.264 UTC

Controller      : Ots0/0/0/0
APC Status      : BLOCKED
Blocked Reason  : [ PARTIAL-TOPOLOGY ]

Node RID        : 10.2.1.1
Internal State  : IDLE

Node RID        : 10.2.1.2
Internal State  : IDLE
```

Step 3 Run the **show alarms brief system active** command on 10.2.1.1.

Example:

The following command example shows the *Node is unpaired from band partner node* alarm which confirms connection between node 10.2.1.3 is not paired with 10.1.1.3.

```
RP/0/RP0/CPU0:P1BL_DT_07#show alarms brief system active


RP/0/RP0/CPU0:P1BL_DT_07#show alarms brief system active     0/0/NXR0        NotAlarmed   Software
        02/07/2023 14:13:01 UTC    Node is unpaired from band partner node
```

The analysis of steps 2 and 3 confirm that node 10.2.1.3 is not available due to RP or LC warm reload.

Troubleshooting Client-Side Failure

Problem

This problem occurs when there is a signal payload loss in the following conditions:

- If the fiber cut occurs at the client-side in the direction from the client to the , the LOS-P alarm is raised at the AD port controller OTS.
- If the fiber cut occurs at the client-side in the direction from the to the client, the LOS-P alarm is raised at the Passive device controller OMS.

Topology and Components

To build this topology, you need the following hardware:

-
- QDD-400G-ZR-S transceiver

The following figure displays client-side failure due to fiber cut:

Example 1

The following example shows how to determine LOS-P failure at the AD port controller OTS:

```
RP/0/RP0/CPU0:ios#show controllers ots0/0/0/3
Tue Mar 28 15:58:12.210 UTC

Controller State: Down

Transport Admin State: Automatic In Service

LED State: Red

         Alarm Status:
         -------------
         Detected Alarms:
                 RX-LOS-P

         Alarm Statistics:
         -----------------
         RX-LOS-P = 2
         RX-LOC = 0
         TX-POWER-FAIL-LOW = 0
         INGRESS-AUTO-LASER-SHUT = 0
         INGRESS-AUTO-POW-RED = 0
         INGRESS-AMPLI-GAIN-LOW = 0
         INGRESS-AMPLI-GAIN-HIGH = 0
         EGRESS-AUTO-LASER-SHUT = 0
         EGRESS-AUTO-POW-RED = 0
         EGRESS-AMPLI-GAIN-LOW = 0
         EGRESS-AMPLI-GAIN-HIGH = 0
         HIGH-TX-BR-PWR = 0
         HIGH-RX-BR-PWR = 0
         SPAN-TOO-SHORT-TX = 0
         SPAN-TOO-SHORT-RX = 0
```

```
Parameter Statistics:
--------------------
Total Rx Power = -50.00 dBm
Total Tx Power = -50.00 dBm
Ingress Ampli Mode = Gain
Ingress Ampli Gain = 0.0 dB
Ingress Ampli Tilt = 0.0 dB


Configured Parameters:
-------------
Ingress Ampli Mode = Gain
Ingress Ampli Gain = 16.0 dB
Ingress Ampli Power = -3.0 dBm
Ingress Ampli Tilt = 0.0 dB
Rx Low Threshold = -3276.8 dBm
Tx Low Threshold = -3276.8 dBm
```

Example 2

The following example shows how to determine LOS-P failure at the passive device controller OMS:

```
RP/0/RP0/CPU0:P2A_DT_07#sh controllers oms 0/1/0/8
Tue Mar 28 16:00:33.685 UTC

Controller State: Down

Transport Admin State: Automatic In Service

LED State: Red

          Alarm Status:
          -------------
          Detected Alarms:
                  RX-LOS-P

          Alarm Statistics:
          -----------------
          RX-LOS-P = 1
          TX-POWER-FAIL-LOW = 0

          Parameter Statistics:
          ---------------------
          Tx Power = -50.00 dBm
          Rx Power = -50.00 dBm
```

Solution

See to resolve this alarm.

Troubleshooting Line Port SPAN Failure

Problem

This problem occurs when there is a loss of fiber connection at the Line port due to fiber cut. As a result, the LOC alarm is raised at the Line OTS controller.

Topology and Components

To build this point-to-point topology, you need the following hardware:

-
- NCS1K-MD32E-C modules
- NCS1K-MD32O-C modules
- QDD-400G-ZR-S transceiver

The following figure shows loss of fiber connection continuity at the Line port:

Example 1

The following example shows how to determine a span failure. Look for the higlighted alarms in the **show controllers** output.

On OLT 1

```
RP/0/RP0/CPU0:ios#show controllers ots 0/0/0/0
Tue Feb 18 16:03:51.365 IST

 Controller State: Up

 Transport Admin State: In Service

 LED State: Red

         Alarm Status:
         -------------
         Detected Alarms:
                 RX-LOS-P
                 EGRESS-AUTO-LASER-SHUT
                 INGRESS-AMPLI-LASER-OFF

         Alarm Statistics:
         -----------------
         RX-LOS-P = 8
         RX-LOC = 1
         TX-POWER-FAIL-LOW = 3
         INGRESS-AUTO-LASER-SHUT = 0
         INGRESS-AUTO-POW-RED = 0
         INGRESS-AMPLI-GAIN-LOW = 0
         INGRESS-AMPLI-GAIN-HIGH = 0
         EGRESS-AUTO-LASER-SHUT = 2
         EGRESS-AUTO-POW-RED = 0
         EGRESS-AMPLI-GAIN-LOW = 0
         EGRESS-AMPLI-GAIN-HIGH = 0
         HIGH-TX-BR-PWR = 0
         HIGH-RX-BR-PWR = 0
         SPAN-TOO-SHORT-TX = 0
         SPAN-TOO-SHORT-RX = 0
         INGRESS-AMPLI-LASER-OFF = 8
         EGRESS-AMPLI-LASER-OFF = 1

         Parameter Statistics:
         ---------------------
         Total Rx Power(C+L) = -14.21 dBm
         Total Tx Power(C+L) = 3.33 dBm
         Total Rx Power = -14.21 dBm
         Total Tx Power = 3.33 dBm
```

```
        Rx Signal Power = -50.00 dBm
        Tx Signal Power = -50.00 dBm
        Tx Voa Attenuation = 5.3 dB
        Ingress Ampli Mode = Gain
        Ingress Ampli Gain = -1.2 dB
        Ingress Ampli Tilt = 0.0 dB
        Ingress Ampli Gain Range = Extended
        Ingress Ampli Safety Control mode = auto
        Ingress Ampli OSRI = OFF
        Ingress Ampli Force Apr = OFF
        Egress Ampli Mode = Gain
        Egress Ampli Gain = -0.6 dB
        Egress Ampli Tilt = 0.0 dB
        Egress Ampli Safety Control mode = auto
        Egress Ampli OSRI = OFF
        Egress Ampli Force APR = OFF
        Egress Ampli BR = ENABLE
        Egress Ampli BR Power = -50.00 dBm
        Egress Ampli BR Ratio = -90.00 dB



        Configured Parameters:
        ----------
        Tx Voa Attenuation = 2.6 dB
        Ingress Ampli Mode = Gain
        Ingress Ampli Gain = 24.4 dB
        Ingress Ampli Power = -1.0 dBm
        Ingress Ampli Tilt = 0.0 dB
        Ingress Ampli Gain Range = Extended
        Ingress Ampli Safety Control mode = auto
        Ingress Ampli OSRI = OFF
        Ingress Ampli Force Apr = OFF
        Egress Ampli Mode = Gain
        Egress Ampli Gain = 20.0 dB
        Egress Ampli Power = 4.4 dBm
        Egress Ampli Tilt = -2.3 dB
        Egress Ampli Safety Control mode = auto
        Egress Ampli OSRI = OFF
        Egress Ampli Force APR = OFF
        Egress Ampli BR = ENABLE
        BR High Threshold = -17.0 dBm

RP/0/RP0/CPU0:ios#show alarms brief system active
Tue Feb 18 16:05:40.709 IST

------------------------------------------------------------------------------------
Active Alarms
------------------------------------------------------------------------------------
Location        Severity     Group            Set Time                    Description



------------------------------------------------------------------------------------
0/0            NotAlarmed   Controller       02/18/2025 16:03:04 IST    Ots0/0/0/0 - Egress
 Amplifier OFF for Safety Reasons


0/0            NotAlarmed   Controller       02/18/2025 16:03:04 IST    Ots0/0/0/0 - Ingress
 Amplifier OFF for Fail Low Input Power


0/0             Major        Controller       02/18/2025 16:03:07 IST
```

```
GigabitEthernet0/0/0/0 - Far End Fault Indication
```

On ILA (node 2)

```
RP/0/RP0/CPU0:ios#show controllers ots 0/0/0/0
Tue Feb 18 16:04:19.948 IST

 Controller State: Down

 Transport Admin State: In Service

 LED State: Red

         Alarm Status:
         -------------
         Detected Alarms:
                 RX-LOS-P
                 RX-LOC
                 EGRESS-AUTO-LASER-SHUT

         Alarm Statistics:
         -----------------
         RX-LOS-P = 4
         RX-LOC = 2
         TX-POWER-FAIL-LOW = 3
         INGRESS-AUTO-LASER-SHUT = 0
         INGRESS-AUTO-POW-RED = 0
         INGRESS-AMPLI-GAIN-LOW = 0
         INGRESS-AMPLI-GAIN-HIGH = 0
         EGRESS-AUTO-LASER-SHUT = 1
         EGRESS-AUTO-POW-RED = 0
         EGRESS-AMPLI-GAIN-LOW = 0
         EGRESS-AMPLI-GAIN-HIGH = 0
         HIGH-TX-BR-PWR = 0
         HIGH-RX-BR-PWR = 0
         SPAN-TOO-SHORT-TX = 0
         SPAN-TOO-SHORT-RX = 0
         INGRESS-AMPLI-LASER-OFF = 0
         EGRESS-AMPLI-LASER-OFF = 5

         Parameter Statistics:
         --------------------
         Total Rx Power(C+L) = -50.00 dBm
         Total Tx Power(C+L) = 3.15 dBm
         Total Rx Power = -50.00 dBm
         Total Tx Power = 3.15 dBm
         Rx Signal Power = -50.00 dBm
         Tx Signal Power = -50.00 dBm
         Tx Voa Attenuation = 5.2 dB
         Egress Ampli Mode = Gain
         Egress Ampli Gain = -1.5 dB
         Egress Ampli Tilt = 0.0 dB
         Egress Ampli Gain Range = Extended
         Egress Ampli Safety Control mode = auto
         Egress Ampli OSRI = OFF
         Egress Ampli Force APR = OFF
         Egress Ampli BR = ENABLE
         Egress Ampli BR Power = -50.00 dBm
         Egress Ampli BR Ratio = -90.00 dB



         Configured Parameters:
```

```
        -------------
        Tx Voa Attenuation = 2.9 dB
        Egress Ampli Mode = Gain
        Egress Ampli Gain = 24.8 dB
        Egress Ampli Power = -3.5 dBm
        Egress Ampli Tilt = -2.2 dB
        Egress Ampli Gain Range = Extended
        Egress Ampli Safety Control mode = auto
        Egress Ampli OSRI = OFF
        Egress Ampli Force APR = OFF
        Egress Ampli BR = ENABLE
        BR High Threshold = -17.0 dBm
```

```
RP/0/RP0/CPU0:ios#show controllers ots 0/0/0/2
Tue Feb 18 16:04:38.210 IST

 Controller State: Up

 Transport Admin State: In Service

 LED State: Red

        Alarm Status:
        -------------
        Detected Alarms:
                EGRESS-AMPLI-LASER-OFF

        Alarm Statistics:
        -----------------
        RX-LOS-P = 5
        RX-LOC = 1
        TX-POWER-FAIL-LOW = 3
        INGRESS-AUTO-LASER-SHUT = 0
        INGRESS-AUTO-POW-RED = 0
        INGRESS-AMPLI-GAIN-LOW = 0
        INGRESS-AMPLI-GAIN-HIGH = 0
        EGRESS-AUTO-LASER-SHUT = 1
        EGRESS-AUTO-POW-RED = 0
        EGRESS-AMPLI-GAIN-LOW = 2
        EGRESS-AMPLI-GAIN-HIGH = 0
        HIGH-TX-BR-PWR = 0
        HIGH-RX-BR-PWR = 0
        SPAN-TOO-SHORT-TX = 0
        SPAN-TOO-SHORT-RX = 0
        INGRESS-AMPLI-LASER-OFF = 0
        EGRESS-AMPLI-LASER-OFF = 4

        Parameter Statistics:
        ---------------------
        Total Rx Power(C+L) = -4.49 dBm
        Total Tx Power(C+L) = 2.86 dBm
        Total Rx Power = -4.49 dBm
        Total Tx Power = 2.86 dBm
        Rx Signal Power = -4.55 dBm
        Tx Signal Power = -50.00 dBm
        Tx Voa Attenuation = 3.5 dB
        Egress Ampli Mode = Gain
        Egress Ampli Gain = -2.2 dB
        Egress Ampli Tilt = 0.0 dB
        Egress Ampli Gain Range = Extended
        Egress Ampli Safety Control mode = auto
```

```
        Egress Ampli OSRI = OFF
        Egress Ampli Force APR = OFF
        Egress Ampli BR = ENABLE
        Egress Ampli BR Power = -50.00 dBm
        Egress Ampli BR Ratio = -90.00 dB



        Configured Parameters:
        ----------
        Tx Voa Attenuation = 2.3 dB
        Egress Ampli Mode = Gain
        Egress Ampli Gain = 22.9 dB
        Egress Ampli Power = -3.8 dBm
        Egress Ampli Tilt = -2.4 dB
        Egress Ampli Gain Range = Extended
        Egress Ampli Safety Control mode = auto
        Egress Ampli OSRI = OFF
        Egress Ampli Force APR = OFF
        Egress Ampli BR = ENABLE
        BR High Threshold = -17.0 dBm

RP/0/RP0/CPU0:ios#show alarms brief system active
Tue Feb 18 16:05:40.709 IST

------------------------------------------------------------------------------------------
Active Alarms
------------------------------------------------------------------------------------------
Location        Severity     Group            Set Time                    Description



------------------------------------------------------------------------------------------
0/0             NotAlarmed   Controller       02/18/2025 16:03:04 IST    Ots0/0/0/0 - Egress
 Amplifier OFF for Safety Reasons


0/0             NotAlarmed   Controller       02/18/2025 16:03:04 IST    Ots0/0/0/2 - Egress
 Amplifier OFF for Fail Low Input Power
0/0              Critical     Controller        02/18/2025 16:03:05 IST    Ots0/0/0/0 - Loss
 Of Continuity
```

On the far end OLT

```
RP/0/RP0/CPU0:ios#show controllers ots 0/0/0/0
Tue Feb 18 16:04:58.387 IST

 Controller State: Up

 Transport Admin State: In Service

 LED State: Red

        Alarm Status:
        -------------
        Detected Alarms:
                RX-LOS-P
                INGRESS-AMPLI-LASER-OFF

        Alarm Statistics:
        -----------------
        RX-LOS-P = 11
        RX-LOC = 0
```

```
TX-POWER-FAIL-LOW = 2
INGRESS-AUTO-LASER-SHUT = 0
INGRESS-AUTO-POW-RED = 0
INGRESS-AMPLI-GAIN-LOW = 0
INGRESS-AMPLI-GAIN-HIGH = 0
EGRESS-AUTO-LASER-SHUT = 1
EGRESS-AUTO-POW-RED = 0
EGRESS-AMPLI-GAIN-LOW = 0
EGRESS-AMPLI-GAIN-HIGH = 0
HIGH-TX-BR-PWR = 0
HIGH-RX-BR-PWR = 0
SPAN-TOO-SHORT-TX = 0
SPAN-TOO-SHORT-RX = 0
INGRESS-AMPLI-LASER-OFF = 11
EGRESS-AMPLI-LASER-OFF = 1

Parameter Statistics:
---------------------
Total Rx Power(C+L) = -13.94 dBm
Total Tx Power(C+L) = 13.15 dBm
Total Rx Power = -13.94 dBm
Total Tx Power = 13.16 dBm
Rx Signal Power = -50.00 dBm
Tx Signal Power = 13.12 dBm
Tx Voa Attenuation = 9.7 dB
Ingress Ampli Mode = Gain
Ingress Ampli Gain = 0.0 dB
Ingress Ampli Tilt = 0.0 dB
Ingress Ampli Gain Range = Normal
Ingress Ampli Safety Control mode = auto
Ingress Ampli OSRI = OFF
Ingress Ampli Force Apr = OFF
Egress Ampli Mode = Gain
Egress Ampli Gain = 19.0 dB
Egress Ampli Tilt = -0.4 dB
Egress Ampli Safety Control mode = auto
Egress Ampli OSRI = OFF
Egress Ampli Force APR = OFF
Egress Ampli BR = ENABLE
Egress Ampli BR Power = -19.89 dBm
Egress Ampli BR Ratio = -33.00 dB


Configured Parameters:
----------
Tx Voa Attenuation = 6.8 dB
Ingress Ampli Mode = Gain
Ingress Ampli Gain = 15.5 dB
Ingress Ampli Power = -1.0 dBm
Ingress Ampli Tilt = 0.0 dB
Ingress Ampli Gain Range = Normal
Ingress Ampli Safety Control mode = auto
Ingress Ampli OSRI = OFF
Ingress Ampli Force Apr = OFF
Egress Ampli Mode = Gain
Egress Ampli Gain = 20.0 dB
Egress Ampli Power = 5.0 dBm
Egress Ampli Tilt = -0.4 dB
Egress Ampli Safety Control mode = auto
Egress Ampli OSRI = OFF
Egress Ampli Force APR = OFF
Egress Ampli BR = ENABLE
```

```
         BR High Threshold = -17.0 dBm


RP/0/RP0/CPU0:ios#show alarms brief system active
Tue Feb 18 16:05:40.709 IST

------------------------------------------------------------------------------------
Active Alarms
------------------------------------------------------------------------------------
Location        Severity     Group            Set Time                    Description


------------------------------------------------------------------------------------
0/0           NotAlarmed   Controller      02/18/2025 16:03:05 IST    Ots0/0/0/0 - Ingress
 Amplifier OFF for Fail Low Input Power
```

Solution

See to resolve this problem.

Troubleshooting Express Connection Failure Between Two Passive Devices

Problem

This problem occurs when there is a signal payload loss in the express connections between two passive devices due to a fiber cut. As a result, the LOS-P alarm is raised at the passive device controller OCH.

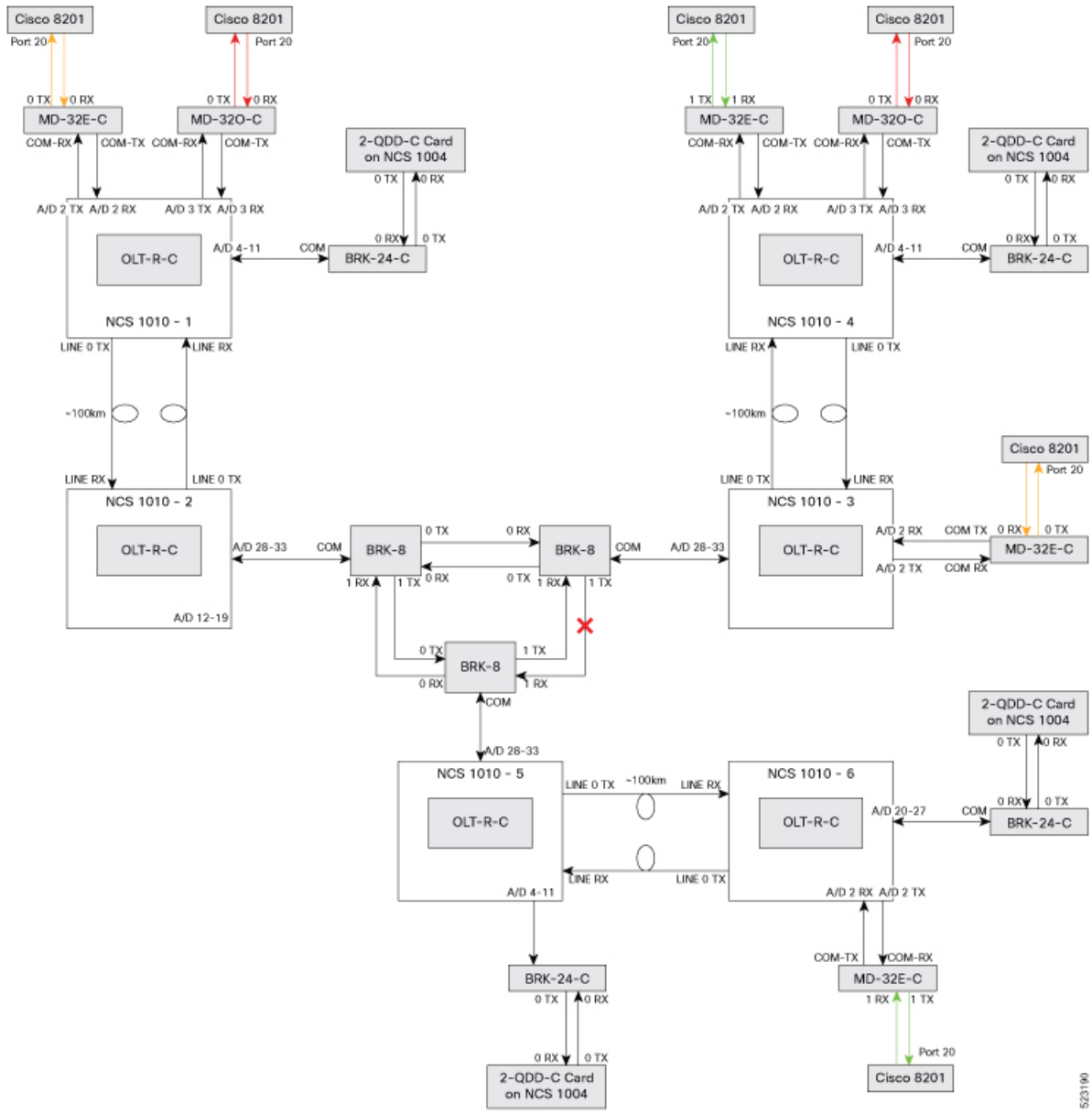
Topology and Component

To build this topology, you need the following hardware.

-
- NCS1K-MD32E-C modules
- NCS1K-MD32O-C modules
- NCS1K-BRK-8 modules
- NCS1K-BRK-24 modules
- Cisco 8201 routers
- QDD-400G-ZR-S transceivers
- CFP2-400G-DCO transceivers
- Cisco NCS 1004 devices
- NCS1K4-2-QDD-C-K9 line card
- LC/LC cables
- MPO cables

The following figure displays the fiber cut between two passive devices:

Figure 5: Fiber Cut Between Two Passive Devices



Example 1

The following example shows how to determine the fiber cut between two passive devices:

```
RP/0/RP0/CPU0:OLT-C-SITE-2#sh controllers och 0/3/0/0
Wed Apr 12 10:25:27.139 IST

 Controller State: Down

 Transport Admin State: In Service
```

```
LED State: Red

        Alarm Status:
        -------------
        Detected Alarms:
               RX-LOS-P

        Alarm Statistics:
        -----------------
        RX-LOS-P = 1
        TX-POWER-FAIL-LOW = 0

        Parameter Statistics:
        ---------------------
        Tx Power = 13.09 dBm
        Rx Power = -50.00 dBm
```



Note The slot number 3 in the preceding show controller command is the USB cable port number to which BRK8 is connected (This USB number is derived from the show platform output).

Solution

See to resolve this alarm.

Troubleshooting Power Oscillation in the Network

Problem

This problem occurs when there is a power oscillation in the network.

Example 1

The following example shows the power fluctuation in the network:

```
RP/0/RP0/CPU0:ios#show controllers ots0/0/0/0 pm current 30-sec optics 1
Tue Mar 28 16:02:22.332 UTC

Optics in the current interval [16:02:00 - 16:02:22 Tue Mar 28 2023]

Optics current bucket type : Valid
              MIN        AVG      MAX      Operational    Configured      TCA   Operational
     Configured     TCA
                                          Threshold(min)  Threshold(min) (min) Threshold(max)
   Threshold(max) (max)
OPT[dBm]      : -50.00   -7.32    6.10     -20.00            NA              NO   40.00
          NA              NO
OPR[dBm]      : -50.00   -50.00   -50.00   -30.00            NA              NO   18.00
          NA              NO
OPT(C+L)[dBm] : 19.50    19.51    19.70    -20.00            NA              NO   60.85
          NA              NO
OPR(C+L)[dBm] : 10.60    10.64    10.70    -30.00            NA              NO   36.00
          NA              NO
OPT(S)[dBm]   : -50.00   -50.00   -50.00   -5.00             NA              NO   28.00
          NA              NO
```

```
OPR(S)[dBm]    : -50.00   -50.00   -50.00   -30.00           NA              NO   18.00
         NA               NO
 OPBR[dBm]     : -50.00   -50.00   -50.00   -30.00           NA              NO   -14.09
         NA               NO
EAGN[dB]       : 0.00     0.00     0.00     16.00            NA              NO   31.00
         NA               NO
EATL[dB]       : 0.00     0.00     0.00     -5.00            NA              NO   5.00
         NA               NO
IAGN[dB]       : 0.00     0.00     0.00     12.00            NA              NO   25.00
         NA               NO
IATL[dB]       : 0.00     0.00     0.00     -5.00            NA              NO   5.00
         NA               NO

Last clearing of "show controllers OPTICS" counters never
```

Solution

You need to monitor the performance monitor statistics of the corresponding OTS and OTS-OCH controllers to determine where the power oscillation occurs in the network. Check for the transient alarms on the node, such as RX-LOC and RX-LOS-P. See and to resolve this problem.