

# Alarm Troubleshooting

This chapter provides a description, severity, and troubleshooting procedure for each commonly encountered Cisco NCS 1014 alarm and condition. To clear an alarm when it is raised, refer to its clearing procedure.


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# CD Alarm

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

Logical Object: TRUNK

The Chromatic Dispersion (CD) alarm is raised when the detected chromatic dispersion value is above or below the configured threshold values.

## Clear the CD Alarm

**Procedure**

Configure the threshold value within range.

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).

# DGD Alarm

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

Logical Object: TRUNK

The Differential Group Delay (DGD) alarm is raised when the value of the differential group delay read by the pluggable port module exceeds the configured threshold value.

## Clear the DGD Alarm

**Procedure**

Configure the threshold value within range if DGD value is not within the threshold range.

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).

# DISASTER_RECOVERY_UNAVAILABLE_ALARM

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

Logical Object: Instorch

The DISASTER_RECOVERY_UNAVAILABLE_ALARM is raised when the chassis SSD image is corrupted or system is running with a software not committed.

## 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 Upgrade Software section of the *System Setup and Software Installation Guide for Cisco NCS 1014*.

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).

# 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).

# 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).

# 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).

# Flexo-LOF Alarm

Default Severity: Critical

Logical Object: TRUNK

Flexo LOF alarm is raised when loss of alignment is detected on the Flexo frame for more than 3ms.

## Clear the Flexo-LOF Alarm

**Procedure**

Identify and correct the underlying cause of mis-alignment. The Flexo LOF (Loss of Frame) alarm is cleared when good alignment is detected on the Flexo frame for more than 3ms.

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).

# Flexo-LOM Alarm

Default Severity: Critical

Logical Object: TRUNK

Flexo LOM (Loss of Multi-Frame) is raised when loss of multi-frame alignment is detected on the Flexo multi-frame for more than 10ms

## Clear the Flexo-LOM Alarm

**Procedure**

Identify and correct the underlying cause of mis-alignment. The Flexo LOM alarm is cleared when good multi-frame alignment is detected on the Flexo multi-frame.

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).

# Flexo-RDI Alarm

Default Severity: Not Reported

Logical Object: TRUNK

Flexo RDI is raised when trunk detected an incoming fault signal.

## Clear the Flexo-RDI

**Procedure**

The Flexo-RDI alarm is cleared when `transmit-power` is than -40.00 dBm on trunk.

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 Manual FPD Upgrade section of the *System Setup and Software Installation Guide for Cisco NCS 1014*.

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).

# GIDM Alarm

Default Severity: Critical

Logical Object: TRUNK

The GIDM (Group ID Mismatch) alarm is raised when the received GID is not equal to the expcted GID.

## Clear the GIDM Alarm

### Procedure

The GIDM alarm is cleared when the received GID is equal to the expected GID on all the flexo group members. Ensure that the GID programmed on the remote trunk and local trunk ports match.

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).

# HIBER Alarm

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

Logical Object: CLIENT

The High Bit Error Rate (HIBER) alarm is raised when the client ports receive 16 or more invalid sync-headers in 125 microseconds.

## Clear the HIBER Alarm

### Procedure

**Step 1** Ensure the card port does not receive a high bit error rate.

**Step 2** Clean the optical connectors.

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).

# HI-LASERBIAS Alarm

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

Logical Object: PPM

The HI-LASERBIAS alarm is raised when the physical pluggable port laser detects a laser bias value beyond the configured high threshold.

## Clear the HI-LASERBIAS Alarm

**Procedure**

Configure the threshold value within range if high laser bias threshold value is not within the threshold range.

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).

# HI-RXPOWER Alarm

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

Logical Object: PPM

The HI-RXPOWER alarm occurs on the client optics controller when the measured individual lane optical signal power of the received signal exceeds the default or user-defined threshold. The HI-RXPOWER alarm occurs on the trunk optics controller when the total optical signal power of the received signal exceeds the default or user-defined threshold.

## Clear the HI-RXPOWER Alarm

**Procedure**

Configure the high receive power threshold value in range. If the value is within the range of the high receive power threshold, physically verify, that the optical input power is overcoming the expected power threshold using a standard power meter.

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).

# HI-SER Alarm

Default Severity: Major

Logical Object: CLIENT

The High Symbol Error Rate alarm is raised when 5560 or more errored FEC symbols are present in 8000 codewords.

## Clear the HI-SER Alarm

**Procedure**

Identify the cause of high FEC errors and clear them.

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).

# HI-TXPOWER Alarm

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

Logical Object: PPM

The HI-TXPOWER alarm occurs on the client optics controller when the measured individual lane optical signal power of the transmitted signal exceeds the default or user-defined threshold. The HI-TXPOWER alarm occurs on the trunk optics controller when the total optical signal power of the transmitted signal exceeds the default or user-defined threshold.

## Clear the HI-TXPOWER Alarm

**Procedure**

Configure the high transmit power threshold in range. If the value is within the range of the high transmit power threshold, physically verify, that the optical output power is overcoming the expected power threshold using a standard power meter .

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).

# 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).

# FAM_FAULT_TAG_INTERNAL_LOOPBACK_PROVISIONED

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

Logical Object: Controller

The *Internal Loopback Configured* (FAM_FAULT_TAG_INTERNAL_LOOPBACK_PROVISIONED) alarm is raised when the user configures internal loopback.

**Note** Internal loopback can only be configured when the controller is in maintenance mode.

## Clear the FAM_FAULT_TAG_INTERNAL_LOOPBACK_PROVISIONED Alarm

### SUMMARY STEPS

1. This alarm is cleared when the user removes the internal loopback configuration.

### DETAILED STEPS

### Procedure

This alarm is cleared when the user removes the internal loopback 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).

# 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).

# LC_BOOT_TIMEOUT

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

Logical Object: LC

The LC_BOOT_TIMEOUT Alarm is raised when the line card fails to boot in the expected amount of time or the line card modules do not boot correctly.

## Clear the LC_BOOT_TIMEOUT Alarm

To clear this alarm:

**Procedure**

**Step 1** Remove and re-insert the line card.

**Step 2** If re-inserting the line card does not clear the alarm, reload the line card using the **reload location** *location* 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).

# LC-DISCONNECTED

Default Severity: Major (MJ)

Logical Object: LC

The LC-DISCONNECTED alarm is raised when the Line Card Application (LCAPP) crashes or restarts.

## Clear the LC-DISCONNECTED Alarm

**Procedure**

**Step 1** Check if the LC_BOOT_TIMEOUT alarm is cleared.

**Step 2** Log in to the line card and verify if the LCAPP is running fine.

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).

# LC_SEATED

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

Logical Object: LC

The LC-SEATED alarm is raised when the line card is not fully seated.

## Clear the LC_SEATED Alarm

**Procedure**

To clear this alarm, reinsert the line card properly 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).

# LC-SUDI-CERT-VERIFICATION-FAILURE

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

Logical Object: LC

The LC-SUDI-CERT-VERIFICATION-FAILURE alarm is raised when the SUDI certificates are not programmed.

## Clear the LC-SUDI-CERT-VERIFICATION-FAILURE Alarm

**Procedure**

To clear the alarm, log into the Technical Support Website at http://www.cisco.com/c/en/us/support/index.html 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).

# Line card missing

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

Logical Object: SPI-ENVMON

The *One or more LCs missing, running fans at max speed* alarm is raised when one or more line cards are missing, causing the fans to run at maximum speed.

## Clear the Line card missing Alarm

To clear this alarm:

### Procedure

Insert a line card or filler card in every slot where a line card is missing.

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).

# FAM_FAULT_TAG_LINE_LOOPBACK_PROVISIONED

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

Logical Object: Controller

The *Line Loopback Configured* (FAM_FAULT_TAG_LINE_LOOPBACK_PROVISIONED) alarm is raised when the user configures line loopback.

**Note** Line loopback can only be configured when the controller is in maintenance mode.

## Clear the FAM_FAULT_TAG_LINE_LOOPBACK_PROVISIONED Alarm

### SUMMARY STEPS

1. This alarm is cleared when the user removes the line loopback configuration.

### DETAILED STEPS

### Procedure

This alarm is cleared when the user removes the line loopback 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).

# LOCAL-FAULT Alarm

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

Logical Object: CLIENT

The LOCAL-FAULT alarm is raised when a local fault character sequence is received in the incoming MAC stream.

## Clear the LOCAL-FAULT Alarm

**Procedure**

Verify that the port receives proper MAC streams from the far-end router or 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).

# LOCAL-DEG-SER Alarm

Default Severity: Major

Logical Object: CLIENT

The Local FEC DEG-SER (Degraded SER) alarm is received from remote end when it detects excessive FEC errors on the receiver side or when it sees AIS on the mapper ODU.

## Clear the LOCAL-DEG-SER Alarm

**Procedure**

This alarm is cleared when you clear the errors at the remote 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).

# LO-RXPOWER Alarm

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

Logical Object: PPM

The LO-RXPOWER alarm is raised on the client or trunk optics controller when the measured individual lane optical signal power of the received signal falls below the default or user-defined threshold.

## Clear the LO-RXPOWER Alarm

**Procedure**

**Step 1** Configure low receive power threshold in range.

**Step 2** Or verify that the trunk-rx port is cabled correctly, and clean the fiber connecting the faulty TXP/MXP card to the drop port of the DWDM 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).

# LO-TXPOWER Alarm

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

Logical Object: PPM

The LO-TXPOWER alarm is raised on the client or trunk optics controller when the measured individual lane optical signal power of the transmitted signal falls below the default or user-defined threshold.

## Clear the LO-TXPOWER Alarm

**Procedure**

Configure low transmit power threshold in range.

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 Alarm

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

Logical Object: OTS, OSC, OTS-OCH

The Rx Loss of Signal Power (RX-LOS-P) at input signal port indicates that the PPM does not receive any incoming power signal. The purpose of the LOS-P alarm is to alert the user that optical power is not being received from the fiber.

## Clear the RX-LOS-P Alarm

**Procedure**

**Step 1** Verify whether there is a loss of received optical power. Compare the actual power levels with the expected power range.

**Step 2** Verify the fiber continuity to the port of NCS 1014 and fix the fiber connection.

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 NCS 1014 using the **show inventory** command.
b) Verify the configured client data rate on NCS 1014 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 Configuration Guide for Cisco NCS 1014.

**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).

# OSNR Alarm

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

Logical Object: TRUNK

The Optical Signal Noise Ratio (OSNR) alarm occurs when the measured OSNR falls below the threshold.

## Clear the OSNR Alarm

### Procedure

**Step 1** Verify the value of the minimum acceptable OSNR value of NCS 1014 using the **show controller optics R/S/I/P** command.

**Step 2** If the value is not within the OSNR threshold range, configure the minimum acceptable OSNR value using the **controller optics R/S/I/P osnr-low-threshold** command in the configuration mode. The range is 0 to 4000 (in units of 0.1db).

**Step 3** If the value is within the range of the minimum acceptable OSNR, contact TAC .

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).

# 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).

# 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).

# Power Module Error (PM_I2C_ACCESS_ERROR)

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

Logical Object: PEM

The Power Module Error (PM_I2C_ACCESS_ERROR) alarm is raised when there is an error on the power module. The detected error is a communication error on I2C bus.

## Clear the Power Module Error (PM_I2C_ACCESS_ERROR) Alarm

**Procedure**

**Step 1** Check if the PSU is unpowered or if its input power cable is disconnected, and confirm that redundant power supplies are installed and functioning.

**Step 2** If the PSU is unpowered, perform an Online Insertion and Removal (OIR) procedure following Cisco guidelines.

**Step 3** Move the PSU to a different compatible slot to see if the issue follows the PSU or remains with the original slot.

**Note**
Ensure that the chassis is adequately powered by other PSUs before attempting this, as insufficient power will cause the entire chassis to shut down, leading to traffic disruption.

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 or controller.

## 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).

# REMOTE-FAULT Alarm

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

Logical Object: CLIENT

The REMOTE-FAULT alarm is raised on the NCS 1014 when a remote fault character sequence is received in the incoming MAC stream.

## Clear the REMOTE-FAULT Alarm

**Procedure**

**Step 1** Verify and resolve the client port fault and remote fault errors on the remote or upstream node.

**Step 2** Verify and resolve loss of signal synchronization error on the remote or upstream node.

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).

# REMOTE-DEG-SER Alarm

Default Severity: Major

Logical Object: CLIENT

The remote FEC DEG-SER (Degraded SER) alarm is received from the remote Router when it sees Local Degraded SER on the receiver side.

## Clear the REMOTE-DEG-SER Alarm

**Procedure**

This alarm is cleared when you clear the errors at the remote 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).

# 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).

# SIGLOSS Alarm

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

Logical Object: CLIENT

The Signal Loss on Data Interface (SIGLOSS) alarm is raised on the client-side QSFP when there is a loss of ethernet signal.

## Clear the SIGLOSS Alarm

**Procedure**

**Step 1** Ensure that the port connection at the near end of the client peer router is operational.

**Step 2** Verify fiber continuity to 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).

# 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).

# SQUELCHED Alarm

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

Logical Object: CLIENT

Laser-squelching occurs on a QSFP pluggable when the upstream receive facility experiences loss of signal, loss of frame, flexo group indication mismatch, and OPU-CSF on client ports.

## Clear the SQUELCHED Alarm

**Procedure**

This alarm will be cleared when optical alarms clear.

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).

# 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).

# 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).

# TD-FAILED

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

Logical Object: Controller OMS

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 OMS

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 OMS

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).

# TEMPERATURE

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

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

Logical Object: LC

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.

The alarm appears in the following format:

- [sensor name]: temperature alarm.

## Clear the TEMPERATURE Alarm

**Procedure**

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

**Step 2** Check environmental temperature of the room is not abnormally high.

**Step 3** Ensure that:

a) There are no airflow obstructions.
b) Fans are working fine.

**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).

# TIM Alarm

Default Severity: Critical, Service-Affecting (SA)

Logical Object: TRUNK

The Trail Trace Identifier Mismatch (TIM) alarm is raised when the expected TTI string does not match the received TTI string.

## Clear the TIM Alarm

### Procedure

Identify the cause for different expected and received TTI strings and resolve. The TIM mismatch can be caused due to mismatch in fiber connections.

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.

## Clear Upgrade License Grace Period Remaining

### SUMMARY STEPS

1. This alarm is cleared when SIA licenses are purchased.

### DETAILED STEPS

### Procedure

This alarm is cleared when SIA licenses are purchased.

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).

# [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).

# UNC-WORD Alarm

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

Logical Object: TRUNK

The Uncorrected FEC Word (UNC-WORD) condition is raised when the FEC is unable to correct the frame.

## Clear the UNC-WORD Alarm

**Procedure**

**Step 1** Ensure that the fiber connector for the card is completely plugged in.

**Step 2** Ensure that the ports on the far end and near end nodes have the same port rates and FEC settings.

**Step 3** If the BER threshold is correct and at the expected level, use an optical test set to measure the power level of the line to ensure it is within guidelines. For specific procedures to use the test set equipment, consult the manufacturer.

**Step 4** If the optical power level is good, verify that the optical receive levels are within the acceptable range.

**Step 5** If the condition does not clear, verify that a single-mode fiber is used.

**Step 6** Clean the fiber connectors at both ends for a signal degrade.

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).

# USB 0 Overcurrent Error

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

Logical Object: RP

The USB 0 Overcurrent Error alarm is raised when the over current is observed on USB0.

## Clear the USB 0 Overcurrent Error Alarm

**Procedure**

This alarm is cleared automatically when the over current is removed for USB

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).

# USB 1 Overcurrent Error

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

Logical Object: RP

The USB 1 Overcurrent Error alarm is raised when the over current is observed on USB 1.

## Clear the USB 1 Overcurrent Error Alarm

**Procedure**

This alarm is cleared automatically when the over current is removed for USB

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).