ONS15800 SCF and IOC-W Empty slot Remote and Onsite Troubleshooting checklist

Contents

Introduction

This document explains how to troubleshoot empty-slot issues on the Cisco ONS15800 Subrack Common Function (SCF) and Input/Output Card (IOC)-W Dense Wavelength Division Multiplexing (DWDM) platforms.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ONS 15800 DWDM platform
- PC with WIN 95, 98, 2000
- Ethernet card

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Troubleshoot

Remote Site Information Collection

Complete these steps:

1. Open a Telnet session to the node that shows the empty slot issued on Transaction Language 1 (TL1) port (1000).
2. Activate the TL1 user **ACT-USER::USER_1:CEST::USER_1**.
3. Type **RTRV-EQPT::ALL:CEST** to retrieve the site inventory.
4. Type **RTRV-VER::ALL:CEST** to retrieve the installed units firmware (FW) versions.
5. Type **RTRV-UPTIME::CMP_W-01-01-15:CEST** to retrieve the Control and Monitoring Processor (CMP) unit uptime.
6. Save the data to a file.**File name convention**: Ensure that the file name contains a reference to the node from which you collect data. For example, NewYokTERM(151.15)Inv.txt.
7. Attach (or copy and paste) the information to the corresponding Technical Assistance Center (TAC) service request whenever applicable.

Remote CMP Debug

Complete these steps:

1. Enable logging to file on the Telnet terminal with logging capabilities.
2. Prepare the Telnet terminal to connect to the CMP card on port 5678. In order to do so, insert the IP address while you wait to connect.
3. Start a continuous ping sequence to the same node from a command prompt or terminal window.For example, type **ping *xxx.xxx.xxx.xxx* -t** from a Windows command prompt.
4. Reset the CMP card.For example, log in with ROOT profile from another Telnet session on port 23. Then type the **reset** command, or use Cisco Photonics Local Terminal (CPLT).
5. Monitor the ping replies from the node.
6. Open the Telnet session on port 5678 when the node begins to respond to ping requests. Type the **ALLON** command to enable the B1 message trace.**IMPORTANT: Enable the log trace on port 5678 as soon as the node replies to the first ping.**
7. Collect log entries of three to four minutes while you wait for the complete reboot of the CMP card.
8. Save the data to a file.**File name convention**: Ensure that the file name contains a reference to the node from which you collect data. For example, NewYokTERM(151.15)C8.
9. Issue the **ALLOFF** command to close the Telnet sessions and terminate ping requests to the node.
10. Attach (or copy and paste) the information to the corresponding TAC service request whenever applicable.

Troubleshoot IOC and SCF Cards (These Operations Do Not Affect Traffic)

Premise: Always use a spare unit when you cannot recover the affected card.

SCF Card

Complete these steps:

1. Note the status on the CMP display.
2. Extract one of the fan trays from the same sub-rack in which the SCF unit is inserted.
3. Check the corresponding fan alarm LED to verify whether the SCF unit turns on.If the LED does not turn on with the first fan tray, check the other trays to rule out an issue with the LED.
4. Physically re-seat the SCF unit.
5. Check whether the CMP card display blinks.
6. Verify whether the final status display appears.
7. If the unit is still in empty slot status, re-seat the CMP card.
8. Note the final status that the CMP displays.
9. If you cannot recover the SCF with actions 4 or 7, replace the SCF.
10. If you recover the SCF card with actions 4, 7, or 8, double-check the FW version. Apply the Cisco official upgrade procedure while the field engineer is still on site.
11. If actions 4, 7, or 8 fix the problem, attach (or copy and paste) the information to the corresponding TAC service request whenever applicable.See the On Site Checklists section for more information.
12. If the new SCF unit is still in empty slot status, contact Cisco TAC for assistance.

IOC-W Card

Complete these steps:

1. Note the status on the CMP display.
2. Physically re-seat the IOC-W unit.
3. Check whether the CMP card display blinks.
4. Check whether the final status display appears.
5. If the unit is still in empty slot status, re-seat the CMP card.
6. Note the final status of the CMP.
7. If you cannot recover the IOC-W with actions 2 or 5, replace the IOC-W.
8. If you successfully recover the IOC-W card with actions 2, 5, or 7, double-check the FW version. Apply the Cisco official upgrade procedure while the field engineer is still on site.
9. If actions 2, 5, or 7 fix the problem, attach (or copy and paste) the information to the corresponding TAC service request whenever applicable.See the On Site Checklists section for more information.
10. If the new IOC-W unit is still in empty slot status, contact Cisco TAC for assistance.

On Site Checklists

SCF On Site Checklist:	
NODE Name:	NODE IP:
SCF location (SubRack/Slot):	Date:

1. **CMP initial status:** _____

2. **Extract one or more fan trays:**
3. **Physically re-seat the SCF:Does the CMP card display blink: YES NOWhat is the CMP final status?: _____**
4. **Did step 3. "RECOVER" the SCF visibility: YES NO**
5. **IF Step 3. "RECOVERED" the SCF visibility:Verify the SCF FW version and apply upgrade procedure.Send/enclose/attach this module to a Cisco TAC service request.**
6. **IF Step 3. "DID NOT RECOVER" the SCF visibility:Re-seat the CMP.What is the CMP final status?: _____**
7. **Did step 6.a "RECOVER" the SCF visibility?: YES NO**
8. **IF Step 6.a "RECOVERED" the SCF visibility:Verify the SCF FW version and apply the upgrade procedure.Send/enclose/attach this module to a Cisco TAC service request.**
9. **IF Step 6.a "DID NOT RECOVER" the SCF visibility:Replace the SCF card.**
10. **Did step 9.a "RECOVER" the SCF visibility?: YES NOVerify SCF FW version and apply the upgrade procedure.Send/enclose/attach this module to a Cisco TAC service request.**
11. **IF Step 9.a "DID NOT RECOVER" the SCF visibility:Contact Cisco TAC for assistance.**

IOC-W On Site Checklist:	
NODE Name:	**NODE IP:**
	Date:

1. **CMP initial status: _____**
2. **Physically re-seat the IOC-W:Does the CMP card display blink?: YES NOWhat is the CMP final status: _____**
3. **Did step 2. "RECOVER" the IOC-W visibility?: YES NO**
4. **IF Step 2. "RECOVERED" the IOC-W visibility:Verify the IOC-W FW version and apply the upgrade procedure.Send/enclose/attach this module to a Cisco TAC service request.**
5. **IF Step 2. "DID NOT RECOVER" the IOC-W visibility:Re-seat the CMP.What is the CMP final status?: _____**
6. **Did step 5.a "RECOVER" the IOC-W visibility?: YES NO**
7. **IF Step 5.a "RECOVERED" the IOC-W visibility:Verify the IOC-W FW version and apply the upgrade procedure.Send/enclose/attach this module to a Cisco TAC service request.**
8. **IF Step 5.a "DID NOT RECOVER" the IOC-W visibility:Replace the IOC-W card.**
9. **Did step 8.a "RECOVER" the IOC-W visibility?: YES NOVerify the IOC-W FW version and apply the upgrade procedure.Send/enclose/attach this module to a Cisco TAC Case.IF Step 8.a "DID NOT RECOVER" the IOC-W visibility:Contact Cisco TAC for assistance.**