IGX 8400 BTM Trunk Error Troubleshooting and Definitions

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Introduction

This document defines statistical and integrated trunk error alarms reported by the Cisco IGX 8400 Series Switch broadband trunk module (BTM).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Troubleshoot Trunk Problems

You can use these commands to troubleshoot common trunk problems:

Command	Description
dsptrks	Displays a current view of all trunks and their status at the node.
dsptrkerrs	Displays a current and historical view of status for all trunks at the node. To ensure a current view, use the **clrtrkerrs** command.
dsptrkerrs *slot−num*	Displays a current and historical view of specified trunk status at the node. To ensure a current view, use the **clrtrkerrs** *slot−num*

	command. Before troubleshooting, use the **clrtrkerrs** *slot−num* command to ensure error counters register current events.

BTM Trunk Alarm Types

You can use the **dsptrkerrs** *slot−num* command to display BTM trunk alarm types. The statistical alarms are listed in the left−hand column and the integrated alarms are listed in the right−hand column of the command output:

```
labigx       TN      SuperUser       IGX 8420  9.2.34    Nov. 16 2000 12:37 GMT


TRK  4                 Clear − OK                         Clrd:11/16/00 12:30:29
Statistical Alarm Count ETS   Status    Integrated Alarm  Count ETS   Status
Out of Frms           0     0           Comm Fails            0     −
Loss of SIG           0     0           Loss of SIG (RED)     0     −
TX Voice Pkt Drp      0     0           AIS         (BLUE)    0     −
TX TS Pkt Drp         0     0           Out of Frms (RED)     0     −
TX Non−TS Pkt Drp     0     0           Rmt OOF     (YEL)     0     −
TX CC Pkt Drp         0     0           VTRK Path Fails       0     −
TX BData A Pkt Drp    0     0
TX BData B Pkt Drp    0     0
Packet Err            0     0
Line Code Errs        0     0
P−bit Parity Errs     0     0
C−bit Parity Errs     0     0
BIP−8 Code Errs       0     0
Cell HEC Errs         0     0
Rx Voice Pkt Drp      0     0
Rx TS Pkt Drp         0     0
Rx NTS Pkt Drp        0     0
Rx Hi−Pri Pkt Drp     0     0
Rx BData A Pkt Drp    0     0
Rx BData B Pkt Drp    0     0
PLCP Out of Frame     0     0
Rx Spacer Pkt Drp     0     0
CGW Dscd Pkts         0     0
```

```
CGW Dscd Cells        0     0

CGW Abrt Frms         0     0          Last failure time: Date/Time Not Set


Last Command: dsptrkerrs 4
```

If the **dsptrks** command shows the trunk as `Clear - OK`, no immediate action is required. Increasing error counts in the Statistical Alarm column typically cause minor alarms. Minor alarms indicate a trunk is experiencing errors but it has not failed.

If error counts in the Statistical Alarm column exceed the threshold specified in the **cnflnalm** command display, a major alarm is declared and the trunk is removed from service. Once a trunk is removed from service, all connections are routed from it or failed if an alternate trunk is unavailable. Errors such as the ones found in the Integrated Alarm column typically cause major alarms.

If a new trunk experiences persistent Integrated Alarms, use the **cnftrk** *slot−num* command to verify the trunk configuration.

Note: BTMs do not support virtual trunks. Therefore, the VTRK Path Fails integrated alarm is not applicable and is not defined in this document.

Statistical and Integrated Alarms

This section lists the BTM trunk statistical and integrated alarms, with hyperlinks to documents you can use to obtain more information about them.

Statistical Alarm	Integrated Alarm
Out of Frms	Comm Fails
Loss of Sig	Loss of SIG (RED)
Tx Voice Pkt Drp	AIS (BLUE)
TX TS Pkt Drp	Out of Frms (RED)
TX Non−TS Pkt Drp	Rmt OOF (YEL)/Rmt E3 FERF
TX CC Pkt Drp	
TX BData A Pkt Drp	
TX Bdata B Pkt Drp	
Packet Err	
Line Code Errs	
P−bit Parity	
C−bit Parity	
BIP−8 Code	
Cell HEC	
Rx Voice Pkt Drp	
Rx TS Pkt Drp	

Rx NTS Pkt Drp	
Rx Hi−Pri Pkt Drp	
Rx BData A Pkt Drp	
Rx BData B Pkt Drp	
PLCP Out of Frame	
RX Spacer Pkt Drp	
CGW Dscd Pkts	
CGW Dscd Cells	
CGW Abrt Frms	

Related Information

- **WAN Switching Network Synchronization Fundamentals**
- **International Telephony Union (ITU) Recommendation G.704**
- **Cisco WAN Switching Solutions − Cisco Documentation**
- **Guide to New Names and Colors for WAN Switching Products**
- **Downloads − WAN Switching Software**
- **Technical Support − Cisco Systems**

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