

# BTM Rx TS Pkt Drp Errors

Document ID: 10866

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## Introduction

This document provides troubleshooting information for broadband trunk module (BTM) Rx TS Pkt Drp errors.

## 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.

## Error Definition

This error applies to the IGX BTM with E1, E2, E3, and T3 backcards.

BTM packet drop errors indicate the number of cells discarded from these trunk queues:

Voice	Voice activity detection (VAD) voice traffic.
Timestamped (TS)	Low-speed data and voice-signaling traffic.
Non-timestamped (Non-TS)	High-speed data, non-VAD voice, and modem traffic.
Control Card (CC)	Network processor module (NPM) and the first two packets of talkspurt traffic. (This was the High Priority queue.)

Bursty data A (BData A)	Non-Foresight Frame Relay and high-level data link control (HDLC) frame-forwarded traffic.
Bursty data B (BData B)	Foresight Frame Relay and HDLC frame-forwarded traffic.

Causes for Rx TS Pkt Drp errors include:

- High trunk utilization

Check for high trunk utilization by issuing the SuperUser-level command **dsprkutil**. Packet drops can occur when trunk utilization reaches 85 percent. This situation most likely occurs if the utilization of connections was underestimated during configuration.

For statistical real-time services such as low-speed data connections with data frame multiplexing (DFM), trunk bandwidth is assigned to each connection and is based upon the connection configuration. DFM uses a repetitive, pattern-suppressing algorithm to provide data compression.

If the assumption about how much bandwidth DFM can save was too optimistic, then connections can generate more FastPackets than the trunk can handle. BTM queue overflow can result in Rx TS Pkt Drp errors on the trunk.

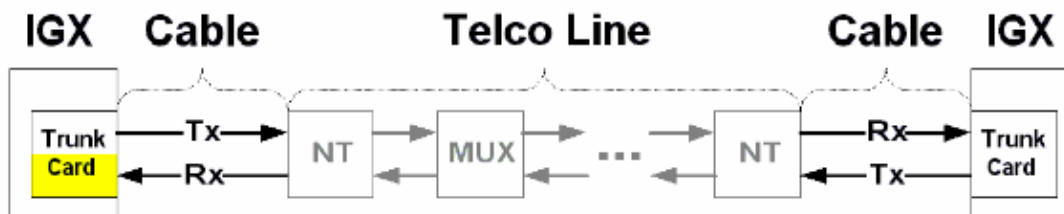
Because actual fill grade can vary quickly for the time-stamped (TS) queue and because the rate of FastPackets per connection depends on the traffic patterns of the end system, packet drops on trunk queues typically do not follow predictable patterns. However, more drops occur during peak hours than during off-peak hours.

If a small number of packet drops occurs, monitor the trunk for a few days. Take action only if discards reduce service quality. If this occurs, the most likely symptom is end-system retransmission or timeouts.

- Misconfigured trunk parameters, as indicated in the SuperUser-level command **cnftrkparm**.

## Error Example

The likely location of equipment errors is highlighted in yellow here:



**Rx Pkt Drop**

**NT = Network Termination**  
**MUX = Multiplexer in Telco Line Path**

**Tx = Transmit**  
**Rx = Receive**

# Troubleshooting

Use this procedure to troubleshoot the Rx TS Pkt Drp error:

1. Issue the SuperUser–level **dsprkutil** command to check current trunk utilization.
  - a. Issue the **clrtrkerrs** command frequently to clear trunk error statistics.
  - b. When **dsprkerrs** shows dropped packets, issue the **dsprkutil** command to determine current trunk utilization. If the `Peak Interval Utilization` field is higher than 85 percent, then queue overflows are causing packet drops.
  - c. Issue the **dsprks** command to identify the distant–end switch and trunk number. Issue the **vt** command to open a virtual session with the distant–end switch. Verify the trunk errors and utilization at the distant end using the commands listed above.
  - d. For immediate relief, route voice connections over alternate trunks.
  - e. Issue the SuperUser–level **dsprkcons** command to identify the total number of connections routed over the problem trunk.
  - f. Issue the **dsprts** command to identify the connection identifiers and the current route for all connections routed across the problem trunk.
  - g. Issue these SuperUser–level commands to display utilization for each connection routed across the problem trunk:
    - ◇ **dsputl** Voice connection.
    - ◇ **dsputl** Data connection.
    - ◇ **dsputl** ATM or Frame Relay connection.
2. To resolve the problem, evaluate the network design of connection parameters and correct if necessary. For data connections with DFM, the parameter that affects trunk bandwidth allocation is utilization.
  - a. Issue the **dsprcon** and **dsprchcnf** commands to verify connection settings.
  - b. To change utilization, issue the **cnfchutil** command. The lower the configured utilization for a connection, the greater the number of connections the routing algorithm can load onto one trunk. The higher the number of data with DFM and voice connections, the higher the probability of Rx TS Pkt Drp errors.
3. For switch software to allocate the correct amount of bandwidth on the BTM trunk, the configured utilization value must reflect actual activity on the connection. If the configured value does not reflect the actual activity on the channel, the switch software allocates an incorrect amount of minimum bandwidth. This discrepancy occurs when DFM does not work because of constantly changing data patterns from the end application. An incorrect utilization configuration for one connection usually does not cause problems. However, packet drops can result if the configured utilization of many DFM data connections is lower than actual utilization.
  - a. Issue the SuperUser–level commands **cnftrkstats**, **dsprkstatcnf**, and **dsprkstatthist** to collect and view target trunk statistics. The statistics require significant NPM processing time. Enable them only for troubleshooting activities.
  - b. Use Cisco WAN Manager statistics to evaluate long–term trunk use.
4. Issue the **cnftrkparm** command to check all trunk parameters.
  - a. Compare the problem trunk settings to the default values or to other trunks that have similar traffic without Rx TS Pkt Drp errors. An important parameter is the TS setting of `Receive Queue Depth`, which you can display if you issue the **cnftrkparm** command.
  - b. Consider network specific requirements before you change the queue depth because changes affect all connections that share the TS queue on the BTM trunk.

If the problem persists after you perform the troubleshooting steps, contact the Cisco Technical Support at (800) 553–24HR, (408) 526–7209, the Cisco Technical Support Website, or send e–mail to [tac@cisco.com](mailto:tac@cisco.com).

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## Related Information

- [IGX 8400 UXM Trunk Error Troubleshooting and Definitions](#)
  - [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](#)
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Updated: Apr 30, 2009

Document ID: 10866

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