

# NTM Tx CC Pkt Drp Errors

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## Introduction

This document discusses network trunk module (NTM) Control Card (CC) packet drop errors and provides steps to troubleshoot these errors.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document applies to the Cisco IGX" NTM with T1, E1, and subrate (SR) back cards.

### Conventions

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

## Error Definition

NTM packet drop errors indicate the number of cells that are discarded from these trunk queues:

Queue	Definition
Voice	Voice activity detection (VAD) voice traffic.
Timestamped (TS)	<del>Low-speed data, voice-signaling traffic.</del>
Non-timestamped (Non-TS)	High-speed data, non-VAD voice, and modem traffic.
Control Card (CC)	Network processor module (NPM) and first two packets of talkspurt traffic. (This was the High Priority queue.)
Bursty data A	Non-Foresight Frame Relay and

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

Tx CC Pkt Drps can have these causes:

- The High Priority queue that carries CC packets can overflow during periods of unusually high internodal traffic. The internodal protocol is robust enough to recover from the loss of a small number of CC messages. Sustained periods of CC Pkt Drps can cause Comm Fails between nodes, which can lead to Comm Break and unreachable nodes.

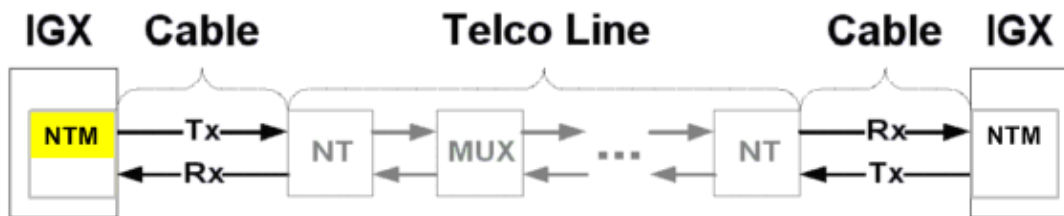
CC Pkt Drps rarely occur in networks with T1 trunks or greater bandwidth. When accompanied by Comm Fail and Comm Break messages in **dsplog** command output, then Cisco Technical Support must troubleshoot CC Pkt Drps.

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

## Error Example

The likely location of equipment errors is highlighted in yellow in this diagram:

### Tx CC Pkt Drop



- NTM Network Trunk Module
- NT Network Termination
- MUX The Multiplexer in the Telco line path.
- Rx Receive
- Tx Transmit

## Troubleshooting

Follow these steps to troubleshoot the error:

1. Determine if there is more than one trunk that is experiencing CC Pkt Drps, between the IGX and the rest of the network.
  - a. Issue the **dsptrks** command, to verify the number of routing trunks at the local IGX.
  - b. If more than one trunk to the network exists, issue the SuperUser-level **drtop** command, to identify the trunk that CC traffic uses at the local IGX. The **Via Trk** column of the **drtop** output indicates the trunks that are used for CC traffic at the local IGX.
  - c. Issue the **dspnds** command, to determine if there are unreachable nodes on the network.
  - d. Issue the **cnftrk** command and set **Restrict PCC traffic** to **Yes**, to route CC traffic off of the trunk that is experiencing CC Pkt Drps.
2. Verify that all trunk parameters are correctly configured.

- a. Compare the configuration of the problem trunk to the default values or to the configuration of other trunks of the same type that work properly.
  - b. Issue the **cnftrkparm** command, to verify the settings of the HighPri queue.
  - c. If there is a difference between the configuration of the trunk that is experiencing CC Pkt Drps and the configuration of a working trunk at the same IGX, then contact Cisco Technical Support for further assistance.
3. Issue the SuperUser-level **cnfnodeparm** command, to check all nodal parameters.
    - a. Compare the settings of the IGX that is experiencing the CC Pkt Drps to the settings of an error-free IGX.
    - b. If a configuration difference is noted between the IGX that is experiencing CC Pkt Drps and the error-free IGX, contact Cisco Technical Support for further assistance.

If the problem persists after you perform the troubleshooting steps, contact Cisco Systems Technical Support:

- Phone: (800) 553-24HR or (408) 526-7209
- Website: Technical Support – Cisco Systems
- E-mail: tac@cisco.com

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## Related Information

- [Cisco WAN Switching Solutions – Cisco Documentation](#)
- [Guide to New Names and Colors for WAN Switching Products](#)
- [Downloads – WAN Switching Software \( registered customers only\)](#)
- [Technical Support – Cisco Systems](#)

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