

Hardware Troubleshooting for Catalyst 8540/8510 MSRs and LightStream 1010 ATM Switch

Document ID: 21459

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Opening a TAC Case

Please provide the following output when opening a case with Cisco TAC to troubleshoot an ATM related problem:

- What is the topology? What other devices feed into this ATM switch router?
- Which interfaces have the highest traffic loads? Are these the same interfaces that are experiencing the rejected cells?
- On which MSC chip are the rejected cells occurring? Is there a high amount of traffic flowing through this set of ports? For example, drops on MSC 0 point to a high amount of traffic on interfaces in slots 0 and 1.
- Output from the following show commands:
 - ◆ **show hardware**
 - ◆ **show running**
 - ◆ **show tech**
 - ◆ **show atm resource** or **show controller** (depending on the platform)

Acronyms Used

The following acronyms are used throughout this document:

Acronym	Description	Acronym	Description
ABR	Available Bit Rate	PCR	Peak Cell Rate
ASIC	Application-Specific Integrated Circuit	PTI	Payload Type Identifier
ASP	ATM Switch Processor	PVC	Permanent Virtual Circuit
CLP	Cell Loss Priority	SCR	Sustained Cell Rate

EFCI	Explicit Forward Congestion Indication	SP	Switch Processor
EPD	Early Packet Discard	SuperCAM	Super Carrier Module
FC-PCQ	Feature Card Per-Class Queuing	SVCs	Switched Virtual Circuits
FC-PFQ	Feature Card Per-Flow Queuing	TPD	Tail Packet Discard
IE	Information Element	UBR	Unspecified Bit Rate
ITPD	Intelligent Tail Packet Discard	UNI	User-Network Interface
MIB	Management Information Base	UPC	Usage Parameter Control
MSC	Modular Switching Component	VC	Virtual Circuit
MSP	Multiservice Switch Processor	VCL	Virtual Channel Link
OAM	Operation, Administration and Maintenance	VP	Virtual Path
PAM	Port Adapter Modules		

Related Information

- [ATM Technical Tips](#)
- [Troubleshooting Switch Router ATM Interface Connections](#)
- [ATM and Layer 3 Switch Router Troubleshooting Guide](#)
- [Technical Assistance Center \(TAC\)](#)

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Updated: Jun 05, 2005

Document ID: 21459
