



Troubleshooting a Loopback Failure

- [Identifying a Failed Line Card, on page 1](#)

Identifying a Failed Line Card

This section explains how to identify a failed line card when getting a loopback failure.

Before you begin

You should have created a On-Demand TechSupport policy for the fabric node. If you have not already created an On-Demand TechSupport policy, see the “Sending an On-Demand Tech Support File Using the GUI” section in the *Cisco APIC Basic Configuration Guide*.

Procedure

- Step 1** Collect the Logs Location file of the On-Demand TechSupport policy for the fabric node. To initiate the collection:
- In the menu bar, click **Admin**.
 - In the submenu bar, click **Import/Export**.
 - In the **Navigation** pane, expand **Export Policies** and right-click the On-Demand TechSupport policy for the fabric node.
A list of options appears.
 - Choose **Collect Tech Supports**.
The **Collect Tech Supports** dialog box appears.
 - In the **Collect Tech Supports** dialog box, click **Yes** to begin collecting tech support information.
- Step 2** Download the the Logs Location file of the On-Demand TechSupport policy for the fabric node. To download the Logs Location file:
- From the On-Demand TechSupport policy window in the **Work** pane, click the **Operational** tab.
A summary table appears in the On-Demand TechSupport policy window with several columns, including the **Logs Location** column.
 - Click the URL in the **Logs Location** column.
- Step 3** Inside the Logs Location file, go to the `/var/sysmgr/tmp_logs/` directory and unzip the `svc_ifc_techsup_nxos.tar` file.

```
-bash-4.1$ tar xopf svc_ifc_techsup_nxos.tar
```

The show_tech_info directory is created.

Step 4 Run `zgrep "fclc-conn failed" show-tech-sup-output.gz | less`.

```
-bash-4.1$ zgrep "fclc-conn failed" show-tech-sup-output.gz | less
[103] diag_port_lb_fail_module: Bringing down the module 25 for Loopback test failed. Packets
possibly lost on the switch SPINE or LC fabric (fclc-conn failed)
[103] diag_port_lb_fail_module: Bringing down the module 24 for Loopback test failed. Packets
possibly lost on the switch SPINE or LC fabric (fclc-conn failed)
```

Note The **fclc-conn failed** message indicates a failed line card.

Step 5 Power cycle the currently failed fabric cards and ensure the fabric cards come online.

Step 6 If the fabric cards fail to come online, or after the fabric cards go offline again, immediately collect the `diag_port_lb.log` file and send the file to the TAC team. The `diag_port_lb.log` file is located in the `/var/sysmgr/tmp_logs/` directory of the Logs Location file.
