



Preface



Note

The terms "Unidirectional Path Switched Ring" and "UPSR" may appear in Cisco literature. These terms do not refer to using Cisco ONS 15xxx products in a unidirectional path switched ring configuration. Rather, these terms, as well as "Path Protected Mesh Network" and "PPMN," refer generally to Cisco's path protection feature, which may be used in any topological network configuration. Cisco does not recommend using its path protection feature in any particular topological network configuration.

This section explains the objectives, intended audience, and organization of this publication and describes the conventions that convey instructions and other information.

This section provides the following information:

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Revision History

Date	Notes
January 2011	• Updated the section "FAPS-CONFIG-MISMATCH" in the chapter "Alarm Troubleshooting". • Updated the section "Clear the PROT-SOFT-VERIF-FAIL Alarm" in the chapter "Alarm Troubleshooting".

Date	Notes
February 2011	- Updated the section "CARLOSS (ISC)" in the chapter "Alarm Troubleshooting". - Updated the section "Clear the SHELF-COMM-FAIL Alarm" in the chapter "Alarm Troubleshooting".
March 2011	- Updated the section "Data CRC" in the chapter "Alarm Troubleshooting". - Updated the section "ACT-SOFT-VERIF-FAIL" in the chapter "Alarm Troubleshooting".
May 2011	- Updated the section "Corrective Action for Scenario 3" in the chapter "General Troubleshooting". - Updated the section "Fiber Cut Detection" in the chapter "Alarm Troubleshooting".
July 2011	- Updated the section "SYSBOOT" in the chapter "Alarm Troubleshooting". - Updated the section "LOS-P (TRUNK)" in the chapter "Alarm Troubleshooting". - Updated the section "OTUK-LOF" in the chapter "Alarm Troubleshooting".
September 2011	- Updated the section "LOCAL-FAULT" in the chapter "Alarm Troubleshooting". - Updated the section "REMOTE-FAULT" in the chapter "Alarm Troubleshooting". - Updated the section "Clear the CFM-XCON-SERVICE Condition" in the chapter "Alarm Troubleshooting". - Updated the "Facility Loopbacks" section in the chapter, "General Troubleshooting".
November 2011	Updated the section "PROV-MISMATCH" in the chapter "Alarm Troubleshooting".
December 2011	- Added the section "Control Card Compatibility" in the Chapter "General Troubleshooting". - Updated the section "DBOSYNC" in the chapter "Alarm Troubleshooting".
January 2012	- Updated the section "SPANLEN-OUT-OF-RANGE" in the chapter "Alarm Troubleshooting". - Updated the section "WAN-SYNCLOSS" in the chapter "Alarm Troubleshooting".

Date	Notes
February 2012	• Updated the section "RLS" in the chapter "Alarm Troubleshooting". • Updated the section "IMPROPRMVL" in the chapter "Alarm Troubleshooting". • Updated the section "LO-TXPOWER" in the chapter "Alarm Troubleshooting".
March 2012	Added the section "PORT-COMM-FAIL" in the chapter "Alarm Troubleshooting".
April 2012	• Updated the section "Card Behavior" under the section "Facility Loopbacks" in the chapter "General Troubleshooting". • Updated the section "Card Behavior" under the section "Terminal Loopbacks" in the chapter "General Troubleshooting".
May 2012	• Updated the section "Clear the UNC-WORD Condition" in the chapter "Alarm Troubleshooting". • Updated the section "LOS (OTS)" in the chapter "Alarm Troubleshooting". • Updated the section "Fiber Cut Detection" in the chapter "General Troubleshooting".
July 2012	• Updated the sections "AIS", "ALS", "CASETEMP-DEG", "DCU-LOSS-FAIL", "FIBERTEMP-DEG", "GAIN-HDEG", "GAIN-LDEG", "LASERBIAS-DEG", "LASERBIAS-FAIL", "LOS-O", "LOS-P (AOTS, OMS, OTS)", "LOS-P (OCH)", "OPWR-HDEG", "OPWR-HFAIL", "OPWR-LDEG", "OPWR-LFAIL" in the chapter "Alarm Troubleshooting". • Document Part Number revisioned to 78-19394-02 and a full length book-PDF was generated.
March 2013	• Revised the part number and included Release 9.6.0.3 features. For the list of 9.6.0.3 features, see the "New and Changed Information" section.

Document Objectives

This guide gives troubleshooting information and troubleshooting-related parameters for the Cisco ONS 15454 (ANSI) and Cisco ONS 15454 SDH (ETSI) platforms, specifically the dense wavelength division multiplexing (DWDM) application that can operate on either platform. Use this guide in conjunction with the appropriate publications listed in the [Related Documentation](#), on page xi section.

Audience

To use this publication, you should be familiar with Cisco or equivalent optical transmission hardware and cabling, telecommunications hardware and cabling, electronic circuitry and wiring practices, and preferably have experience as a telecommunications technician.

Document Organization

This document is organized into the following chapters:

Chapter	Description
General Troubleshooting	Provides procedures for troubleshooting the most common problems encountered when operating a Cisco ONS 15454 DWDM shelf in ANSI or ETSI platforms.
Alarm Troubleshooting	Gives a description, severity, and troubleshooting procedure for each commonly encountered Cisco DWDM alarm and condition.
Transient Conditions	Gives a description, entity, Simple Network Management Protocol (SNMP) number, and trap for each commonly encountered Cisco ONS 15454 transient condition.
Error Messages	Lists the error messages for the Cisco ONS 15454 Multi-Service Transport Platform (MSTP).

Document Conventions

This document uses the following conventions:

Convention	Description
^ or Ctrl	Both the ^ symbol and Ctrl represent the Control (Ctrl) key on a keyboard. For example, the key combination ^D or Ctrl-D means that you hold down the Control key while you press the D key. (Keys are indicated in capital letters but are not case sensitive.)
bold font	Commands and keywords and user-entered text appear in bold font .
<i>Italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
Courier font	Terminal sessions and information the system displays appear in <code>courier font</code> .
Bold Courier font	Bold Courier font indicates text that the user must enter.

Convention	Description
[x]	Elements in square brackets are optional.
...	An ellipsis (three consecutive nonbolded periods without spaces) after a syntax element indicates that the element can be repeated.
	A vertical line, called a pipe, indicates a choice within a set of keywords or arguments.
[x y]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
{x y}	Required alternative keywords are grouped in braces and separated by vertical bars.
[x {y z}]	Nested set of square brackets or braces indicate optional or required choices within optional or required elements. Braces and a vertical bar within square brackets indicate a required choice within an optional element.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
< >	Nonprinting characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

Reader Alert Conventions

This document uses the following conventions for reader alerts:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.



Tip

Means *the following information will help you solve a problem*.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

**Warning**

Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.

Warning	IMPORTANT SAFETY INSTRUCTIONS This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071 SAVE THESE INSTRUCTIONS
Waarschuwing	BELANGRIJKE VEILIGHEIDSINSTRUCTIES Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring onderaan de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen. BEWAAR DEZE INSTRUCTIES
Varoitus	TÄRKEITÄ TURVALLISUUSOHJEITA Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelyyn liittyvät riskit ja tutustu onnettomuuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteen mukana toimitettujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla. SÄILYTÄ NÄMÄ OHJEET
Attention	IMPORTANTES INFORMATIONS DE SÉCURITÉ Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement. CONSERVEZ CES INFORMATIONS

Warnung	WICHTIGE SICHERHEITSHINWEISE Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden. BEWAHREN SIE DIESE HINWEISE GUT AUF.
Avvertenza	IMPORTANTI ISTRUZIONI SULLA SICUREZZA Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento. CONSERVARE QUESTE ISTRUZIONI
Advarsel	VIKTIGE SIKKERHETSINSTRUKSJONER Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten. TA VARE PÅ DISSE INSTRUKSJONENE
Aviso	INSTRUÇÕES IMPORTANTES DE SEGURANÇA Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo. GUARDE ESTAS INSTRUÇÕES
¡Advertencia!	INSTRUCCIONES IMPORTANTES DE SEGURIDAD Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo. GUARDE ESTAS INSTRUCCIONES

Varning!	VIKTIGA SÄKERHETSANVISNINGAR Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning. SPARA DESSA ANVISNINGAR
Figyelem	FONTOS BIZTONSÁGI ELOÍRÁSOK Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg. ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!
Предупреждения	ВНИМАТЕЛЬНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству. СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ
警告	重要的安全性说明 此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。 请保存这些安全性说明
警告	安全上の重要な注意事項 「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。 これらの注意事項を保管しておいてください。

주의	중요 안전 지침 이 경고 기호는 위험을 나타냅니다. 작업자가 신체 부상을 일으킬 수 있는 위험한 환경에 있습니다. 장비에 작업을 수행하기 전에 전기 회로와 관련된 위험을 숙지하고 표준 작업 관례를 숙지하여 이를 방지하십시오. 각 경고의 마지막 부분에 있는 경고문 번호를 참조하여 이 장치와 함께 제공된 번역된 안전 경고문에서 해당 번역문을 찾으십시오. 이 지시 사항을 보관하십시오.
Aviso	INSTRUÇÕES IMPORTANTES DE SEGURANÇA Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo. GUARDE ESTAS INSTRUÇÕES
Advarsel	VIGTIGE SIKKERHEDSANVISNINGER Dette advarselssymbol betyder fare. Du befinder dig i en situation med risiko for legemesbeskadigelse. Før du begynder arbejde på udstyr, skal du være opmærksom på de involverede risici, der er ved elektriske kredsløb, og du skal sætte dig ind i standardprocedurer til undgåelse af ulykker. Brug erklæringsnummeret efter hver advarsel for at finde oversættelsen i de oversatte advarsler, der fulgte med denne enhed. GEM DISSE ANVISNINGER
تحذير	إرشادات الأمان الهامة يوضح رمز التحذير هذا وجود خطر. وهذا يعني أنك متواجد في مكان قد ينتج عنه التعرض لإصابات. قبل بدء العمل، احذر مخاطر التعرض للصدمات الكهربائية وكن على علم بالإجراءات القياسية للحيلولة دون وقوع أي حوادث. استخدم رقم البيان الموجود في آخر كل تحذير لتحديد مكان ترجمته داخل تحذيرات الأمان المترجمة التي تأتي مع الجهاز. قم بحفظ هذه الإرشادات
Upozorenje	VAŽNE SIGURNOSNE NAPOMENE Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopove, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod. SAČUVAJTE OVE UPUTE

Upozornění	DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv vybavení si uvědomte nebezpečí související s elektrickými obvody a seznamte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení. USCHOVEJTE TYTO POKYNY
Προειδοποίηση	ΕΠΙΒΑΛΟΝΤΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ Αυτό το προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε εξοπλισμό, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθειες πρακτικές για την αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή. ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ
אזהרה	רמות בטיחות חשובות אזהרה זו מסמל סכנה. אתה נמצא במצב העלול לגרום לפציעה. לפני שתעבוד עם ציוד זה, עליך להיות מודע לסכנות הכרוכות במעגלים חשמליים ולהכיר את הנהלים המקובלים יעית תאונות. השתמש במספר ההוראה המסופק בסופה של כל אזהרה כדי לאתר את התרגום הנדרש להוראות אלה.
предупреждение	ВЪЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА Симболот за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните кола и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искористете го бројот на изјавата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот. ЧУВАЈТЕ ГИ ОБИЕ НАПАТСТВИЈА
Ostrzeżenie	WAŻNE INSTRUKCJE DOTYCZĄCE BEZPIECZEŃSTWA Ten symbol ostrzeżenia oznacza niebezpieczeństwo. Zachodzi sytuacja, która może powodować obrażenia ciała. Przed przystąpieniem do prac przy urządzeniach należy zapoznać się z zagrożeniami związanymi z układami elektrycznymi oraz ze standardowymi środkami zapobiegania wypadkom. Na końcu każdego ostrzeżenia podano numer, na podstawie którego można odszukać tłumaczenie tego ostrzeżenia w dołączonym do urządzenia dokumencie z tłumaczeniami ostrzeżeń. NINIEJSZE INSTRUKCJE NALEŻY ZACHOWAĆ

Upozornenie	DŮLEŽITÉ BEZPEČNOSTNÉ POKYNY Tento varovný symbol označuje nebezpečenstvo. Nachádzate sa v situácii s nebezpečenstvom úrazu. Pred prácou na akomkoľvek vybavení si uvedomte nebezpečenstvo súvisiace s elektrickými obvodmi a oboznámte sa so štandardnými opatreniami na predchádzanie úrazom. Podľa čísla na konci každého upozornenia vyhľadajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu. USCHOVAJTE SI TENTO NÁVOD
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Related Documentation

Use the Cisco ONS 15454 DWDM Troubleshooting Guide in conjunction with the following publications:

- *Cisco ONS 15454 DWDM Procedure Guide*
—Provides procedures to install, turn up, test, and maintain an ONS 15454 DWDM node and network.
- *Cisco ONS 15454 DWDM Reference Manual*
—Provides card, node, and network reference information, including performance monitoring parameters and network element defaults.
- *Cisco ONS 15454 Hardware Installation Guide*
—Provides procedures to install and maintain shelf.
- *Cisco ONS SONET TL1 Command Guide*
—Provides a full TL1 command and autonomous message set including parameters, AIDs, conditions and modifiers for the Cisco ONS 15454, ONS 15600, ONS 15310-CL, and ONS 15310-MA systems.
- *Cisco ONS SONET TL1 Reference Guide*
—Provides general information, procedures, and errors for TL1 in the Cisco ONS 15454, ONS 15327, ONS 15600, ONS 15310-CL, and ONS 15310-MA systems.
- *Cisco ONS SDH TL1 Command Guide*
—Provides a full TL1 command and autonomous message set including parameters, AIDs, conditions and modifiers for the Cisco ONS 15454 SDH, ONS 15310-MA SDH, and ONS 15600 SDH systems.
- *Cisco ONS SDH TL1 Reference Guide*
—Provides general information, procedures, and errors for TL1 in the Cisco ONS 15454 SDH, ONS 15310-MA SDH, and Cisco ONS 15600 SDH systems.
- *Release Notes for Cisco ONS 15454 SONET and SDH*
—Provides caveats, closed issues, and new feature and functionality information.
- *Release Notes for Cisco ONS 15454, ONS 15454 M2, and ONS 15454 M6 DWDM*
—Provides caveats, closed issues, and new feature and functionality information.

Obtaining Optical Networking Information

This section contains information that is specific to optical networking products. For information that pertains to all of Cisco, refer to the Obtaining Documentation and Submitting a Service Request section.

Where to Find Safety and Warning Information

For safety and warning information, refer to the Cisco Optical Transport Products Safety and For safety and warning information, refer to the Cisco Optical Transport Products Safety and Compliance Information document that accompanied the product. This publication describes the international agency compliance and safety information for the Cisco ONS 15454 system. It also includes translations of the safety warnings that appear in the ONS 15454 system documentation.

Cisco Optical Networking Product Documentation CD-ROM

Optical networking-related documentation, including Cisco ONS 15xxx product documentation, is available in a CD-ROM package that ships with your product. The Optical Networking Product Documentation CD-ROM is updated periodically and may be more current than printed documentation.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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