

Contents

[Introduction](#)

[Problem](#)

[Solution](#)

[Related Cisco Support Community Discussions](#)

Introduction

This article discusses a common problem and mitigation techniques with certain supported GBICs (or SFPs) optical transceiver modules on a Catalyst 3850 switch.

Problem

When you insert specific GBICs on a Catalyst 3850 switch you may get following error logs:

Issue has commonly been seen with GLC-SX-MMD and third party SFPs.

Solution

Please keep in mind the following points before considering this as a hardware issue with the SFP, sub-module (C3850-NM) or 3850 backplane.

1 . Verify compatibility between the SFP and the switch, sub-module and software version. You can refer these compatibility matrix documents.

[Gigabit Ethernet Transceiver Modules Compatibility Matrix](#)
[10-Gigabit Ethernet Transceiver Modules Compatibility Matrix](#)

2 . Some SFPs need configuration and actions to be able to work in a Catalyst 3850 switch (mostly when they are manufactured by third-party). Try following actions:

Remove SFP module, shutdown/no shutdown the port, insert back the SFP module.

3 . Take into consideration the following software defects:

[CSCut94443](#) - GLC-SX-MMD is not recognized after OIR
[CSCuj31712](#) - certain Vendor Sfp force ports to err-disable upon OIR

It is recommended to go to stable version of code whether if you are hitting those bugs or not. The recommended version on cisco.com has helped to fix this kind of incidents. Following documents can be referred for this.

[Upgrade guide](#)
[Software Download page](#)