



## Troubleshooting the Cisco Remote-PHY Solution

- [Troubleshooting: Cisco cBR-CCAP-LC-40G Line Card Link LED Does Not Illuminate, on page 1](#)
- [Troubleshooting: The Cisco cBR-CCAP-LC-40G Line Card is Not Working, on page 1](#)
- [Troubleshooting: The cable modems are not in init\(\) state, on page 2](#)

### Troubleshooting: Cisco cBR-CCAP-LC-40G Line Card Link LED Does Not Illuminate

**Problem** After inserting the network cable into the SFP module of the Cisco cBR-CCAP-LC-40G line card, the LINK LED of the line card does not illuminate.

**Possible Cause** Dirt or skin oil is accumulated on the network cable plug faceplate generating significant attenuation and reducing the optical power levels below threshold levels. This could result in link failure.

**Solution** Clean the plug faceplate with a lint-free tissue soaked in 99 percent pure isopropyl alcohol and then with a dry lint-free tissue. Remove any residual dust from the faceplate with compressed air before installing the network cable.

### Troubleshooting: The Cisco cBR-CCAP-LC-40G Line Card is Not Working

**Problem** The Cisco cBR-CCAP-LC-40G line card is not working.

**Possible Cause** The Cisco cBR-CCAP-LC-40G line card is not connected to the power supply.

**Solution** Verify if the power LED is illuminated and the power supply is connected to the Cisco cBR-CCAP-LC-40G line card. Connect to the power supply, if not connected.

**Possible Cause** The Cisco cBR-CCAP-LC-40G line card is not configured on the Cisco CMTS.

**Solution** Configure the Cisco cBR-CCAP-LC-40G line card.

**Possible Cause** The captive screws are not secured on the faceplate and the ejector levers are not properly closed.

**Solution** Close the ejector levers and tighten the captive screws with your fingers. Then, use either a T-10 Torx or a common flathead screwdriver to tighten the captive screws from 5 to 7 in-lbs.

**Possible Cause** The Cisco cBR-CCAP-LC-40G line card is not firmly seated in the chassis.

**Solution** Unscrew the top and bottom captive screws on the line card using a T-10 Torx driver tool or flathead screwdriver. Simultaneously pivot both ejector levers away from the line card to disengage the line card. Slide the line card partially out of the slot in the chassis and slide it back in until it is firmly seated in the chassis. Close the ejector levers and tighten the captive screws with your fingers. Then, use either a T-10 Torx or a common flathead screwdriver to tighten the captive screws from 5 to 7 in-lbs.

**Possible Cause** The network cable connectors are not properly seated in the ports on the Cisco cBR-CCAP-LC-40G line card and cables are broken.

**Solution** Verify if the cables are broken. Replace the cables, if broken and insert the network cable connector into the SFP module port until it clicks and locks into place to ensure proper seating..

**Possible Cause** Incorrect or inappropriate software license is configured on the Cisco cBR-CCAP-LC-40G line card.

**Solution** Reinstall or rehost the appropriate license on the Cisco cBR-CCAP-LC-40G line card.

**Possible Cause** Power on Self Test (POST) fails when the line card is installed in the chassis.

**Solution** Verify the power supply connection and if the problem persists, contact the Technical Assistance Center (TAC) for further assistance.

## Troubleshooting: The cable modems are not in init() state

**Problem** The cable modems are not in init() state.

**Possible Cause** PTP is not aligned.

**Solution** Use the **show ptp clock running** command to check ptp clock state.

```

NG13#show ptp clock running
                PTP Ordinary Clock [Domain 0]
      State      Ports      Pkts sent      Pkts rcvd      Redundancy Mode
  PHASE_ALIGNED  1              1666420        5051243        Hot standby
                PORT SUMMARY

                PTP Master
  Name          Tx Mode   Role      Transport  State      Sessions  Port Addr
  slave-from-903 unicast  slave    Lo1588     Slave      1         10.90.3.93
    
```