



# Troubleshooting of Infrastructure Alarms

This chapter provides a description, severity, and troubleshooting procedure for each commonly encountered Cisco NCS 1010 infrastructure alarm and condition. When an alarm is raised, refer to its clearing procedure.

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## LICENSE-COMM-FAIL

Default Severity: Major(MJ), Non-Service-Affecting (NSA)

Logical Object: plat\_sl\_client

The LICENSE-COMM-FAIL alarm is raised when the device is not able to communicate with the Cisco license cloud server.

## Clear LICENSE-COMM-FAIL Alarm

### Procedure

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This alarm is cleared when the communication with the Cisco cloud license server is restored.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## DISASTER\_RECOVERY\_UNAVAILABLE\_ALARM

Default Severity: Major(MJ), Non-Service-Affecting (NSA)

Logical Object: Instorch

The DISASTER\_RECOVERY\_UNAVAILABLE\_ALARM is triggered when the chassis SSD image is corrupted or the system operates with uncommitted software.

## Clear the Disaster Recovery Unavailable Alarm

### Procedure

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This alarm clears automatically after the upgrade from a lower release to a higher release. The upgrade process completes after running the **install commit** command. It syncs the image with the local repository every 12 hours. For more details about software upgrade, see the section of the .

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## ESD\_INIT\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The ESD\_INIT\_ERR\_E alarm is raised when the Ethernet Switch Driver (ESD) initialization fails.

## Clear the ESD\_INIT\_ERR\_E Alarm

### Procedure

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Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## EQUIPMENT\_FAILURE

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: LC

The EQUIPMENT\_FAILURE alarm is raised when any of the following equipment fails:

- Optical module
- Phase Lock Loop (PLL)
- Cloud Detection and Response (CDR)
- Line Card

- Field Programmable Gate Array (FPGA)
- Line card RAM or Disk
- META-DX2
- I/O Expander

## Clear the EQUIPMENT\_FAILURE Alarm

### Procedure

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To clear this alarm, replace the faulty equipment.

For more details, refer to the [Cisco Returns Portal](http://www.cisco.com/c/en/us/support/index.html) or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## FAN FAIL

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The FAN FAIL alarm is raised when one of the two fans stops spinning or fails. If a fan stops working properly, the temperature can increase beyond the usual operating range, which might also trigger the TEMPERATURE alarm to activate.

## Clear the FAN FAIL Alarm

### Procedure

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To clear this alarm, replace the faulty fan in the chassis.

If the alarm does not clear after replacing the faulty fan, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## FAN SPEED SENSOR 0: OUT OF TOLERANCE FAULT

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The FAN SPEED SENSOR 0: OUT OF TOLERANCE FAULT alarm is raised when one or more fans in the fan tray are faulty.

## Clear the FAN SPEED SENSOR 0: OUT OF TOLERANCE FAULT Alarm

### Procedure

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To clear this alarm, replace the faulty fans in the chassis.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## FAN-POWER-ERROR

Default Severity: Major (MJ), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The FAN-POWER-ERROR alarm is raised when the power supply to the fan tray fails.

## Clear the FAN-POWER-ERROR Alarm

### Procedure

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This alarm is cleared when:

- The power supply to the fan tray is restored.
- Online Insertion and Removal (OIR) of the fan tray is performed.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## FAN-TRAY-ABSENT

Default Severity: Major (MJ), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The FAN-TRAY-ABSENT alarm is raised when one or more fan trays are absent or removed from the chassis.

## Clear the FAN-TRAY-REMOVAL Alarm

### Procedure

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Insert the fan trays into the chassis.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## FPD IN NEED UPGD

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-FPD

The FPD IN NEED UPGD alarm is raised when a newer FPD version in the FPD package is available on the FPD boot disk and the its internal memory has an outdated FPD version. A FPD package is stored on the boot disk and contains all the FPD images for each FPD on the platform for that Cisco IOS XR version. The FPDs run from images stored in its internal memory and not from the images inside the FPD package.

## Clear the FPD IN NEED UPGD Alarm

### Procedure

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This alarm is cleared when the correct FPD is upgraded using the **upgrade hw-module location *location-id* fpd *fpd name*** command. For more details, see the section of the .

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## IMPROPRMVL

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: LC/PPM

The IMPROPRMVL alarm is raised when a line card or PPM is removed without deleting its configuration.

## Clear the IMPROPRMVL Alarm

To clear this alarm:

## Procedure

- 
- Step 1** Re-insert the line card or PPM.
- Step 2** Delete the line card configuration.
- Step 3** Remove the line card.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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# INSTALL IN PROGRESS

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-INSTALL

The INSTALL IN PROGRESS alarm is raised when the install operation is in progress or if the "install commit" is not performed after activating a new image or package.

## Clear the INSTALL IN PROGRESS Alarm

### Procedure

- 
- Step 1** 1) Wait until the install operation is completed.
- Step 2** 2) Run the **install commit** command after the **install activate** command.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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# Invalid sensor read error

Default Severity: Minor(MN), Non Service-Affecting (NSA)

Logical Object: SPI-ENVMON

Invalid sensor read error alarm raised when the system is unable to retrieve data from its sensors.

## Clear the Invalid sensor read error Alarm

### Procedure

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To clear this alarm, log in to the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> or call Cisco TAC (1 800 553-2447).

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## [Low | High] Voltage

Default Severity: Critical (CR), Minor (MN), Non-Service-Affecting (NSA), Service Affecting (SA)




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**Note** The severity of the alarm is determined by the voltage values detected by the sensor.

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Logical Object: LC

A [Low | High] Voltage is raised if any of the internal voltage measurements are not within the operating range. Following are the formats of the alarms along with their descriptions:

- *[sensor name]: high voltage alarm* is raised when the voltage is above the operating range.
- *[sensor name]: low voltage alarm* is raised when the voltage is below the operating range.

## Clear the [Low | High] Voltage Alarm

### Procedure

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Verify the voltage of the power source. The voltage alarms clear automatically when the voltage is within the operating conditions. The voltage rating value varies depending on the standards of different countries for AC and DC power ranges.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## MEA Alarm

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: LC/PPM

The Mismatch Equipment Attributes (MEA) alarm for the Pluggable Port Module (PPM) or Quad Small Form-Factor Pluggable (QSFP) is raised when:

- There is a mismatch in the configured client data rate and the supported QSFP physical data rate.
- The inserted line card is not compatible with the configuration that is currently available in the slot.

## Clear the MEA Alarm

### Procedure

#### Step 1

Verify the client data rate:

- a) Verify the supported physical data rate of the QSFP on using the **show inventory** command.
- b) Verify the configured client data rate on using the **show hw-module location** command.
- c) If the above values do not match, insert the appropriate pluggable or configure the required client data rate.

For more details on configuring the client data rate, see *Configuring the Card Mode* chapter of the .

#### Step 2

Physically verify the type of card and configure the slot with the desired card type.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

## OPTICAL-MOD-ABSENT

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: Phy1\_mgmt

The Optical-Mod-Absent alarm is raised when:

- line card is not inserted properly or is removed from the chassis.

## Clear the Optical MOD Absent Alarm

To clear this alarm, perform the following steps:

### SUMMARY STEPS

1. Follow the procedure [Remove and Replace Line Card](#) to reinsert the line card and connect the fan.
2. The alarm clears automatically once the LC reload is complete.

### DETAILED STEPS

#### Procedure

#### Step 1

Follow the procedure [Remove and Replace Line Card](#) to reinsert the line card and connect the fan.

**Step 2** The alarm clears automatically once the LC reload is complete.

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If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

## OUT\_OF\_COMPLIANCE

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: plat\_sl\_client

The OUT\_OF\_COMPLIANCE alarm is raised when one or more license entitlements is not in compliance. This state is seen when the license does not have an available license in the corresponding Virtual Account that the Cisco device is registered to, in the Cisco Smart Account.

## Clear Out of Compliance Alarm

### SUMMARY STEPS

1. To clear this alarm, enter into a compliance by adding the correct number and type of licenses to the Smart Account.

### DETAILED STEPS

#### Procedure

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To clear this alarm, enter into a compliance by adding the correct number and type of licenses to the Smart Account.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## PID-MISMATCH

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The PID-MISMATCH alarm is raised when one AC and one DC PSU are connected.

## Clear the PID-MISMATCH Alarm

### Procedure

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To clear this alarm, ensure that both connected PSU's are either AC or DC.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## PORT\_AUTO\_TUNE\_ERR\_E

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: ESD

The PORT\_AUTO\_TUNE\_ERR\_E alarm is raised when the port auto-tuning fails.

## Clear the PORT\_AUTO\_TUNE\_ERR\_E Alarm

### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the port.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## PORT\_INIT\_ERR\_E

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: ESD

The PORT\_INIT\_ERR\_E alarm is raised when the port initialization fails.

## Clear the PORT\_INIT\_ERR\_E Alarm

### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the port.

**POWER MODULE OUTPUT DISABLED**

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## POWER MODULE OUTPUT DISABLED

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The POWER MODULE OUTPUT DISABLED alarm is raised power supply is not connected to the power module.

### Clear the POWER MODULE OUTPUT DISABLED Alarm

#### Procedure

---

This alarm is automatically cleared when power supply is connected to the power module.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## POWER-MODULE-REDUNDANCY-LOST

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: SPI-ENVMON

The Power Group redundancy lost (POWER-MODULE-REDUNDANCY-LOST) alarm is raised if:

- the Power Supply Unit (PSU) is faulty or removed.
- the input PSU voltage goes beyond the working range of 180 to 264 volts for input high line (HL) and 90 to 140 volts for input low line (LL) nominal voltages.

### Clear the POWER-MODULE-REDUNDANCY-LOST Alarm

#### Procedure

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To clear this alarm:

- Re-insert the power module and then connect the power supply to the module.

- If the alarm does not clear after re-inserting, replace the power module.
- Check the input voltage value of the PSU using the **show environment power** command.
- If the input voltage is beyond the working range, check the power supplied to the PSU.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## Provisioning Failed Alarm

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: LC/Controller Name

The Provisioning Failed alarm is raised when invalid configuration is configured or invalid slice provisioning is made on the controller.

## Clear the Provisioning Failed Alarm

### Procedure

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**Step 1** Verify whether the provisioning configurations are supported for the line card.

**Step 2** Change it to supported configurations for the line card.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## Provisioning in Progress Alarm

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: LC

The Provisioning in Progress alarm is raised when the provisioning request is in progress on the line card.

## Clear the Provisioning in Progress Alarm

### Procedure

---

**Step 1** Verify the status of the alarm using the following debug command:

```
RP/0/RP0/CPU0:ios#show hw-module location '<0/n/NXR0>' mxponder
```

**Step 2** Wait till the status changes to **Provisioned**.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

## SPI\_FLASH\_CFG\_INIT\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SPI\_FLASH\_CFG\_INIT\_ERR\_E alarm is raised when there is an unsupported switch firmware version present.

### Clear the SPI\_FLASH\_CFG\_INIT\_ERR\_E Alarm

#### Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the Aldrin. If the alarm does not clear automatically:

- Restart the ESD process using the **process restart esd location 0/rp0/cpu0** command.
- Reload the rack using the **reload location 0/rack** command.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

## SWITCH\_ALL\_PORTS\_DOWN\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_ALL\_PORTS\_DOWN\_ERR\_E alarm is raised when all the switch ports are down.

### Clear the SWITCH\_ALL\_PORTS\_DOWN\_ERR\_E Alarm

#### Procedure

Cisco IOS XR automatically detects and clears this alarm by resetting the ports.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_CFG\_INIT\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_CFG\_INIT\_ERR\_E alarm is raised when the initial switch configuration fails.

### Clear the SWITCH\_CFG\_INIT\_ERR\_E Alarm

#### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_CRITICAL\_PORT\_FAILED\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_CRITICAL\_PORT\_FAILED\_E alarm is raised when there is a critical port failure.

### Clear the SWITCH\_CRITICAL\_PORT\_FAILED\_E Alarm

#### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the Aldrin. If the alarm does not clear automatically:

- Restart the ESD process using the **process restart esd location 0/rp0/cpu0** command.
- Reload the rack using the **reload location 0/rack** command.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_DMA\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_DMA\_ERR\_E alarm is raised when the switch Direct Memory Access (DMA) engine fails.

### Clear the SWITCH\_DMA\_ERR\_E Alarm

#### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_EEPROM\_INIT\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_EEPROM\_INIT\_ERR\_E alarm is raised when the Switch EEPROM initialization fails.

### Clear the SWITCH\_EEPROM\_INIT\_ERR\_E Alarm

#### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_FDB\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_FDB\_ERR\_E alarm is raised when the switch forwarding database (FDB) operation fails.

## Clear the SWITCH\_FDB\_ERR\_E Alarm

### Procedure

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Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_FDB\_MAC\_ADD\_ERR\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_FDB\_MAC\_ADD\_ERR\_E alarm is raised when the switch firmware is unable to add a MAC address to its database.

## Clear the SWITCH\_FDB\_MAC\_ADD\_ERR\_E Alarm

### Procedure

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To clear this alarm, contact technical support by logging into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> or call Cisco TAC (1 800 553-2447).

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## SWITCH\_FIRMWARE\_BOOT\_FAIL\_E

Default Severity: Critical (CR), Non-Service-Affecting (NSA)

Logical Object: ESD

The SWITCH\_FIRMWARE\_BOOT\_FAIL\_E alarm is raised when the switch firmware boot fails.

## Clear the SWITCH\_FIRMWARE\_BOOT\_FAIL\_E Alarm

### Procedure

---

This alarm can be cleared when the ESD auto clears the alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_NOT\_DISCOVERED\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_NOT\_DISCOVERED\_E alarm is raised when the switch is not discovered on the Peripheral Component Interconnect express (PCIe) bus.

### Clear the SWITCH\_NOT\_DISCOVERED\_E Alarm

#### Procedure

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Cisco IOS XR automatically detects and clears this alarm by resetting the switch.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SWITCH\_RESET\_RECOVERY\_FAILED\_E

Default Severity: Critical (CR), Service-Affecting (SA)

Logical Object: ESD

The SWITCH\_RESET\_RECOVERY\_FAILED\_E alarm is raised when the Switch Reset operation does not recover the switch.

### Clear the SWITCH\_RESET\_RECOVERY\_FAILED\_E Alarm

#### Procedure

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Cisco IOS XR automatically detects and clears this alarm by reloading the card using the **reload cpu0/rp0** command.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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# UNSTABLE\_LINK\_E

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: ESD

The UNSTABLE\_LINK\_E alarm is raised when there is an unstable link with high number of UP and DOWN state changes.

## Clear the UNSTABLE\_LINK\_E Alarm

### Procedure

---

Cisco IOS XR automatically detects and clears this alarm by resetting the port.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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# SIA\_GRACE\_PERIOD\_REMAINING

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: plat\_sl\_client

When the device enters an Out-of-Compliance (OOC) state, a grace period of 90 days begins. During this period, SIA license benefits can still be availed. The SIA\_GRACE\_PERIOD\_REMAINING alarm is raised when a Software Innovation Access(SIA) upgrade is allowed during this grace period.

## Clear SIA Grace Period Remaining

### SUMMARY STEPS

1. This alarm is cleared when Software Innovation Access(SIA) licenses are purchased.

### DETAILED STEPS

#### Procedure

---

This alarm is cleared when Software Innovation Access(SIA) licenses are purchased.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SIA\_UPGRADE\_BLOCKED

Default Severity: Major(MJ), Service-Affecting (SA)

Logical Object: plat\_sl\_client

The SIA\_UPGRADE\_BLOCKED alarm is raised when Software Innovation Access(SIA) grace period has expired.

## Clear SIA Grace Period Remaining

### Procedure

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This alarm is cleared when the SIA licences are purchased.

If the alarm does not clear, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## SSD-ACCESS-ERROR

Default Severity: Critical (CR) ,Non-Service-Affecting(NSA)

Logical Object: Instorch

The SSD-ACCESS-ERROR is raised when the system cannot access the chassis SSD either because of chassis SSD corruption or because the chassis SSD has been removed.

## Clear the SSD-ACCESS-ERROR Alarm

To clear this alarm:

### Procedure

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- Step 1** Re-insert the chassis SSD if it is not properly inserted.
- Step 2** If the alarm does not clear after reinserting, replace the corrupted SSD on the chassis.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## TACACS Server Down

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: Software

Release: This alarm was introduced in R24.3.1.

The *<TACACS server details>TACACS server DOWN* alarm is raised when the TACACS server is down.

## Clear the TACACS Server Down Alarm

The TACACS Server Down alarm is cleared when the TACACS server is up.

To clear this alarm, perform these steps:

### Procedure

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- Step 1** Verify the TACACS server group using the **show tacacs server-groups** command.
- Step 2** Check the connection between the device and the TACACS+ server using the **show tacacs details** command.
- Step 3** Remove the global and private server configuration.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## TEMPERATURE

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The TEMPERATURE alarm is raised when the temperature of a sensor exceeds the normal operating range because of any of the following reasons:

- One or more fans stops working.
- Inadequate airflow.
- Environmental temperature of the room is abnormally high.

## Clear the TEMPERATURE Alarm

### Procedure

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To clear this alarms:

**Step 1** Check the fan speed and temperature values using the **show environment** command.

**Step 2** Check any fan tray or failure alarms using the **show alarms brief system active**.

**Step 3** Ensure that:

- a) there are no airflow obstructions.
- b) fans are working fine.
- c) environmental temperature of the room is not abnormally high.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## UPGRADE\_LICENSE\_GRACE\_PERIOD\_REMAINING

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: plat\_sl\_client

The UPGRADE\_LICENSE\_GRACE\_PERIOD\_REMAINING alarm is raised when a software upgrade is allowed in the upgrade license grace period.

## UPGRADE\_LICENSE\_GRACE\_PERIOD\_REMAINING

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: plat\_sl\_client

The UPGRADE\_LICENSE\_GRACE\_PERIOD\_REMAINING alarm is raised when a software upgrade is allowed in the upgrade license grace period.

## VOLTAGE

Default Severity: Minor (MN), Major (MJ), Critical (CR), Non-Service-Affecting (NSA)

Logical Object: SPI-ENVMON

The VOLTAGE alarm is raised when the voltage is out of the operating range.

## Clear the VOLTAGE Alarm

### Procedure

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To clear this alarm:

**Step 1** Check if the input voltage is within the expected range.

**Step 2** Check the component level voltage is within the operating range using the **show environment voltage** command.

If the alarm does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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Clear the VOLTAGE Alarm