

TROUBLESHOOTING FORM

Date Investigation : May 10, 2022

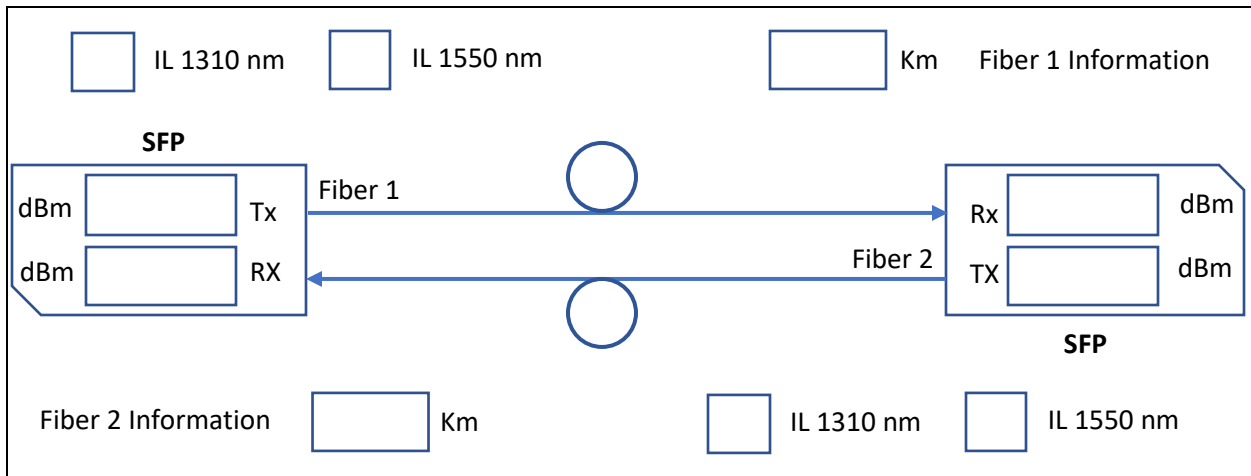
Site : Edge building,

PIC. PT. Cloudtronics Indonesia	Vendor PIC. _____
Name : Faiq Fawwaz A	Name :
Position: Support	Position:

Device used :

Switch	: Dell
Part Number	: SFP+10G-13-LR-Q
Serial Number	: CLD2112050322, CLD2112050323, CLD2112050324, CLD2112050325
Patchlead Type	: SMF
Length	: 10 Km
Switch Version :	<pre>JKT.EDG.SW1#show version Dell EMC Real Time Operating System Software Dell EMC Operating System Version: 2.0 Dell EMC Application Software Version: 9.14(0.1) Copyright (c) 1999-2018 by Dell Inc. All Rights Reserved. Build Time: Fri Aug 10 23:10:14 2018 Build Path: /build/build02/SW/SRC Dell EMC Networking OS uptime is 3 week(s), 0 day(s), 5 hour(s), 44 minute(s) System image file is "system://A" System Type: S4048T-ON</pre>

Detail Information



Circle choice :

Cable Type : SMF / MMF (OM5 / OM4 / OM3 / OM2 / OM1)

Patch Lead Type : SMF / MMF (OM5 / OM4 / OM3 / OM2 / OM1)

Link Length :

Connector Type : SC / ST / LC / FC

Polish Type : APC / UPC / Other

Patch Color : Green / Blue / Other

Coupling Type : SMF / MMF

Investigation :

Tx and Rx read as shown below:

```
JKT.EDG.SW1#show int tengigabitethernet 1/53/1
TenGigabitEthernet 1/53/1 is up, line protocol is down
Description: tes backbone Edge IDC via Cyber
Hardware is DelleMCeth, address is 68:4f:64:f4:f7:f9
Current address is 68:4f:64:f4:f7:f9
Pluggable media present, SFP+ type is 10GBASE-LR
Medium is MultiRate, Wavelength is 1310nm
SFP+ receive power reading is -3.7397dBm
SFP+ transmit power reading is -3.4361dBm
Interface index is 2105348
```

```
JKT.APJ.MMR#show interfaces tengigabitethernet 1/52
TenGigabitEthernet 1/52 is up, line protocol is down
Description: TRK.BACKBONE-JKT.EDG.SW1-Te1/51/1-VDC.10G
Hardware is DelleMCeth, address is 3c:2c:30:60:4b:02
Current address is 3c:2c:30:60:4b:02
Pluggable media present, SFP+ type is 10GBASE-LR
Medium is MultiRate, Wavelength is 1310nm
SFP+ receive power reading is -4.6231dBm
SFP+ transmit power reading is -3.6341dBm
Interface index is 2103684
```

Investigation Finding :

1. SFP is read but the link is not up
2. SFP testing before the Eid holiday (28 April 2022) shows the link still can't be up

```
20763652 64-byte pkts, 2372052 over 64-byte pkts, 521107 over 127-byte pkts
JKT.EDG.SW1#show vlan id 222

Codes: * - Default VLAN, G - GVRP VLANs, R - Remote Port Mirroring VLANs, P - Primary, C - Communi
ty, I - Isolated
       0 - OpenFlow, Vx - Vxlan
Q: U - Untagged, T - Tagged
    x - Dot1x untagged, X - Dot1x tagged
    o - OpenFlow untagged, O - OpenFlow tagged
    G - GVRP tagged, M - Vlan-stack
    i - Internal untagged, I - Internal tagged, v - VLT untagged, V - VLT tagged

   NUM      Status      Description                               Q Ports
   222      Active
                                     T Te 1/45,1/51/1,1/53/1
                                     U Te 1/41,1/43

JKT.EDG.SW1#show run int te1/51/1
!
interface TenGigabitEthernet 1/51/1
description TRK.BACKBONE-JKT.APJ.MMR-Te1/52.10G-VDC
no ip address
mtu 9216
portmode hybrid
switchport
speed 10000
no spanning-tree
no negotiation auto
no shutdown
JKT.EDG.SW1#show int te1/51/1
TenGigabitEthernet 1/51/1 is up, line protocol is down
Description: TRK.BACKBONE-JKT.APJ.MMR-Te1/52.10G-VDC
Hardware is DelleMCeTh, address is 68:4f:64:f4:f7:f9
Current address is 68:4f:64:f4:f7:f9
Pluggable media present, SFP+ type is 10GBASE-LR
Medium is MultiRate, Wavelength is 1310nm
SFP+ receive power reading is -3.7520dBm
SFP+ transmit power reading is -3.4352dBm
Interface index is 2104324
```

```
JKT.APJ.MMR#sh vlan id 222

Codes: * - Default VLAN, G - GVRP VLANs, R - Remote Port Mirroring VLANs, P - Primary, C - Communi
ty, I - Isolated
       0 - OpenFlow, Vx - Vxlan
Q: U - Untagged, T - Tagged
    x - Dot1x untagged, X - Dot1x tagged
    o - OpenFlow untagged, O - OpenFlow tagged
    G - GVRP tagged, M - Vlan-stack
    i - Internal untagged, I - Internal tagged, v - VLT untagged, V - VLT tagged

   NUM      Status      Description                               Q Ports
   222      Active
                                     T Te 1/50-1/52

JKT.APJ.MMR#show run int te1/51
!
interface TenGigabitEthernet 1/51
no ip address
mtu 9216
portmode hybrid
switchport
speed 10000
no negotiation auto
no shutdown
JKT.APJ.MMR#show int te1/51
TenGigabitEthernet 1/51 is up, line protocol is down
Hardware is DelleMCeTh, address is 3c:2c:30:60:4b:02
Current address is 3c:2c:30:60:4b:02
Pluggable media present, SFP+ type is 10GBASE-LR
Medium is MultiRate, Wavelength is 1310nm
SFP+ receive power reading is -5.1741dBm
SFP+ transmit power reading is -3.5487dBm
Interface index is 2103556
```

Troubleshoot :

1. Re-check the Cloudtronics brand SFP+ 10G LR software.
2. SFP software/code is appropriate and not reprogrammed.
3. Check the supporting equipment, try to change the patchlead from MMF to SMF.
4. Inspection of SFP cores, and SFP cores are found to be in clean condition.
5. Try running SFP with another dell switch with the same switch type.
6. The client team set the Dell switch and SFP+ 10G LR to work properly on these two Dell devices.
7. Tried again with the main switch, by trying on a different port.
8. SFP is running well.

Result :

1. SFP is not recoded.
2. SFP is working properly
3. Change the SFP port on a different Dell Switch with the same type.

Status has changed to up.

```
JKT.APJ.MMR#sh int tengigabitethernet 1/52
TenGigabitEthernet 1/52 is up, line protocol is up
Description: TRK.BACKBONE-JKT.EDG.SW1-Tel1/52/1-VDC.10G
Hardware is DelleMCETH, address is 3c:2c:30:60:4b:02
Current address is 3c:2c:30:60:4b:02
Pluggable media present, SFP+ type is 10GBASE-LR
Medium is MultiRate, Wavelength is 1310nm
SFP+ receive power reading is -4.6763dBm
SFP+ transmit power reading is -3.5853dBm

JKT.EDG.SW1#sh int tengigabitethernet 1/52/1
TenGigabitEthernet 1/52/1 is up, line protocol is up
Description: ok
Hardware is DelleMCETH, address is 68:4f:64:f4:f7:f9
Current address is 68:4f:64:f4:f7:f9
Pluggable media present, SFP+ type is 10GBASE-LR
Medium is MultiRate, Wavelength is 1310nm
SFP+ receive power reading is -3.5144dBm
SFP+ transmit power reading is -3.5458dBm
```

Supporting Document :

This report is made with a sense of responsibility and signed by the PIC.

Jakarta, May 12, 2022

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