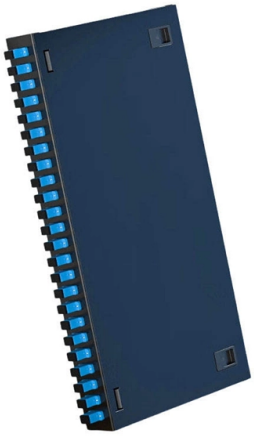
Switch optical port status down



Overview

The "down/down" status on the switch interface suggests a layer 1 issue, possibly a faulty cable or port.

Key Takeaways

An optical port on a switch may show as down due to hardware faults, misconfigurations, or connectivity issues, and can be diagnosed using CLI commands or dashboard monitoring tools.Checking Optical Port Status

To determine why an optical port is down, you can use either the switch dashboard or the Command Line Interface (CLI): Dashboard Monitoring (Cisco Meraki example):

• Navigate to Switching > Monitor > Switches and select the switch.

• Click the Ports tab and select the optical port.

• Review Digital Optical Monitoring (DOM) metrics such as transmit/receive power, temperature, voltage, and laser bias current. Alerts indicate if any parameter exceeds thresholds, which can help identify issues like low signal or module failure . CLI Monitoring:

• Log in to the switch console and enter Privileged EXEC mode.

• Use commands like show interface or show fiber-ports-optical-transceiver to view the port's operational status, link state, module type, and real-time metrics .

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• A down status may appear as link state: down or interface administratively down.
Common Causes of Optical Port Down
• Hardware Failures: Faulty SFP modules, damaged fiber cables, or defective switch ports can cause the interface to go down .

• Software or Configuration Issues: Mismatched speed, duplex settings, or negotiation modes between the local and peer devices can prevent the link from coming up .

• Environmental Factors: Excessive temperature, voltage fluctuations, or improper handling of optical modules may trigger a down status .

• Module Compatibility: Using non-certified or incompatible SFPs may result in the port not activating or showing errors .
Troubleshooting Steps
• Verify physical connections: Ensure the fiber cable is properly seated and undamaged.

• Check module health: Review DOM metrics for abnormal readings in power, temperature, or voltage .

• Confirm configuration: Match interface speed, duplex, and negotiation settings with the connected device .

• Replace hardware if needed: Swap the SFP module or fiber cable to isolate faulty components.

• Monitor logs: Check switch logs for errors or alarms related to the optical port. By systematically checking physical connections, module health, and configuration, most optical port down issues can be identified and resolved efficiently.

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Status is up/Protocol is down

I have a trunk port on a switch that show status as “up”, but protocol is “down”. When I do a shut, no shut on the port it

Troubleshoot Fiber Links on Catalyst 9000 Series Switches

This document describes how to troubleshoot fiber optic interfaces by addressing some of the fiber optic module and

Link Status on switch down down

server team is trying to turn up a new server on our network-however the port they are conncected to is showing

What does “port status” mean in regard to network switches?

Through your network management view, you can see the status for each port on your switch, whether the port is

Uplink port on PowerConnect 8024F went to state D-Down

Before the uplink port went into the state "D-Down", the CPU load on the switch rised to arount 90% and everything

switch

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I am having a bit of a brain freeze. I would like to know the command that displays the link status when a network

Checking the Interface Status and Configuration Parameters

If the physical state of an interface is Administratively DOWN, the administrator has manually shut down the interface. Access the

Catalyst 3850 switchstack, stack port status down

We have (4) Catalyst 3850 switches, configured as a stack. Seems that one or both stack ports on switch 3 and 4 are

16 Tips to Troubleshoot Your Optical Transceiver Issues

The switch port may be faulty, or the optical transceiver may be overheated. If the optical transceiver is overheated, it

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