

The two optical ports on the switch are not communicating



AI Overview

Optical ports on different switches may fail to communicate due to module incompatibility, fiber type mismatch, incorrect port configuration, or insufficient optical power. Common Causes

1. Optical Module Compatibility Switches often require certified or compatible optical modules. Using third-party or non-certified SFP/GBIC modules can prevent the port from coming up, even if physically connected. Always verify that the optical module is supported by the switch model.
2. Fiber Type Mismatch Single-mode modules (typically 1310 nm or 1550 nm) must connect to single-mode fiber (yellow), while multimode modules (typically 850 nm) must connect to multimode fiber (orange or aqua green). Mismatched fiber types or core diameters can cause high attenuation and prevent communication.
3. Port Configuration Issues Some switches do not auto-negotiate optical speeds. Using a 1G SFP in a 10G port may require disabling auto-negotiation and manually setting the speed. Ports may be administratively shut down; ensure the interface is enabled using commands like `no shutdown` on Cisco or equivalent commands on other vendors. Multi-rate or combo ports may need manual configuration to match the module speed (e.g., 10G vs 25G).
4. Optical Power Problems Transmit or receive power that is too low or too high can prevent the link from coming up. Use switch commands (e.g., `display interface transceiver` on Huawei or `show interface transceiver` on Cisco) to check optical power levels and alarms.
5. Physical Layer Issues Check for broken or loose connectors, damaged cables, or faulty patch panels. Swap the optical module or fiber with a known good one to isolate the problem.

Troubleshooting Steps

- Verify that both switches recognize the optical module.
- Confirm fiber type and core diameter match the module specifications.
- Ensure the interface is administratively up and configure...

Article Content

Optical Module Troubleshooting

To ensure normal communication between two optical interfaces, check for transmit and receive power alarms after the two interfaces have optical modules installed and connected using

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Switch not communicating traffic | NETGEAR Communities

Switch not communicating traffic I just purchased this NETGEAR 48 port gigabit switch, I hooked everything up to it and then I powered the switch on and all the lights that had a connection

PDF document

PDF document PDF document Read this PDF document online, download the original file, and browse related details on device.report. Additional coding instructions can be found in the Article File chapter

Can't see other switch via Fiber connection

Coming from the main server rack via Cisco 9300, we have a fiber optic cable going to a building across the parking lot to a rack of Cisco 9300 switches. From there, we have another fiber

Dell Networking PowerSwitch Layer 1 optical troubleshooting

The purpose of this guide is to provide general guidelines for troubleshoot layer 1 connectivity issues when using transceivers in Ethernet switches.

Network Switch Troubleshooting Guide: Common Problems and

Make sure that the network cables or fiber connectors connected to the switch ports are securely plugged in without any looseness or damage, and that the correct fiber type (single-mode or

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 cabling specifications.

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Troubleshoot Switch Port and Interface Problems

Based on typical issues encountered with optical modules in daily switch applications, this document summarizes basic troubleshooting steps for resolving common faults:

2 switches won't connect

2 switches won't connect I am trying to connect 2 3750 switches. I have a cable in each switch's f1/0/5 port however, neither port comes up at all. The lights stay off and the show interface command says

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New install Cisco 3850's not communicating over Fiber Uplinks

I have replaced old Cisco 1900 switches with 3850's in my plant process areas. Added Fiber links between 3850's for increased performance. I can't get data transfer through the fiber

HELP: Cisco 2960 switch port communicating but no LED for that

Novice here. Our C2960X-48FPS-L LEDs are all working except for one. The port is communicating but the LED is out. I've tried rebooting and resetting the switch. Also tried plugging the device into other

Problem communicating between 2 switches on the same VLAN

I have a short cable from Port 1 on Switch 1 to Port 1 on Switch 2 and another from Port 2 to Port 2. In this configuration a device on, say, Switch 1 Port 3 can't talk to a device on Switch 2 Port

Optical Link Failure Troubleshooting: Switch-to-Switch (SMF/MMF)

Learn how to troubleshoot optical link failures between network switches. Essential guide covers checking optical modules, single-mode (SMF) vs. multimode (MMF) fiber integrity, and

Network Switch Troubleshooting Guide: Common

A comprehensive switch troubleshooting from the physical layer to the data link layer to the network layer to find out why your network switch is not

Common Problems And Solutions When Using Optical

First, check whether the status of the optical port is on, and then check whether the optical module parameters of both ends are matched (such as wavelength,

Troubleshooting for Optical Modules on Huawei Switch

Check whether the fiber between the two ports is damaged. Use optical modules with a longer transmission distance on the two ports. When connecting switches

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Solved: What would cause all fiber optic ports on a

Hi. On a big industrial plant we've replaced an old HP switch with a brand new couple of C2960x switches in stack configuration and ever since then,

Troubleshooting a Fiber Optic Transceiver: Step-by-Step Guide

As an illustration, connect the two 10G SFP+ ports on the switch using a 10G SFP+ DAC cable (or utilize two 10G SFP+ optical modules and a fiber patch cable). If activity is detected in the

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