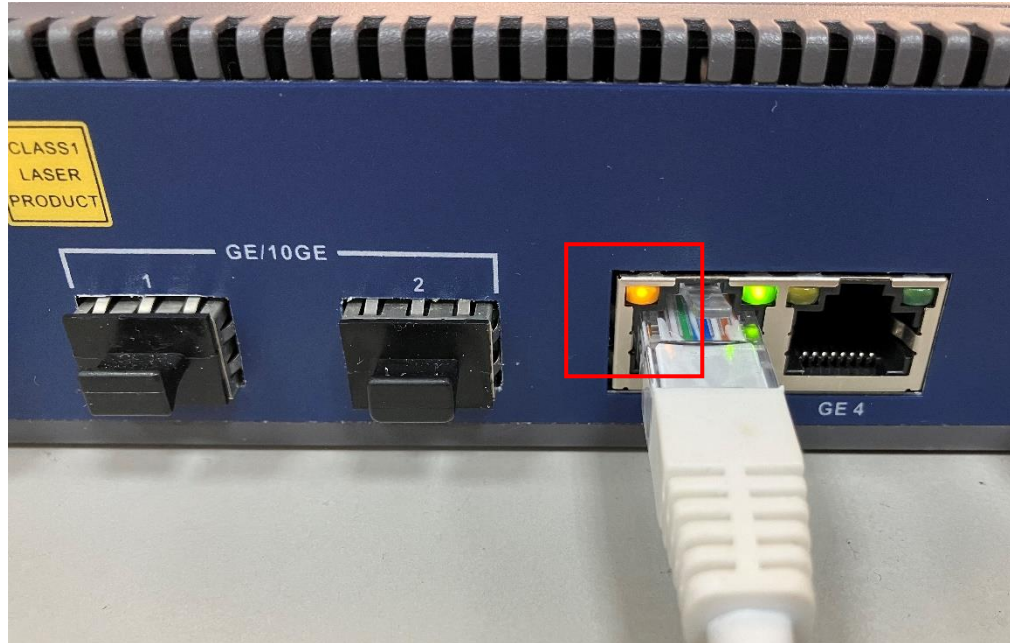


OLT Uplink is unable to communicate with Uplink devices

1. Check connection status

Please check the OLT front panel LED, make sure Uplink port has the link up. The Uplink (Orange) LED turned on means the port link is up.



2. LED does not show link up LED.

(1) Login into the OLT WEB page to check the link status of the Uplink port(s).

Port ID	Link Status	Speed	Rx Bytes	Rx Packets				Tx Bytes	Tx Packets				Collisions	Errors
				Packets	Unicast	Broadcast	Multicast		Packets	Unicast	Broadcast	Multicast		
GE1	Down	-	0	0	0	0	0	0	0	0	0	0	0	0
GE2	Down	-	0	0	0	0	0	0	0	0	0	0	0	0
GE3	Down	-	0	0	0	0	0	0	0	0	0	0	0	0
GE4	Down	-	0	0	0	0	0	0	0	0	0	0	0	0
GE5	Down	-	3655684	28565	28551	0	14	76639	794	0	419	375	0	0
GE6	Up	1000M Full	87823018848	686117378	686117286	76	16	75139584967	587036528	586726525	90370	219633	0	0
GE7	Up	1000M Full	3273648401	2838306	678067	62788	2097451	54794614	527284	474358	35790	17136	0	0
GE8	Down	-	639708063189	702751948	2498859643	0	2498859595	63353114448	654520912	654205792	71079	244041	0	6

(2) Change the Uplink port speed to Auto mode, 100Mbps, 1000Mbps or 10000Mbps (depending on port type and model used).

Port ID	Description	Admin Status	Speed	Flow Control	Isolate	PVID	Storm(0 64-1000000fps)			Rate(0 64-1000000kbps)		MAC Limit(0-16384)
							Broadcast	Multicast	Unicast	Ingress	Egress	
GE1		<input checked="" type="checkbox"/>	1000M Full	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE2		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE3		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE4		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE5		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE6		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE7		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0
GE8		<input checked="" type="checkbox"/>	Auto	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	512	0	512	0	0	0

(3) Loop connect of the OLT Uplink port to check the link status.

If OLT Uplink port still does not light up even with a with loop connection, please replace the SFP module when using SFP or change the RJ-45 cable when using the RJ-45 Port.

3. Connected but no service.

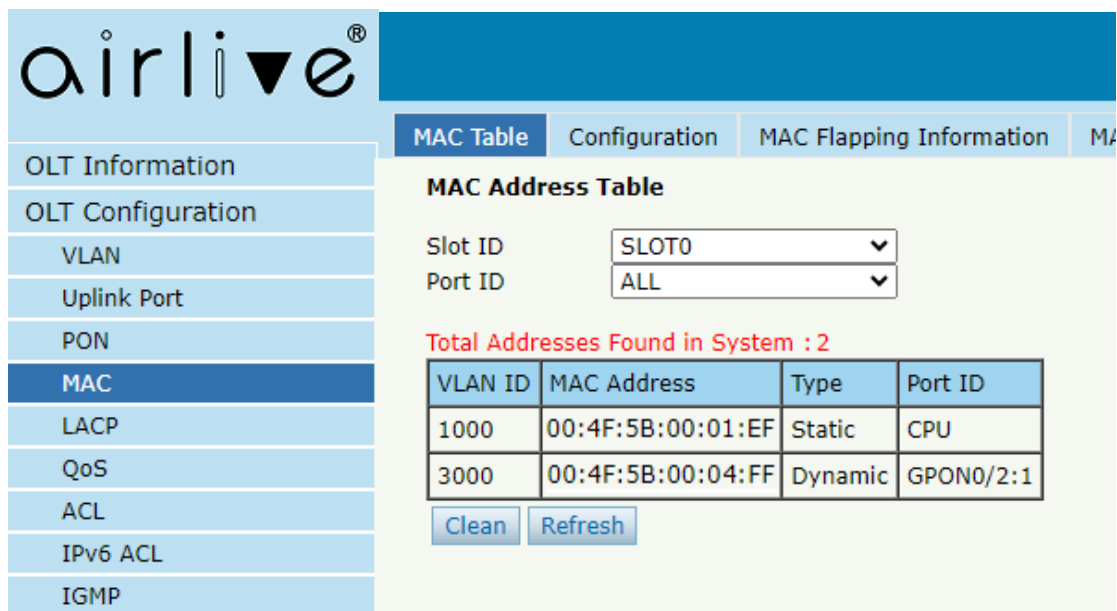
The LED indicates a successful link up, but there is no communication with the uplink devices

(1) check the port traffic statistics

Traffic Statistics																
Port ID	Link Status	Speed	Rx Bytes	Rx Packets				Tx Bytes	Tx Packets				Collisions	Errors		
				Packets	Unicast	Broadcast	Multicast		Packets	Unicast	Broadcast	Multicast				
GE1	Down	-	0	0	0	0	0	0	0	0	0	0	0	0	0	
GE2	Down	-	0	0	0	0	0	0	0	0	0	0	0	0	0	
GE3	Down	-	71068859688	555225691	555224511	0	591	70434370354	550269174	550266766	1059	1349	0	397	0	
GE4	Down	-	541706180224	4232079533	4232079533	0	0	71074639066	555275591	555253550	11779	10262	0	0	0	
GE5	Down	-	8310489424	64925783	64925543	0	240	10313264792	80575188	80561441	7367	6380	0	0	0	
GE6	Up	1000M Full	565966670720	126647299	2213576930	0	2208037611	565915950071	126261366	126043281	65898	152188	0	0	0	
GE7	Up	1000M Full	1891781646	1577841	170564	48934	1358343	83293081	388658	351425	24670	12563	0	0	0	
GE8	Up	1000M Full	202686322138	1583486890	990073375	0	593413512	144838629728	1131555527	1131369157	50329	136041	0	3	0	

When TX or RX byte shows 0, please upgrade the OLT to the latest firmware.

(2) Verify the MAC address table to confirm if the uplink device's MAC address is associated with the correct VLAN. If not, check the VLAN settings of the Uplink port.



VLAN ID	MAC Address	Type	Port ID
1000	00:4F:5B:00:01:EF	Static	CPU
3000	00:4F:5B:00:04:FF	Dynamic	GPON0/2:1