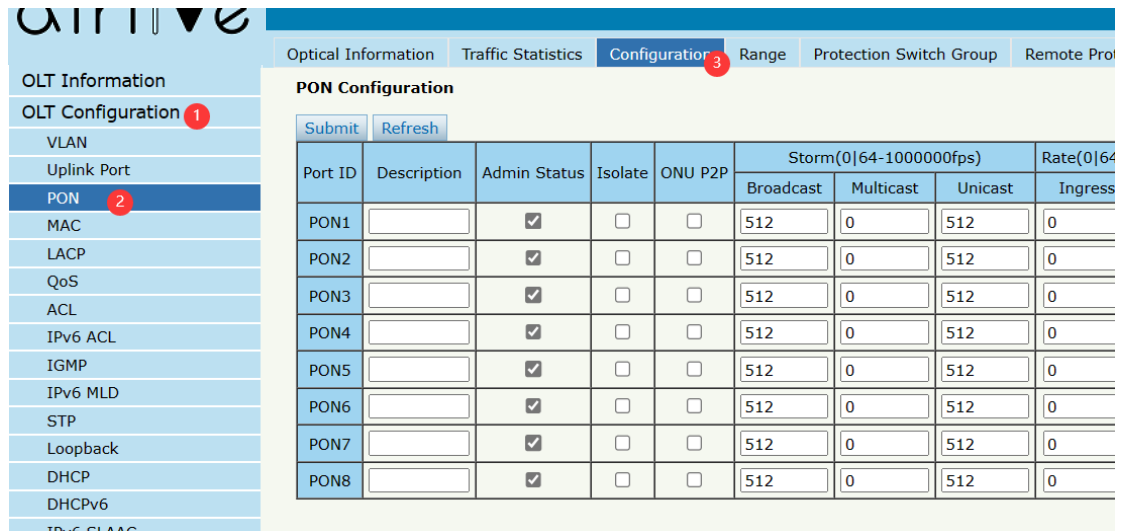


OLT is unable to Authenticate ONU

1. Please ensure that the OLT has enabled the PON port.

OLT Configuration>PON>Configuration>PON>Admin Status

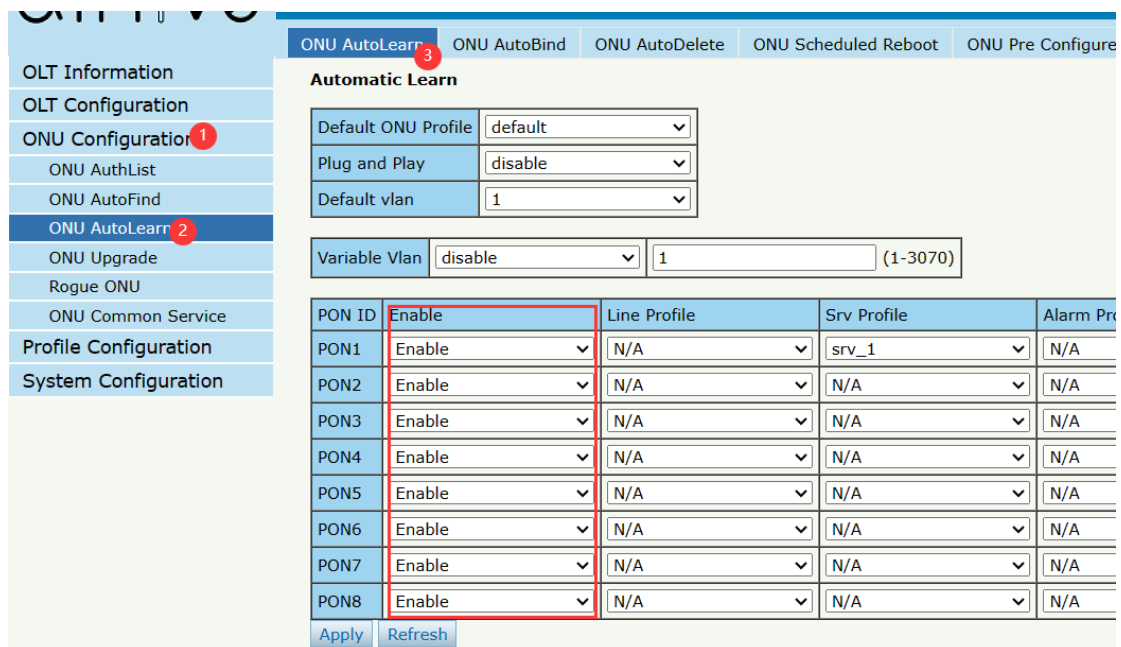


The screenshot shows the 'PON Configuration' page with the 'Configuration' tab selected. The 'Admin Status' column for all PON ports (PON1 to PON8) is checked, indicating they are enabled.

Port ID	Description	Admin Status	Isolate	ONU P2P	Storm(0 64-1000000fps)			Rate(0 64
					Broadcast	Multicast	Unicast	Ingress
PON1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON4		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON5		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON6		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON7		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0
PON8		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	512	0	512	0

2. Please ensure that the OLT has enabled Auto Authentication for the ONU.

GPON/XG(S)PON: ONU Configuration>ONU AutoLearn>Enable PON AutoLearn (OLT WEB)

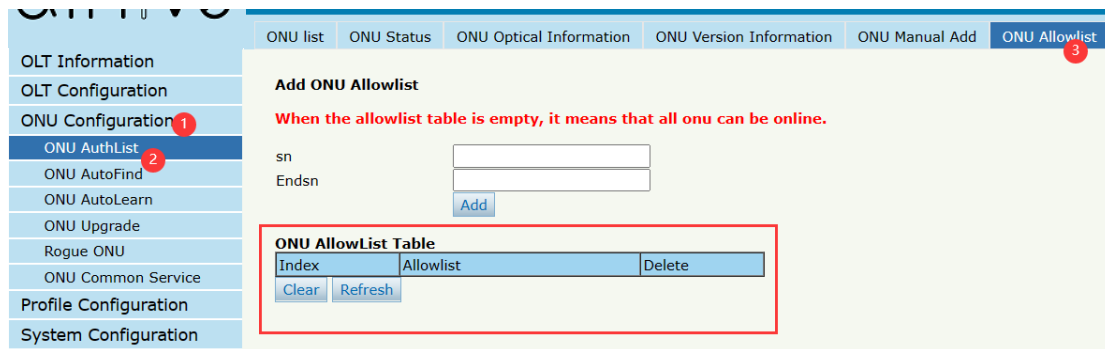


The screenshot shows the 'Automatic Learn' configuration page. The 'Default ONU Profile' is set to 'default', 'Plug and Play' is 'disable', and 'Default vlan' is '1'. The 'Variable Vlan' is set to 'disable' with a range of '(1-3070)'. The table below shows that 'Enable' is selected for all PON ports (PON1 to PON8).

PON ID	Enable	Line Profile	Srv Profile	Alarm Pr
PON1	Enable	N/A	srv_1	N/A
PON2	Enable	N/A	N/A	N/A
PON3	Enable	N/A	N/A	N/A
PON4	Enable	N/A	N/A	N/A
PON5	Enable	N/A	N/A	N/A
PON6	Enable	N/A	N/A	N/A
PON7	Enable	N/A	N/A	N/A
PON8	Enable	N/A	N/A	N/A

3. Please verify the OLT blacklist table, to ensure that the ONU is not listed.

GPON/XG(S)PON: ONU Configuration>ONU Allowlist (OLT WEB)

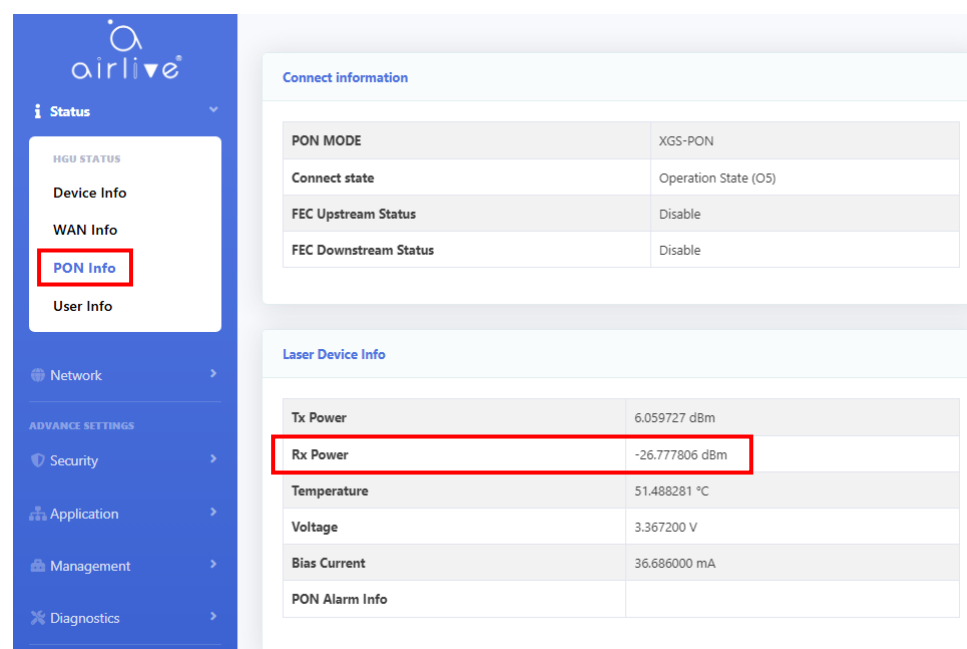


Typically, the table should be empty.

4. Please check and replace the PON module and verify it's working. For GPON, use a GPON PON module, and for XG(S) PON use an XG or XGS PON module (combo).

5. Please verify the ONU RX power in the ONU Web interface. Typically, the ONU RX power should be within the range of -3dBm to -28dBm.

The image below shows the AirLive ONU-10XGS-1004-10G as an example.



Connect information	
PON MODE	XGS-PON
Connect state	Operation State (O5)
FEC Upstream Status	Disable
FEC Downstream Status	Disable

Laser Device Info	
Tx Power	6.059727 dBm
Rx Power	-26.777806 dBm
Temperature	51.488281 °C
Voltage	3.367200 V
Bias Current	36.686000 mA
PON Alarm Info	

If ONU RX power shows '-inf' after fiber plug-in, please replace PON module and/or replace a with another ONU to check.

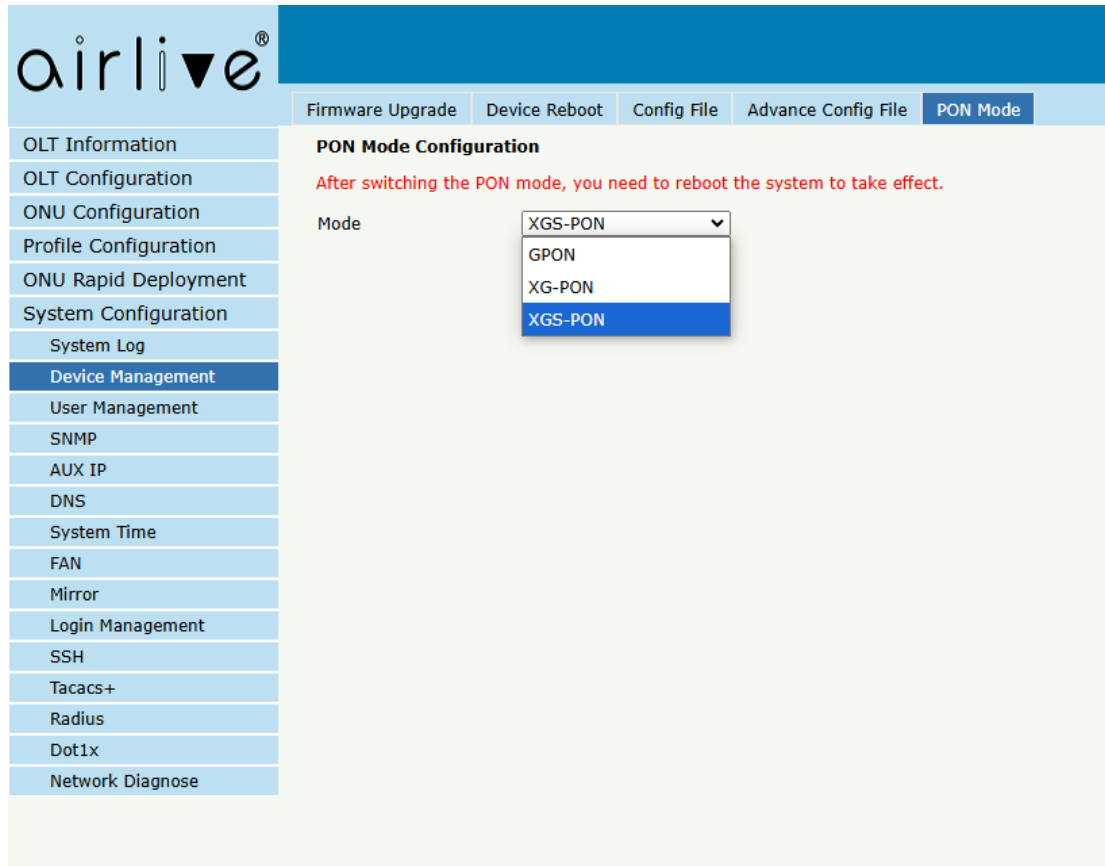
6. Please verify the ONU PON Mode.

If you are using an AirLive XG(S) OLT, the OLT should be in the correct PON mode for the ONU which will be connected to it. Note that the correct PON module is also used.

Typically, you can find the OLT PON mode on the OLT Web interface.

System Configuration>Device Management>PON Mode

The image below is an example of the AirLive OLT-2XGS.



7. Kindly update the OLT to the latest version by visiting the AirLive website www.airlive.com

8. Please attempt to reboot OLT to see whether the problem has been solved.