OLT is unable to Authenticate ONU
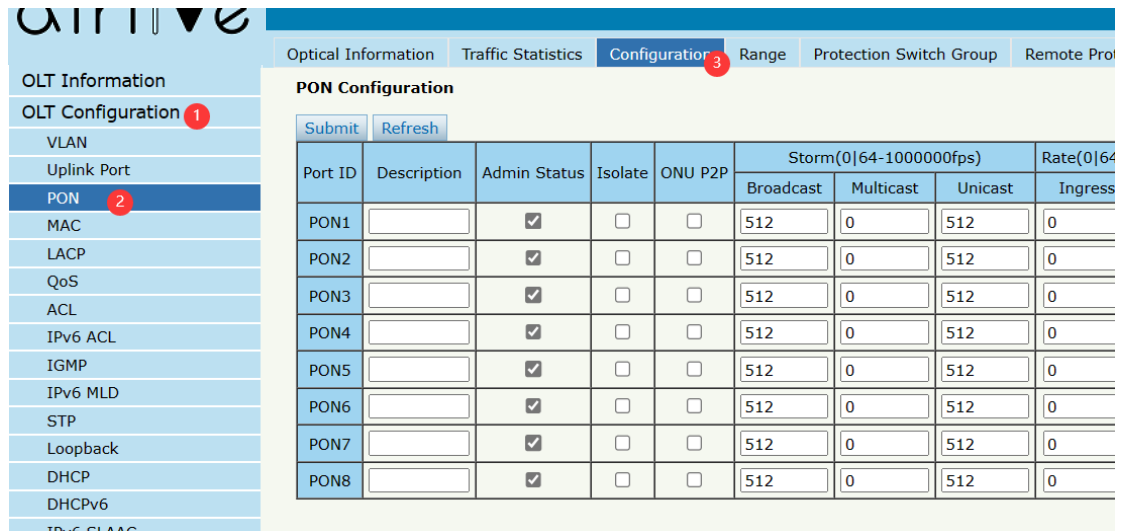
1.Please ensure that the OLT has enabled the PON port.

OLT Configuration>PON>Configuration>PON>Admin Status
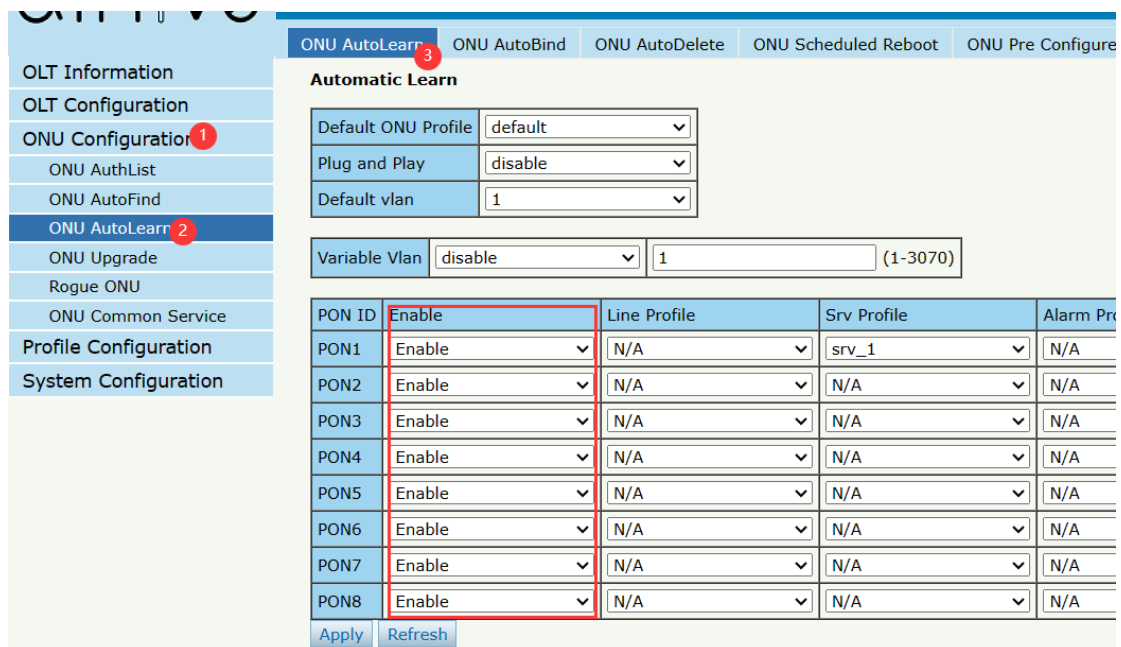

2.Please ensure that the OLT has enabled Auto Authentication for the ONU.

GPON/XG(S)PON: ONU Configuration>ONU AutoLearn>Enable PON AutoLearn (OLT WEB)
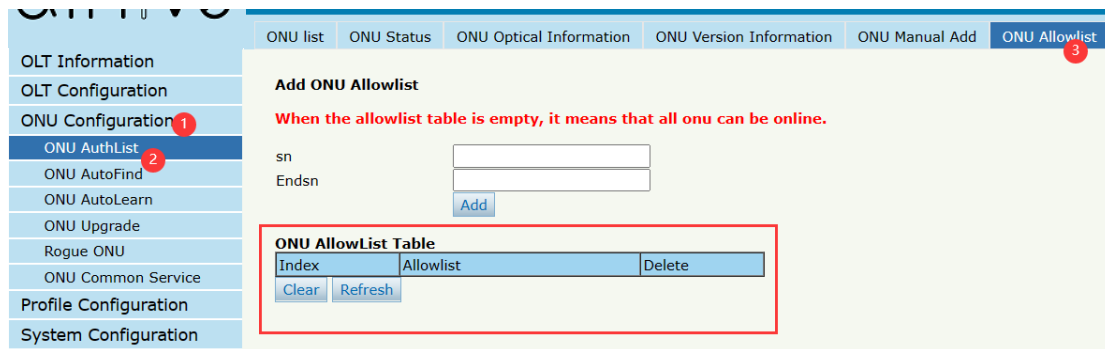
3.Please verify the OLT blacklist table, to ensure that the ONU is not listed.
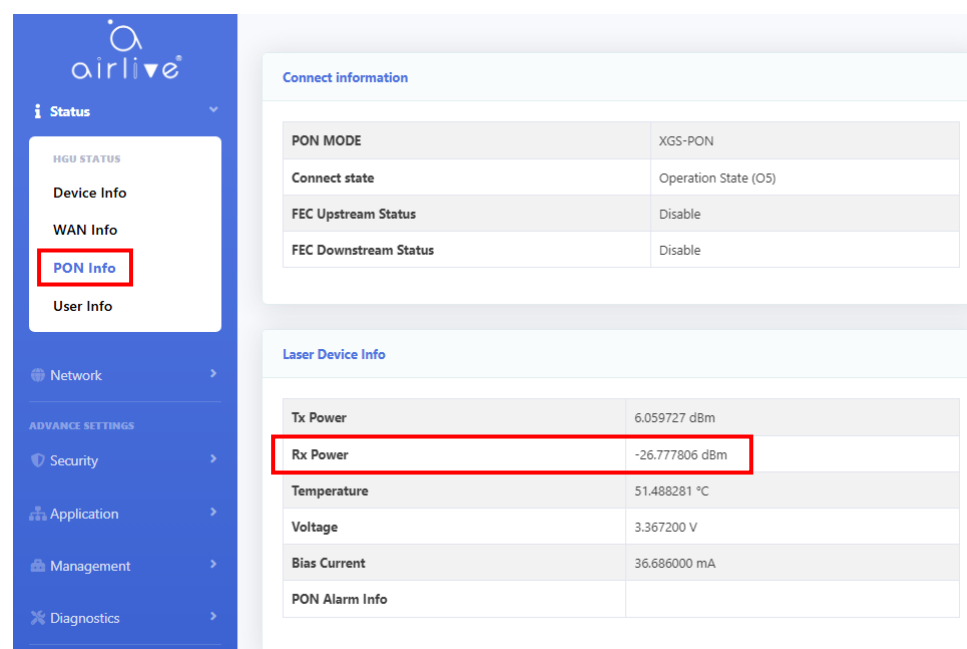GPON/XG(S)PON: ONU Configuration>ONU Allowlist (OLT WEB)

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.

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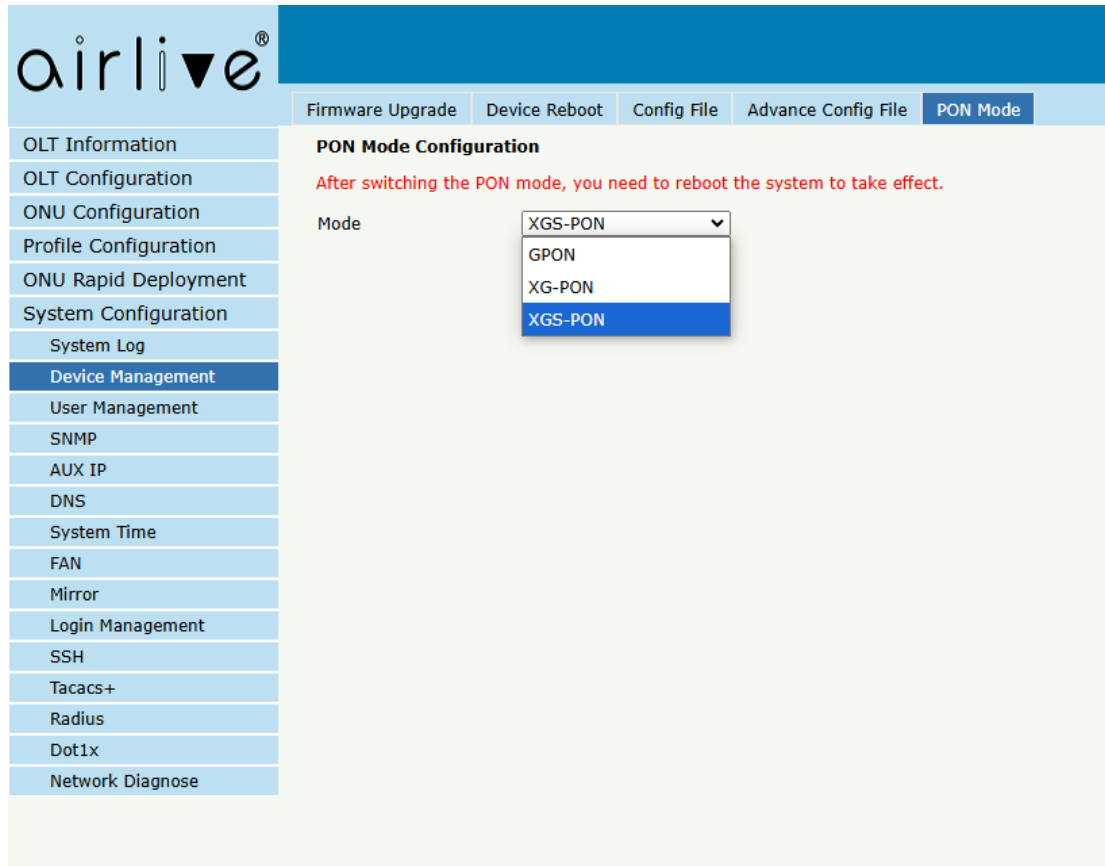
6.Please verify the ONU PON Mode.

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.