



## Alarms

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This chapter provides description, severity, and troubleshooting procedure for each commonly encountered alarm in Cisco Optical Site Manager.

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### NE-NOT-AUTH-ACCESS

Default Severity: Major (MJ)

Logical Object: Standing

Resource Type: NE

The NE-NOT-AUTH-ACCESS alarm is raised when incorrect credentials are used to access the device.

### Clear the NE-NOT-AUTH-ACCESS Alarm

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The alarm clears when the device is accessed using the correct credentials.

If the condition does not clear, log into the Technical Support Website at <http://www.cisco.com/cisco/web/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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### INTRUSION-PSWD

Default Severity: Not Alarmed (NA), Non-Service-Affecting (NSA)

Logical Object: NE

The Security Intrusion Incorrect Password condition occurs after a user attempts a provisionable (by Superuser) number of unsuccessful logins, a login with an expired password, or an invalid password. The alarmed user is locked out of the system, and INTRUSION-PSWD condition is raised. This condition is only shown in Superuser login sessions, not in login sessions for lower-level users. The INTRUSION-PSWD condition is automatically cleared when a provisionable lockout timeout expires, or it can be manually cleared in CTC by the Superuser if the lockout is permanent.

## Clear the INTRUSION-PSWD Condition

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**Step 1** Log in as a user ID with superuser rights. (For more information about this, refer to the .)

**Step 2** In node view (single-shelf mode) or multishelf view (multishelf mode), click the .

**Step 3** Click **Clear Security Intrusion Alarm**.

If the condition does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## MEM-LOW

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: EQPT

The Free Memory of Card Almost Gone alarm occurs when data generated by software operations is close to exceeding the memory capacity of the control cards. The alarm clears when additional memory becomes available. If additional memory is not made available and the memory capacity of the card is exceeded, the user interface ceases to function.

The alarm does not require user intervention.

If the condition does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

## SYSBOOT

Default Severity: Major (MJ), Service-Affecting (SA)

Logical Object: NE

The System Reboot alarm indicates that new software is booting on the control card. No action is required to clear the alarm. The alarm clears when all cards finish rebooting the new software. The reboot takes up to 30 minutes. However, if several line cards are present on the nodes in the network or if the line cards reboot many times, the alarm clears before all the line cards reboot completely.

If the condition does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).



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**Note** SYSBOOT is an informational alarm. It only requires troubleshooting if it does not clear.

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## NE-VER-NOT-SUPP

Default Severity: Major (MJ)

Logical Object: NE

Resource Type: NE

The NE-VER-NOT-SUPP alarm is raised when the managed NE version is not supported.

### Clear the NE-VER-NOT-SUPP Alarm

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Upgrade the device with a supported version.

If the condition does not clear, log into the Technical Support Website at <http://www.cisco.com/cisco/web/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

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## RAMAN-CALIBRATION-FAILED

Default Severity: Minor (MN), Non-Service-Affecting (NSA)

Logical Object: OTS

The RAMAN-CALIBRATION-FAILED alarm is raised on the EDRA-1-xx, EDRA-2-xx, and RAMAN-CTP cards when automatic Raman pump calibration is failed and will not run again. The alarm indicates insufficient Raman Amplification by customer fibre. The Raman calibration can also fail due to the setup issues that include:

- Wrong patch-cords or cabling
- Incorrect ANS
- Missing communication channel between nodes.

### Clear the RAMAN-CALIBRATION-FAILED Alarm

#### SUMMARY STEPS

1. Use optical time domain reflectometer (OTDR) to identify any excess loss between the Raman card LINE-RX port and the customer fibre. After the inspection, a new Raman Calibration is triggered and if the physical problem is fixed, the alarm will clear.

2. If the alarm is caused by a set-up problem, re-verify all node installation steps and manually trigger a Raman Calibration.

## DETAILED STEPS

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- Step 1** Use optical time domain reflectometer (OTDR) to identify any excess loss between the Raman card LINE-RX port and the customer fibre. After the inspection, a new Raman Calibration is triggered and if the physical problem is fixed, the alarm will clear.
- Step 2** If the alarm is caused by a set-up problem, re-verify all node installation steps and manually trigger a Raman Calibration. If the condition does not clear, log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).
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