Connectrix SFP Troubleshooting Guide

Issue Logged with Port

Clean Fiber Optic Components on both ends of the connection
KB: 490767

Error Message on Port: Verify with command 'switchshow'*

*Error Message

KB:195445
Brocade: Laser_Flt

Yes →

No →

Collect Switch Logs — KB:8372

Disable Port

Hard Zoning or FCID reliant?

Yes ← → No

MDS: Series
KB:198567

B-Series
KB:199043

Swap out SFP with a spare unit into the same port.

KB: 8050

Move connection to a free port

Clear counters on the switch and enable port

Wait 4-6 hours

Collect New Switch Logs — KB:8372

KB: 8050

Are the errors still logging against the new SFP/Port?

No

Yes

Is the New Port Online?

Yes ←

No

MDS: Series
KB:198567

B-Series
KB:199043

Problem SFP Needs Replacement

Open a SR with Support

Cabling/Attached device Issue.

DELL EMC