

# Acorn Syslog Messages and their Descriptions

## ***Port State Changes***

Format:

Util\_prt\_psc: P x St Chg: yyyyy to zzzzz

This indicates that the port is changing status from yyyyy to zzzzz. It is important to note that during normal circuit startup, the port will go through a few of the different statuses. For example, a new port that is properly configured and has connectivity to the remote CTP will go through the following sequence:

NOTCFG  
NOSYNC  
INSYNC  
RUNNING

A definition of the different Port States follows:

NOSYNC – This indicates that the CTP sending the syslog message is not able to communicate with the Remote CTP.

*Recommended Action – Check the IP connectivity between the two CTP's.*

INSYNC - This indicates that the CTP sending the syslog message is communicating with the Remote CTP via OAM's, but data is not flowing to the interface.

*Recommended Action - This can be an interim state prior to circuit becoming established and in the RUNNING mode. IP connectivity is available because the OAM's are flowing (which default to UDP port 16). If the circuit does not establish, check available IP bandwidth to ensure there is enough for the circuit to establish. Also check that there is not a firewall blocking the circuit data (which by default is marked as GRE). This could also be an interim state while the circuit is coming down.*

RUNNING – This indicates that the CTP sending the syslog message is communicating and INSYNC with the Remote CTP, and the circuit is established over the IP network.

Miscfg – This indicates there is a mis-configuration between the CTP sending the syslog message and the remote CTP that is preventing the circuit from being established.

*Recommended Action – Check the configuration on both of the CTP's and ensure that the ports are correctly configured including incorrectly configured IP addresses or ports, and mismatched speeds.*

CFG FAIL – This indicates that the database configuration for the CTP sending the syslog message is not supported.

*Recommended Action – This state is typically not seen, but if it does occur, the port configuration should be deleted and re-configured.*

Too Slow – This message indicates that the CTP's port clock is configured to TT ALL and either no clock is provided by the external device or the rate is not matching the configured rate. Additionally, the configured port speed may not be supported depending upon the port speed range configuration of the unit.

*Recommended Action – Verify the clock configuration for the port and check that the received clock frequency matches what is expected. Also check the CTP configuration node port speed range.*

Too Fast – This message indicates that the port configured is faster than the configured range or the allowable aggregate rate.

*Recommended Action – Verify the CTP configuration node port speed range and also check the combined port speeds.*

EVAL – This circuit status indicates that the port is configured to clock ALL TT and the circuit is in the process of determining circuit clock speed

EVALFAIL – When configured for ALL TT and the port was unable to determine circuit clock speed.

## ***Buffer Recenter Events***

Format:

ctp\_proc\_over\_underflow: Px \_\_\_\_\_

BD overflow – Typically occurs around starvations and indicates a course buffer check. This information is informational only, unless it does not occur when starvations happen.

Overflow – During an overflow event, when an IP packet arrives on the Ethernet interface, the jitter buffer is full, and the arriving packet cannot be queued. This occurs when the jitter exceeds the max configured buffer.

Underflow – During an underflow event, the buffer is empty when data is expected to be sent out the serial interface.

*Recommended Action – Either of the above conditions can be caused when the buffer is set too small to accommodate the actual experienced IP network jitter. During*

*an overflow or underflow event, adjust the maximum buffer value and set point value higher.*

## **Starvation Events**

Format:

Ctp\_proc\_buff\_mon: P x had y starvation(s)

Indicates that 5 consecutive data packets were missed.

*Recommended Action – Starvations are generally an indication of increased packet jitter or packet loss in the IP network. Monitor the buffer and adjust the settings as necessary. Additionally, the default for starvation is 5, meaning that with 5 consecutive data packets missing; the port will experience a starvation.*