

Troubleshooting Network Interfaces on EX3200 and EX4200 Switches

This topic provides troubleshooting information for specific problems related to interfaces on EX3200 and EX4200 switches.

- The interface on one of the last four built-in network ports in an EX3200 switch (for example, interface `ge-0/0/23`) is down on page 1
- The interface on the port in which an SFP or SFP + transceiver is installed in an SFP + uplink module is down on page 1

The interface on one of the last four built-in network ports in an EX3200 switch (for example, interface `ge-0/0/23`) is down

Problem The interface on one of the last four built-in ports (`ge-0/0/20` through `ge-0/0/23` on 24-port models or `ge-0/0/44` through `ge-0/0/47` on 48-port models) of an EX3200 switch is down.

An SFP or SFP + uplink module is installed in the switch and a transceiver is installed in one of the ports on the uplink module.

When you check the status with the CLI command `show interfaces ge-` or with the J-Web user interface, the disabled port is not listed.

Cause The last four built-in ports use the same ASIC as the SFP uplink module. Therefore, if you install a transceiver in an SFP or SFP + uplink module installed in an EX3200 switch, a corresponding base port from the last four built-in ports is disabled.

Solution If you need to use the disabled built-in port, you must remove the transceiver from the SFP or SFP + uplink module. Alternatively, you can install an XFP uplink module instead of an SFP or SFP + uplink module. There is no conflict between the built-in network ports and the ports on the XFP uplink modules.

The interface on the port in which an SFP or SFP+ transceiver is installed in an SFP+ uplink module is down

Problem The interface on the port in which an SFP or SFP + transceiver is installed in an SFP + uplink module installed in an EX3200 or EX4200 switch is down.

When you check the status with the CLI command `show interfaces ge-` or with the J-Web user interface, the disabled port is not listed.

Cause By default, the SFP + uplink module operates in the 10-gigabit mode and supports only SFP + transceivers. The operating mode for the module is incorrectly set.

Solution Either SFP + or SFP transceivers can be installed in SFP + uplink modules. You must configure the operating mode of the SFP + uplink module to match the type of transceiver you want to use. For SFP + transceivers, configure the 10-gigabit operating mode and for SFP transceivers, configure the 1-gigabit operating mode. See *Setting the Mode on an SFP + Uplink Module (CLI Procedure)*.

- Related Topics**
- Troubleshooting Uplink Module Installation or Replacement on EX3200 and EX4200 Switches
 - Monitoring Interface Status and Traffic
 - Configuring Gigabit Ethernet Interfaces (CLI Procedure)
 - Configuring Gigabit Ethernet Interfaces (J-Web Procedure)
 - Removing a Transceiver from an EX Series Switch
 - Uplink Modules in EX3200 and EX4200 Switches
 - EX Series Switches Interfaces Overview

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