8

Troubleshooting Performance History Counter Problems

This chapter describes how to troubleshoot performance history counter problems. This chapter contains the following sections:

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8.1 Overview

Cisco ONS 15540 ESPx supports 15 minute based performance history counters. You can use the performance history counters to track the performance of the Cisco ONS 15540 ESPx interfaces.

There are three types of performance history counters: current, 15-minute history, and 24-hour. Cisco ONS 15540 ESPx uses these counters to store the performance data for the following time periods:

- The current 15 minutes (using the current counter).
- The last 24 hours (using ninety six 15-minute history counters).
- The previous 1 day (using the 24-hour counter).

For more information on performance history counters, refer to the *Cisco ONS 15540 ESPx Configuration Guide.*

8.2 Initial Troubleshooting Checklist

Follow this initial checklist before proceeding with the troubleshooting procedures:

- Issue the **show version** command to ensure that the IOS version is 12.2(29)SV or later.
- Issue **show interfaces** commands to ensure that the interface for which the performance history counters are being monitored is administratively up.
- Ensure that the encapsulation configured on the interface supports performance history counters.

- To preserve the performance history counters across a CPU switch module switchover, ensure that the `auto-sync counter interfaces` configuration is present in the running configuration.

8.3 Interpreting Performance History Messages

This section explains the informational messages that may be displayed on the command line interface (CLI) while you are working with the performance history counters.

Message	Description
Sorry! Current 15 minute interval [dec] on [interface] just started. Please try again.	This message indicates that the elapsed time and the valid time are equal to zero. This message is displayed if you issue the **show performance** command immediately after the current counter completes its 15 minute interval.
Sorry! No counters for this interface/encapsulation combination.	This message indicates that the encapsulation configured on the interface does not support performance history counters, or the monitoring of the transparent interfaces is disabled.
Sorry! No valid current 15 minute data for interval [dec] on [interface].	This message indicates that the specified interface was administratively down during the 15 minute interval of the current counter.
Sorry! No valid performance data for interval [dec] on [interface].	This message indicates that the specified interface was administratively down during the entire interval of the performance history counter.
Sorry! No valid 24 hour performance data for [interface].	This message indicates that the interface was administratively down during the full 24 hour interval of the 24-hour counter.
Sorry! 15 minute performance history register [dec] not available for [interface].	This message is displayed if the 15-minute history counter is yet to be created.
Sorry! 24 hour performance register not available for [interface].	This message is displayed if the 24-hour counter is yet to be created
Sorry! Current 15 minute register not available for [interface].	This message indicates that the specified interface does not support performance history counters.

8.4 Troubleshooting Performance History Counters

This section contains troubleshooting procedures for performance history counter problems.

8.4.1 Some Counters Are Not Displayed

Symptom Some interface counters are not displayed in the output of the **show performance** command.

Table 8-1 describes the potential causes of the symptom and the solutions.

Table 8-1   Some Counters Are Not Displayed

Possible Problem	Solution
Monitoring of the transparent interface of the transponder is disabled.	Issue the **monitor enable** command to enable monitoring of the transparent interface.
The missing interface counters are not supported by the performance history feature.	Refer to the *Cisco ONS 15540 ESPx Configuration Guide* for the list of interface counters that are supported by the performance history feature.

8.4.2 Performance History Counters Are Not Preserved Across CPU Switch Module Switchovers

Symptom The performance history counters are not preserved across a CPU switch module switchover.

Table 8-2 describes the potential causes of the symptom and the solutions.

Table 8-2   Performance History Counters Are Not Preserved Across CPU Switch Module Switchovers

Possible Problem	Solution
Automatic synchronization of performance history counters is not enabled.	Issue the **auto-sync counter interfaces** command to enable the automatic syncing of the performance history counters to the standby CPU switch module.

■   **8.4.2   Performance History Counters Are Not Preserved Across CPU Switch Module Switchovers**