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Operations Alert Bulletin
Provisioning the GQAM GBIC Interface Module

Background

There are three auto negotiate modes that the GQAM configures for a Gigabit Interface Converter (GBIC) module:

- 0 — Off
- 1 — On
- 2 — Query

If the GQAM is set to mode 0, then the GBIC module, part number FCM-8521-3, does not establish a connection with an input device. The operator does not see data passing without the connection to the device. If the procedure in the **Recommendation** section is followed, then the GQAM resets to mode 2 and the GBIC module works correctly.

Recommendation

Cisco recommends that you complete the following procedure using a computer or terminal server connected to the craft port of the GQAM.

1. At the command prompt, type **gigaautoneg** and press **Enter**. This command provides the current mode of the GBIC module.
2. Type **gigaautoneg 2** and press **Enter**. This command changes the mode to 2, the Query mode.
3. Type **gigaautoneg** and press **Enter**. This command verifies that the GQAM is now operating in a correct mode, and the GBIC module connects to an input device.

About This Bulletin

Purpose

Cisco has received reports of GQAMs being unable to receive inputs from Gigabit interfaces. This issue has been traced to GQAMs that included GBIC modules, part number FCM-8521-3. The GQAMs were shipped between December 5, 2005, and April 10, 2006. This alert bulletin provides a workaround procedure to provision these GBIC modules to operate correctly.

Audience

This document is written for system operators who use Cisco's DNCS. Cisco engineers may also find this document to be useful.

Document Version

This is the second release of this document.

For More Information

If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.

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