

The switch has optical fiber but no network connection



AI Overview

A link light on a fiber switch does not guarantee network connectivity; the issue often lies in SFP compatibility, cabling, or switch configuration.

Common Causes

- **SFP Module Compatibility** Even if the link light is on, using non-compatible or third-party SFPs can prevent data transmission. Some switches, especially Cisco or Arista models, require vendor-approved transceivers to ensure proper operation . Check the switch documentation or use commands like `show interface transceiver supported-list` to verify compatibility.
- **Fiber Cabling Issues** Physical fiber may be intact, but subtle problems like dirty connectors, micro-bends, or mismatched single-mode/multi-mode types can block traffic . Clean connectors with lint-free wipes and isopropyl alcohol, and ensure the correct fiber type is used.
- **Transceiver or Strand Problems** A single strand of fiber may be damaged or misaligned. Testing with a known-good SFP and fiber segment can help isolate the problem . Swapping SFPs between switches or testing with a loopback can confirm if the transceiver is functional.
- **Switch Configuration or Firmware** Even “dumb” switches may have firmware quirks or require specific settings for certain SFPs. Some devices may need a reset or firmware update to handle new transceivers correctly . For managed switches, verify that the ports are enabled and not administratively down.

Article Content

Question

So I am having a problem trying to get my windows machine to talk to my switch connected via LC-LC fiber

Need Help... Can detect but cannot access or ping over fiber..

My network switches then connect into SM Mode Fiber converter and then into another converter. On one side i have:

10gig fiber link between two swiches. one switch shows ...

10gig fiber link between two swiches. one switch shows connected, other switch shows no sfp/link So i have a 10gig connection

The Ultimate Fiber Troubleshooting Bible for Beginners 2025

Solve fiber troubleshooting issues fast with step-by-step tips for beginners. Keep your fiber optic network reliable and

Troubleshooting Fiber Cables : r/networking

There is a single mode optical fiber cable in our datacenter going from a Cisco N5K to another N5K across different racks. The link

Layer 1 problem

This sounds like an optical problem in the transceiver module - for whatever reason the optics are not lining up

Solved: Physical Fiber Connection Issue

Hello. I am trying to get a Cisco 3750g and a Hirschman rs30 to communicate through fiber. For some reason I cannot

New Fibre Cable Link Not Working

Hi All, We've recently had a new fibre cable installation which connects from one of our switches to another. On both

No connectivity between switches over fiber : r/networking

No connectivity between switches over fiber I'm deploying a switch to a new building and I cannot get them to see each other (no

Solved: fiber connection problem

Solved: Hi Friends I am trying to connect between 2 switches on Fiber. Switch 1 - Model number: WS-C2924M-XL-EN

Fiber Optic Troubleshooting: Expert Guide for Common Issues

Fiber optic troubleshooting is an essential skill for network administrators, technicians, and engineers responsible for

Fiber optic cable connection to switch not working

I am currently working in a project which uses a 12 core SM fiber optic cable running 40 km. Switched are connected

SFP Problems

This single mode connection is ran through multiple closets in the same building. I need 5 patch cables for 1

White Paper: Troubleshooting Fiber

Troubleshooting Fiber Jumpers Fiber jumpers are an integral part of any fiber network—whether used to

Troubleshooting Fiber Connection on a Catalyst 2960

I am trying to test my fiber connectivity on a Catalyst 2960 before I deploy it. So what I thought I would do is connect it

Fibre link shows "Connected" at one end but "Not connected" at the ...

Hi I have a strange problem I have not come across before, where one end of a fibre connection shows as "connected"

Troubleshoot Fiber Links on Catalyst 9000 Series Switches

Introduction This document describes how to troubleshoot fiber optic interfaces by addressing some of the fiber optic

SFP Problems

I have been trying for 2 days to troubleshoot a fiber connection that I need between an existing Arista and a Cisco

Troubleshooting Fiber/ SFP/ SFP+ connection issues on RUCKUS

Fiber-related issues are typically hardware-centric and can be effectively isolated by following standard

Fiber connection between Cisco switches: No led, no link (Urgent)

I want simply to make 2 fiber connection: between 3750X and 3560X, and then between 3560E switches, but this

Fiber Network Troubleshooting - Common Issues & Fixes

Fiber optic networks are celebrated for their speed and reliability, but even the best systems can encounter problems.

Troubleshoot Switch Port and Interface Problems

For more details on the different types of cables/connectors, cable requirements, optical requirements (distance, type,

Fiber port of switch does NOT working

2960X switch = 1/4 port is currently plugged with Cisco GBIC module. - I plugged new Fiber cable with new GBIC

Can't see other switch via Fiber connection

Coming from the main server rack via Cisco 9300, we have a fiber optic cable going to a building across the parking

Tinkering with fiber, no connection

My windows 10 pc has one of the network cards installed and I have it connected to the switch with a Single Mode Fiber Lc to Lc os2

How do you connect a switch to fibre?

This guide will walk you through the process of connecting a switch to a fiber optic network, covering the necessary components,

Link but no connection with fibre, where to next?

Giving a static on a laptop connected to Switch B had no luck with pings or network scans, there's no communication

Fiber ONT Troubleshooting

Don't let optical network terminal (ONT) problems disrupt your fiber-optic experience. At BroadbandSearch, we

Fiber Network Troubleshooting - Common Issues & Fixes

Learn how to troubleshoot fiber networks. Identify common issues like high loss, dirty connectors, and signal drops,

SFP Troubleshooting: Fix No Link, Detection and Fiber Issues

Step-by-step SFP troubleshooting guide to fix no link, module detection failures, and fiber connectivity issues.

Fiber ONT Troubleshooting

An optical network terminal (ONT) is a device that converts fiber-optic light signals from your internet service provider

Network Switch Troubleshooting Guide: Common Problems and

Make sure that the network cables or fiber connectors connected to the switch ports are securely plugged in without

Solved: Fiber Port (notconnect)

The switch ports are known working. I cannot get link lights on the two ten gig fiber ports. I have defaulted the ports

Contact Us

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