

Troubleshoot Unsupported Transceiver in Catalyst 3850 Switch Sub-module

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Introduction

This document describes common problems with gigabit interface converter (GBIC) or small form-factor pluggable (SFP) optical transceiver modules.

Problem

When you insert specific GBICs on a Catalyst 3850 switch, you possibly receive these error logs:

```
%PLATFORM_PM-6-MODULE_ERRDISABLE: The inserted SFP module with interface name Gix/y/z is not supported
%PM-4-ERR_DISABLE: gbic-invalid error detected on Gix/y/z, putting Gix/y/z in err-disable state
```

The issue has commonly been seen with GLC-SX-MMD and third-party SFPs.

Solution

Keep in mind these points before you consider this to be a hardware issue with the SFP, sub-module (C3850-NM), or Catalyst 3850 backplane.

- Verify compatibility between the SFP and the switch, sub-module, and software version. Refer to the [Cisco Optics Interoperability Matrix User Manual](#) for more information.
- Some SFPs need configuration and actions in order to be able to work in a Catalyst 3850 switch (mostly when they are manufactured by a third-party vendor). Enter these commands:

```
<#root>
```

```
3850(config)#
```

```
no errdisable detect cause gbic-invalid
```

```
3850(config)#
```

```
service unsupported-transceiver
```

Remove the SFP module, shut down/do not shut down the port, and reinsert the SFP module.

- Take into consideration these software defects:

- Cisco bug ID [CSCut94443](#) - GLC-SX-MMD is not recognized after OIR
- Cisco bug ID [CSCuj31712](#) - certain Vendor Sfp force ports to err-disable upon OIR

It is recommended to go to a stable version of code whether you encounter those bugs or not. The recommended version on cisco.com has helped to fix this type of incident. See these documents for more information:

- [Catalyst 3850 Series Switch Upgrade, Management, and Recovery Techniques](#)
- [Cisco Catalyst 3850 Series Switches](#)