

The dual-port optical module cannot be inserted



Overview

The solution is to unplug the fiber and reinsert it into the SFP module interface until a “click” sound is heard, indicating the fiber connector and SFP module are properly connected. Contamination or damage on the fiber end face requires the use of a fiber end-face inspection. For DS110DF111, it is followed by a 10G SFP optical module, but after repeated insertion and removal, the optical module cannot be used, and the link status is displayed down. The optical module cannot be properly identified and optical module information cannot be obtained. Many major brands, including Cisco, HP, and Juniper, use strict module authentication protocols to restrict unsupported or third-party transceivers. Using this. The switch is effectively unable to confirm that the port contains a valid SFP module, whether through hardware or software. Another resource is the switch SFP status.



Article Content

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istack fault on S6700 due to optical module mismatch

Warning: Enabling stack port cause configuration loss on the interface, continue?
[Y/N]:y Error: Configuration failed. Please check optical module (s).

Jun 28, 2025

SFP port inserted in the combo port is not detected when the li ...

When installing a fiber SFP module in a combo port, the network device won't display the module's details until a valid connection with another device is established.

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100G port interface between CE6870-24S6CQ-EI and USG6716E cannot

If they are damaged, replace them. If the receive optical power is high (Current RX Power has a larger value than Default RX Power High Threshold), the transmit signal strength on the

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Replacing an Optical Module

Optical modules are electrostatic-sensitive components; therefore, you must take ESD protection measures when replacing optical modules. Do not insert an optical module reversely. If an optical

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Standard Troubleshooting for SFP modules and Media

For an SFP module, such as TL-SM321A/B, that supports WDM (Wavelength Division Multiplex), they must work together. The TL-MC220L

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Installing and Removing the SFP and XFP Modules

Ensure that you clean the optic surfaces of the fiber cables before you plug them back into the optical ports of another SFP module. Avoid getting dust and other contaminants into the optical ports of your

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Addressing SFP Failures: Fix Your Malfunctioning SFP

There are several reasons to cause SFP optical slot failures. For example, SFP ports are exposed to the environment in long time and

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Checking Whether the Fiber or Optical Module Is Properly Inserted

The optical module or optical fiber is inserted properly when you hear a clack. After the optical fiber or optical module is properly inserted, run the port-alarm clear command to clear the alarm.

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Optical Module Application: Common Problems & Troubleshooting

Based on typical issues encountered with optical modules in daily switch applications, this document summarizes basic troubleshooting steps for resolving common faults:

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Explanation Of SFP Optical Module Plugging And Unplugging

The optical module structure and the corresponding host optical port comply with MSA standards. Unified standards are defined for housing dimensions and unlocking mechanisms,

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Troubleshooting SFP+ Module Link Issues in 10G

You can quickly resolve SFP+ Module connectivity issues by following a systematic optical transceivers troubleshooting process. Check for common

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Replacing an Optical Module

If an optical module cannot be completely inserted into an optical interface, do not force it into the interface. Turn the optical module over and try again. Install or remove optical fibers carefully to avoid

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Common Problems And Solutions When Using Optical

As a more sensitive optical device, optical modules sometimes have some problems during use. Below, Telecomate will list some common problems and

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SFP+ compatibility issues? Here are 5 troubleshooting tips!

Make sure that the SFP+ ports on your devices are compatible with the SFP+ modules you want to use. Some brands allow you to use only their own modules. TIP 5: Is your optic cable in good shape?

Nov 14, 2025

Optical module common faults and solutions

In this article, we will focus on teaching you how to troubleshoot and solve the common three categories of optical module failure. First, the transmission class of the optical module fault

Oct 04, 2025

Port: After an Optical Fiber Is Inserted into an Optical Port on the AC ...

If an optical module supporting a long transmission distance is used for short-range transmission, the optical interface cannot go Up because the transmit power is excessively high.

Aug 01, 2025

10G SFP+ on a x440

When I insert a SFP+ (Extreme Networks 10302) the x440 gives the following error: <Warn:HAL.Port.OpticNotCompatPortType> The SF+_CX1m optic module is not compatible with

Jul 12, 2025

Why SFP Modules Are Not Detected

Are your SFP modules not detected by switches? Find why this happens, key symptoms, causes, and how to troubleshoot SFP modules

Jun 15, 2026

Troubleshooting Optical Module Issues

The optical module cannot be properly identified and optical module information cannot be obtained. After an optical module is inserted, the console port displays alarm information.

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SFP Module Not Recognized? Causes & Troubleshooting Guide

Learn why an SFP module is not recognized, from compatibility and port issues to fiber mismatch, and follow 6 practical steps to troubleshoot and fix link problems.

Jun 16, 2026

DS110DF111: the SFP optical port fails to be inserted

For DS110DF111, it is followed by a 10G SFP optical module, but after repeated insertion and removal, the optical module cannot be used, and the link

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Troubleshooting Common SFP Module Issues

Learn how to troubleshoot common SFP module issues including physical faults, hardware damage, compatibility, and configuration errors. This guide provides

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Why Is My SFP Port Not Working? Common Issues and

When a module appears to be inserted but the switch still won't detect it, the issue usually comes down to three things: it isn't fully seated, the

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Why Can't I Plug In My Digital Optical Cable?

You may not be able to plug in your digital optical cable into your device if the optical ports on both your tv and soundbar are not compatible or if the cable is not

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Troubleshooting Optical Module Issues

Check whether the transmit optical power and receive optical power of the optical module are within the normal range. If the transmit optical power is beyond the normal range, replace the

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SG300 Optical Module did not Work

If the SFP is inserted correctly, and hasn't been zapped by Electrostatic Discharge (ESD) from incorrect handling there is one last thing you

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Common problems and solutions of optical module

If we use optical modules and related products with strong reliability and stable performance, we will greatly reduce the probability of optical module

Contact Us

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