



One port in a 40GbE card using 4x 10GbE breakout QSFPs is down

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/One_port_in_a_40GbE_card_using_4x_1...

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Applies to

X1144A 10/40 Gigabit Ethernet PCIe card XL710 QSFP+

Issue

- Just one of the four ports connected to the card is down. **Example:**

```
slot 1: 10/40 Gigabit Ethernet Controller XL710 QSFP+
  e1a MAC Address:      3c:fd:fe:bc:d5:c0 (auto-10g_sr-fd-up)
    QSFP Vendor:        FINISAR CORP
    QSFP Part Number:   332-00389
    QSFP Serial Number: XZL0M65
  e1b MAC Address:      3c:fd:fe:bc:d5:c1 (auto-10g_sr-fd-up)
```

```
QSFP Vendor:          FINISAR CORP
QSFP Part Number:     332-00389
QSFP Serial Number:   XZL0M65
e1c MAC Address:      3c:fd:fe:bc:d5:c2 (auto-10g_sr-fd-up)
QSFP Vendor:          FINISAR CORP
QSFP Part Number:     332-00389
QSFP Serial Number:   XZL0M65
e1d MAC Address:      3c:fd:fe:bc:d5:c3 (auto-unknown-fd-down)
QSFP Vendor:          FINISAR CORP
QSFP Part Number:     332-00389
QSFP Serial Number:   XZL0M65
Device Type:          XL710 B1, PBA J27441-003
Firmware Version:     fw 5.20 nvm 5.04 etid 80003fb0
Serial Number:        3CFDFEBCD5C0
```

- Disabled/enabled the port in the node and switch doesn't fix the issue
- A cable and QSFP re-seat doesn't fix the issue.