



## How to troubleshoot CRC ethernet physical link issues?

[https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/How\\_to\\_troubleshoot\\_CRC\\_ethernet\\_phy...](https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/How_to_troubleshoot_CRC_ethernet_phy...)

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### Applies to

- CRC error troubleshooting
- Physical link

### Description

CRC errors are reported on the receiving port, hence the cause is usually located before arriving there.

- EMS:

[Node-01: intr: netif.linkErrors:error]: Excessive link errors on network **interface e0a**. Might indicate a bad cable, switch port, or NIC, or that a cable connector is not fully inserted in a socket. On a 10/100 port, might indicate a duplex mismatch.

[Node-01: vifmgr: callhome.clus.net.degraded:alert]: Call home for CLUSTER NETWORK DEGRADED: CRC Errors Detected - High CRC errors detected on port e0a node Node-01

[Node-02: vifmgr: vifmgr.cluscheck.crcerrors:alert]: Port e4a on node Node-02 is reporting a high number of observed CRC errors.

- Health alert:

```
::> system health alert show
Node: node_name
Resource: Ethernet1/29/1
Severity: Major
Indication Time: Mon Jan 04 16:15:33 2021
Suppress: false
Acknowledge: false
Probable Cause: The percentage of inbound packet errors of switch interface
                  "switch_name(XXXXXXXXXXXX)/Ethernet1/29/1" is above the warning threshold.
Possible Effect: Communication between nodes in the cluster might be degraded.
Corrective Actions: 1) Migrate any cluster LIF that uses this connection to another port connected to
a cluster switch.
                    For example, if cluster LIF "clus1" is on port e0a and the other LIF is on e0b, run the
following
                    command to move "clus1" to e0b: "network interface migrate -vserver vs1 -lif clus1 -
sourcenode node1
                    -destnode node1 -dest-port e0b"
                    2) Replace the network cable with a known-good cable.
                    If errors are corrected, stop. No further action is required. Otherwise, continue to Step 3.
                    3) Move the network cable to another port on the node (if available). Migrate the cluster
LIF to
                    the new port.
                    If errors are corrected, contact technical support to troubleshoot the original node port.
                    Otherwise, continue to Step 4.
                    4) Move the network cable to another available cluster switch port.
                    Migrate the cluster LIF back to the original port.
                    If errors are corrected, contact technical support to troubleshoot the original switch port.
                    If errors persist, contact technical support for further assistance.
```

- ifstat:

```
::> system node run -node <node> -command ifstat <port>

-- interface e0a (62 days, 23 hours, 58 minutes, 45 seconds) --
RECEIVE
Total frames: 81107m | Frames/second: 14901 | Total bytes: 387t
Bytes/second: 71201k | Total errors: 1396k | Errors/minute: 15
Total discards: 0 | Discards/minute: 0 | Multi/broadcast: 1646k
Non-primary u/c: 0 | CRC errors: 1396k | Runt frames: 0
Fragment: 0 | Long frames: 10 | Jabber: 0
Length errors: 108 | No buffer: 0 | Xon: 0
Xoff: 0 | Pause: 0 | Jumbo: 45712m
```

█ Noproto: 0 | Error symbol: 0 | Illegal symbol: 0

- Single cluster port reports low mW in `ifconfig -vvv` output:

```
█ ::> system node run -node <nodename> -command ifconfig -vvv
...
e0b: flags=8843<UP,BROADCAST,RUNNING,SIMPLEX,MULTICAST> metric 0 mtu 9000
    uuid: 0320a80b-caa3-11eb-b14a-d039ea306760
...
    RX: 0.06 mW (-12.13 dBm) TX: 0.55 mW (-2.59 dBm)
```