

# E1 Error Event Troubleshooting Flowchart

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## Introduction

This document provides information about how to troubleshoot the E1 error event.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

For more information about the Error Events chart, click these links that correspond to the command boxes in the graphic:

- The box Configure terminal controller e1x clock source line primary links to the *Slip Secs Counter Increasing* section of E1 Error Events Troubleshooting.
- The box Use the show controller e1x command links to the *Introduction* section of E1 Error Events Troubleshooting.
- The box Configure terminal controller e1x framing cr4 / no-crc4 links to the *Framing Loss Seconds Increasing* section of E1 Error Events Troubleshooting.
- The box Configure terminal controller e1x framing cr4 / no-crc4 links to the *Line Code Violations Increasing* section of E1 Error Events Troubleshooting.
- The box Configure terminal controller isdn switch-type primary-net5 links to the *Verifying the isdn switch-type and pri-group timeslots Configuration* section of E1 Error Events Troubleshooting.

- The box Check the d channel using the show interface ser x:15 command links to the *Verifying the Signaling Channel* section of E1 Error Events Troubleshooting.
- The box Configure terminal interface serial x:15 no shutdown links to the *Verifying the Signaling Channel* section of E1 Error Events Troubleshooting.
- The box Configure terminal interface serial x:15 encapsulation ppp links to the *Verifying the Signaling Channel* section of E1 Error Events Troubleshooting.
- The box Configure terminal interface serial x:15 no loopback links to the *Verifying the Signaling Channel* section of E1 Error Events Troubleshooting.



## Related Information

- [E1 Troubleshooting](#)
- [E1 Layer 1 Troubleshooting](#)
- [E1 Alarm Troubleshooting](#)
- [E1 PRI Troubleshooting](#)
- [Hard Plug Loopback Test for E1 Lines](#)
- [Technical Support & Documentation – Cisco Systems](#)

