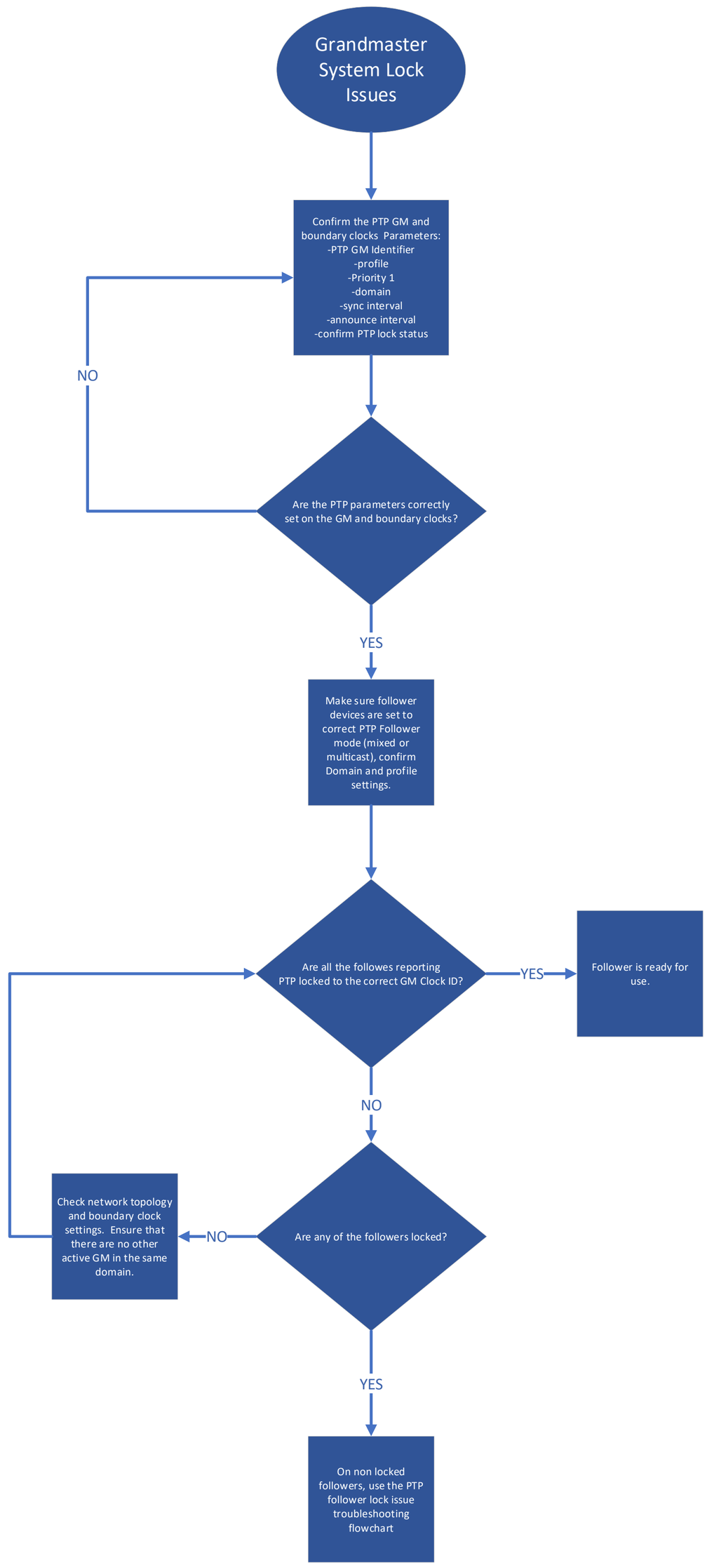
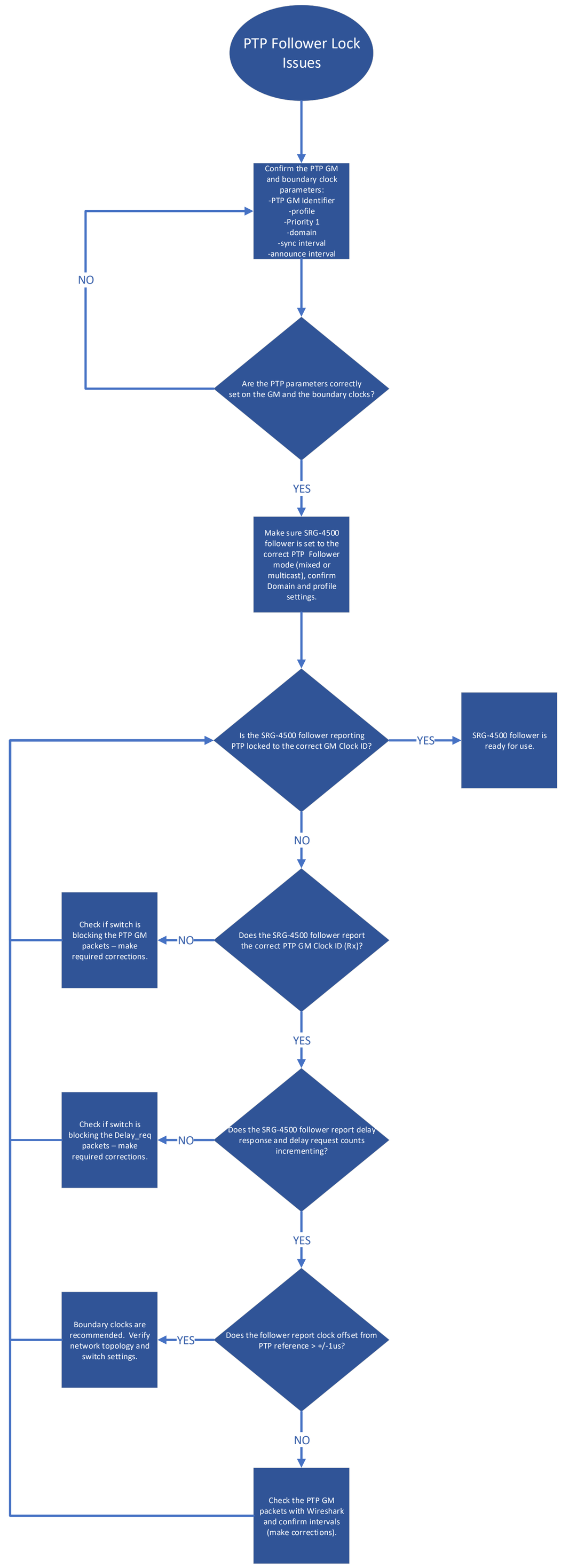

Grandmaster System Lock Issues
Confirm the PTP GM and boundary clocks Parameters:
-PTP GM Identifier
-profile
-Priority 1
-domain
-sync interval
-announce interval
-confirm PTP lock status
NO
Are the PTP parameters correctly set on the GM and boundary clocks?
YES
Make sure follower devices are set to correct PTP Follower mode (mixed or multicast), confirm Domain and profile settings.
Are all the followes reporting PTP locked to the correct GM Clock ID?
YES
Follower is ready for use.
NO
Check network topology and boundary clock settings. Ensure that there are no other active GM in the same domain.
NO
Are any of the followers locked?
YES
On non locked followers, use the PTP follower lock issue troubleshooting flowchart


PTP Follower Lock Issues
Confirm the PTP GM and boundary clock parameters:
-PTP GM Identifier
-profile
-Priority 1
-domain
-sync interval
-announce interval
NO
Are the PTP parameters correctly set on the GM and the boundary clocks?
YES
Make sure SRG-4500 follower is set to the correct PTP Follower mode (mixed or multicast), confirm Domain and profile settings.
Is the SRG-4500 follower reporting PTP locked to the correct GM Clock ID?
YES
SRG-4500 follower is ready for use.
NO
Check if switch is blocking the PTP GM packets – make required corrections.
NO
Does the SRG-4500 follower report the correct PTP GM Clock ID (Rx)?
YES
Check if switch is blocking the Delay_req packets – make required corrections.
NO
Does the SRG-4500 follower report delay response and delay request counts incrementing?
YES
Boundary clocks are recommended. Verify network topology and switch settings.
YES
Does the follower report clock offset from PTP reference > +/-1us?
NO
Check the PTP GM packets with Wireshark and confirm intervals (make corrections).