

知 某局点7503E设备掉电重启后配置丢失问题

产品特性 胡晓东 2020-02-28 发表

组网及说明

设备型号: S7503E
设备版本: R7536P05

问题描述

某局点7503E设备所在机房出现断电,重新上电后出现配置丢失现象,手动恢复配置后运行正常。

详细情况:

同机房其他型号的设备如S5110设备未出现该问题,出问题的设备都为汇聚设备7503E系列,之前也出现过机房断电情况,但配置没有丢失,现场确认都是保存过配置的。

该系列设备掉电配置丢失的问题为近期才出现的,总共5台。

过程分析

通过查看现场的保存配置日志记录,发现用户在保存配置操作上存在问题,其中四台交换机都是执行完SAVE后,仅仅相隔两秒就立刻推出登陆了。

(1) 行政楼交换机: 2019年10月15日操作保存没有完成,立刻退出登录。中间只隔2秒钟。10月18日作为Master启动,配置文件丢失:

```
#
%@2869%Oct 15 10:37:26:559 2019 XZL_HUIJU_7503 SHELL/6/SHELL_CMD: -Line=vty0-IPAddr=192.168.250.250-User=admin; Command is save
%@2870%Oct 15 10:37:26:665 2019 XZL_HUIJU_7503 SHELL/6/SHELL_CMD_CONFIRM: Confirm option of command save is yes.
%@2871%Oct 15 10:37:26:788 2019 XZL_HUIJU_7503 SHELL/6/SHELL_CMD_INPUT: Input string for the save command is the Enter key.
%@2872%Oct 15 10:37:26:889 2019 XZL_HUIJU_7503 SHELL/6/SHELL_CMD_CONFIRM: Confirm option of command save is yes.
%@2873%Oct 15 10:37:29:025 2019 XZL_HUIJU_7503 SSSH/6/SSSH_LOG: User admin logged out from 192.168.250.250 port 40494.
%@2874%Oct 15 10:37:29:025 2019 XZL_HUIJU_7503 SSSH/6/SSSH_DISCONNECT: SSH user admin (IP: 192.168.250.250) disconnected from the server.
#10月18日发生掉电重启
%@2708%Oct 8 08:31:23:339 2019 H3C SYSLOG/6/SYSLOG_RESTART: System restarted --H3C Comware Software.
```

(2) 实验楼交换机: SYL_B_2F_HUIJU_7503, 10月15日操作没有保存完毕,就退出登录了。中间只隔2秒钟,19号发生重启,配置丢失:

```
#
%@4909%Oct 15 10:46:01:912 2019 SYL_B_2F_HUIJU_7503 SHELL/6/SHELL_CMD: -Line=vty0-IPAddr=192.168.250.250-User=admin; Command is save
%@4910%Oct 15 10:46:02:019 2019 SYL_B_2F_HUIJU_7503 SHELL/6/SHELL_CMD_CONFIRM: Confirm option of command save is yes.
%@4911%Oct 15 10:46:02:142 2019 SYL_B_2F_HUIJU_7503 SHELL/6/SHELL_CMD_INPUT: Input string for the save command is the Enter key.
%@4912%Oct 15 10:46:02:243 2019 SYL_B_2F_HUIJU_7503 SHELL/6/SHELL_CMD_CONFIRM: Confirm option of command save is yes.
%@4913%Oct 15 10:46:04:482 2019 SYL_B_2F_HUIJU_7503 SSSH/6/SSSH_LOG: User admin logged out from 192.168.250.250 port 45656.
%@4914%Oct 15 10:46:04:482 2019 SYL_B_2F_HUIJU_7503 SSSH/6/SSSH_DISCONNECT: SSH user admin (IP: 192.168.250.250) disconnected from the server.
%@4915%Oct 15 10:46:05:062 2019 SYL_B_2F_HUIJU_7503 SHELL/5/SHELL_LOGOUT: admin logged out from 192.168.250.250.
#19号发生过重启:
%@5900%Oct 19 07:20:38:371 2019 H3C SYSLOG/6/SYSLOG_RESTART: System restarted --H3C Comware Software.
```

(3) 博雅楼交换机: BYL_5F_HUIJU_7503 10月15日没有保存完毕,就退出登录了,中间只隔2秒钟:

```
#
```

```
%@4332%Oct 15 10:43:54:821 2019 BYL_5F_HUIJU_7503 SHELL/6/SHELL_CMD: -Line=vty0-IPAd
ddr=192.168.250.250-User=admin; Command is save
%@4333%Oct 15 10:43:54:927 2019 BYL_5F_HUIJU_7503 SHELL/6/SHELL_CMD_CONFIRM: Co
nfirm option of command save is yes.
%@4334%Oct 15 10:43:55:050 2019 BYL_5F_HUIJU_7503 SHELL/6/SHELL_CMD_INPUT: Input st
ring for the save command is the Enter key.
%@4335%Oct 15 10:43:55:151 2019 BYL_5F_HUIJU_7503 SHELL/6/SHELL_CMD_CONFIRM:
Confirm option of command save is yes.
%@4336%Oct 15 10:43:57:247 2019 BYL_5F_HUIJU_7503 SSSH/6/SSHS_LOG: User admin logge
d out from 192.168.250.250 port 51006.
%@4337%Oct 15 10:43:57:247 2019 BYL_5F_HUIJU_7503 SSSH/6/SSHS_DISCONNECT: SSH us
er admin (IP: 192.168.250.250) disconnected from the server.
#18号发生重启:
%@4663%Oct 18 17:18:58:369 2019 H3C SYSLOG/6/SYSLOG_RESTART: System restarted --H3C
Comware Software.
```

(4) 博信楼交换机: YIJIAO_6F_HUIJU_7503, 10月15日没有保存完毕就退出登录了, 中间只隔了2秒, 27日发生重启:

```
%@282086%Oct 15 10:44:23:107 2019 YIJIAO_6F_HUIJU_7503 SHELL/6/SHELL_CMD: -
Line=vty0-IPAddr=192.168.250.250-User=admin; Command is save
%@282087%Oct 15 10:44:23:213 2019 YIJIAO_6F_HUIJU_7503
SHELL/6/SHELL_CMD_CONFIRM: Confirm option of command save is yes.
%@282088%Oct 15 10:44:23:340 2019 YIJIAO_6F_HUIJU_7503 SHELL/6/SHELL_CMD_INPUT: In
put string for the save command is the Enter key.
%@282089%Oct 15 10:44:23:441 2019 YIJIAO_6F_HUIJU_7503
SHELL/6/SHELL_CMD_CONFIRM: Confirm option of command save is yes.
%@282090%Oct 15 10:44:25:596 2019 YIJIAO_6F_HUIJU_7503 SSSH/6/SSHS_LOG: User admin l
ogged out from 192.168.250.250 port 49136.
%@282091%Oct 15 10:44:25:596 2019 YIJIAO_6F_HUIJU_7503 SSSH/6/SSHS_DISCONNECT: S
SH user admin (IP: 192.168.250.250) disconnected from the server.
```

前四台配置丢失问题原因:

已知问题,
201901020166

问题现象: IRF 从设备配置丢失导致 IRF 系统异常。

问题产生条件: IRF 组网中, 用户保存配置时退出登录导致保存配置失败。

说明: 只要主备环境即可, 不用IRF 配置, 该问题在R7585解决。

最后一台:

(5) 明理楼交换机: MLL-4F-HUIJU-7503 主控板读配置文件失败. 异常掉电会有概率导致文件找不到:

```
<4>[ 34.497000] 0:DEV_KDBG: Md:CIOC Lv:EMERG Ln:2332 Edevloctl ret=1073807361
<4>[ 34.497000] 0:DEV_KDBG: Md:KD Lv:EMERG Ln: 615 Error: RSTR_FACT get flag return 107
3807361
<4>[ 34.514000] 0:DEV_KDBG: Md:KD Lv:EMERG Ln: 665 Error: Failed2GetCfgFile
<4>[ 34.640000]
<4>[ 34.640000] year:2019,mon:10,day:15,hour:16,min:41,sec:48,wday:2 # 2019-10-15 16:41:48
```

原因: 异常掉电就是正常运行情况下, 突然断电。从该设备日志文件中看出, 该设备经常发生掉电重启, 特别是近期, 每个月至少一次以上; 频繁掉电不满足我们设备对环境的要求, 设备异常掉电导致文件被破坏, 概率很小, 但是存在。

解决方法

1. 我们在进行设备配置保存操作时, 建议在软件提示保存完毕再退出登录, 避免配置文件损坏。
2. 7503E设备升级到R7585P05及以后版本, 可解决主备环境中操作保存配置未提示完成就提前退出登录导致配置丢失的问题
3. 对于异常掉电过去频繁的设备, 现场进行改善。