

WA2620电子标签丢失问题处理方法

一、 问题描述:

某公司使用我司WA2620无法正常启动, 设备不停地重启。据客户反映在发生故障之前设备一直正常运行, 未发生任何损坏, 未进行升级相关操作。

二、 过程分析:

收集设备启动信息如下:

```
System is starting...
Booting Normal Extend BootWare....
The Extend BootWare is self-decompressing.....Done!
System is starting...
Booting Backup Extend BootWare....
The Extend BootWare is self-decompressing.....Done!
Read value fail,Use Default
*****
*
*   H3C H3C-Device-default BootWare, Version 1.08   *
*****Copyright (c) 2004-2012 Hangzhou H3C Technologies Co., Ltd.
Compiled Date      : May 18 2012
CPU Type           : AR9350
CPU L1 Cache       : 32KB
CPU Clock Speed    : 560MHz
Memory Type        : SDRAM
Memory Size        : 128MB
BootWare Size      : 512KB
Flash Size         : 32MB
CPLD Version       : 002
PCB Version        : Ver.F
```

Check net params crc error, use the default value

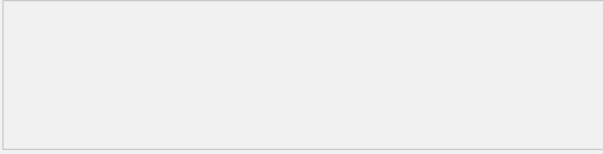
```
BootWare Validating...
Normal Extend BootWare Not Exist!
Begin to Update the Normal Extend BootWare.....Done!
Press Ctrl+B to enter extended boot menu...
Starting to get the main application file--flash:/wa2600a_fit.bin!
The main application file does not exist--flash:/wa2600a_fit.bin!
Starting to get the backup application file--flash:/wa2600a_fat.bak!
The backup application file does not exist--flash:/wa2600a_fat.bak!
Starting to get the secure application file--flash:/secure.app!
The secure application file does not exist--flash:/secure.app!
Booting App fails!
Read value fail,Use Default
not Support Type!
Trying to get the IP address from the DHCP server.....
DHCP server's IP address is 192.168.1.254
Client's assigned address is 192.168.1.69
DNS domain name got from DHCP server is
DNS server's IP address is 192.168.1.254
Default Gateway's IP address is 192.168.1.254
This client's subnet mask is 255.255.255.0
The length of option 43 is: 0
Change State : Idle to Broadcast Discovery
Lwapp status machine init fail, the system will reboot.
[State : Idle] Reset request, rebooting the AP
Rebooting.....
```

发现启动信息中报错为“Read value fail”, “Check net params crc error”, 确定此故障为设备的数字标签丢失所导致。

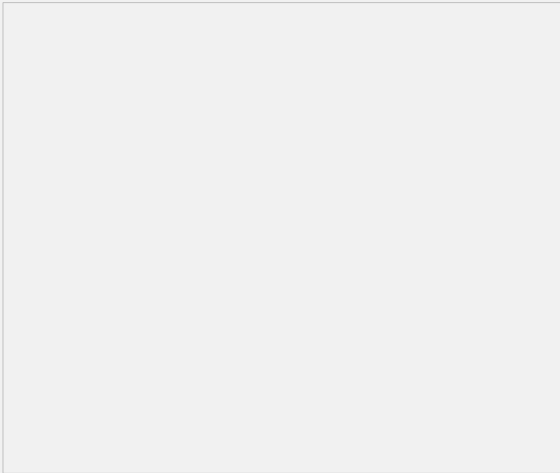
三、 解决方法:

针对上面的问题可以通过导入装备版本修改电子标签以解决，方法如下：

- 1、向二线或者研发申请设备的装备版本文件。
- 2、将文件导入设备，设置为主文件后启动。
- 3、启动后在隐藏试图下输入导出数字标签命令：download manuinfo 1 [文件名]
- 4、这里的文件名自行命名即可；执行命令后，可以通过dir发现设备生成一个文件（不带后缀名），如图（这里命名为“string”）：



- 5、从设备里导出数字标签文件后，打开文件，修改mac为该故障设备的mac。如图：



- 6、修改完标签后，再将此标签导入故障设备，输入加载命令download manuinfo 1[文件名]（这里即输入导入文件的文件名）。
 - 7、最后将装备版本换为正常版本运行即可。
- 如果尝试过以上方法任然不能恢复设备，收集设备信息交予研发后，进行返修处理。