

知 某局点S6860-54HF 重启

软件问题 李敏 2021-12-14 发表

组网及说明

无

问题描述

S6860-54HF两框堆叠, slot 1发生重启问题

过程分析

1、收集诊断信息，查看设备slot 1在近期发生过一次MemoryexhaustReboot。

Slot 1:

Uptime is 0 weeks,0 days,15 hours,39 minutes

S6860-54HF with 1 RMI XLP208 Processor

BOARD TYPE: S6860-54HF

DRAM: 4096M bytes

FLASH: 1024M bytes

PCB 1 Version: VER.B

PCB 2 Version: VER.A

FPGA Version: NONE

Bootrom Version: 236

CPLD 1 Version: 002

CPLD 2 Version: 002

CPLD 3 Version: 004

Release Version: H3C S6860-54HF-2702

Patch Version: Release 2702H09

Reboot Cause: MemoryexhaustReboot

[SubSlot 0] 48SFP Plus+6QSFP Plus/2QSFP28

2、收集slot 1 flash下logfile 发现slot 1在重启之前一直有死循环告警。

%@183086%Nov 15 09:49:27:854 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183118%Nov 15 09:50:32:232 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183127%Nov 15 09:52:44:447 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183130%Nov 15 09:53:27:253 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183136%Nov 15 09:54:38:204 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183140%Nov 15 09:55:43:774 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183156%Nov 15 09:59:34:477 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183235%Nov 15 10:00:37:879 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

%@183251%Nov 15 10:02:08:024 2021 XSQ-IDC401-S612&S613-SERZ-LEAF01&02-H3C6860-54 HF DIAG/0/DIAG_KDBG: Deadloop once occurred on slot 1 cpu 0.

当前版本Release 2702 H09，存在如下已知问题，设备内存管理单元出现奇偶校验错误，导致设备由于内存耗尽发生重启。

202001140867

- 问题现象:设备由于内存耗尽发生重启。
- 问题产生条件: 设备内存管理单元出现奇偶校验错误。
- 说明: 对于已经出现死循环不可修复的设备，请勿直接安装本补丁，需在设备重启恢复正常后再进行补丁安装。

解决方法

建议打上H21补丁

