

知 某局点 S6800-54QT 设备WatchDog重启

软件问题 董智敏 2022-03-25 发表

组网及说明

单台S6800交换机

问题描述

设备运行过程中出现异常重启，设备发生异常重启，重启原因为WatchDog

1. 查看诊断中kernel exception中

Description 描述字段有received pcie exception error 子样
display kernel exception 10 verbose slot 1 =====
----- Exception record 1 -----
Description : **cpu_0 received a pcie exception error**
Recorded at : 2022-03-21 01:22:27.620672
Occurred at : 2022-03-21 01:22:27.620672
Instruction address : 0xffffffff0ee073c
Thread : swapper (TID: 0)
Context : irq context
Slot : 1
Cpu : 0
VCPU ID : 0

2. 寄存器中v0 的val= 0x90。。。寄存器v0的高位是90，也就是0x90开头。

Register content:
Reg: zero, Val = 0x0000000000000000 ; Reg: at, Val = 0x0000100000000000 ;
Reg: v0, Val = 0x9000000010031400 ; Reg: v1, Val = 0x0000000000031400 ;
Reg: a0, Val = 0xffffffff77b9208 ; Reg: a1, Val = 0x0000000000031400 ;
Reg: a2, Val = 0xffffffff0ee0000 ; Reg: a3, Val = 0x000000000000002c ;
Reg: t0, Val = 0x00000000000000a0 ; Reg: t1, Val = 0x0000000000000001 ;
Reg: t2, Val = 0xffffffff806d99d0 ; Reg: t3, Val = 0x0000000000005678 ;
Reg: t4, Val = 0x0000000000031400 ; Reg: t5, Val = 0x0000000000000000 ;
Reg: t6, Val = 0x0000000000000000 ; Reg: t7, Val = 0xc000000002420000 ;
Reg: s0, Val = 0x0000000000000000 ; Reg: s1, Val = 0x0000000000031400 ;

因此确认该问题为版本已知问题PCIE 抖动
问题现象：极低概率设备运行过程中异常重启。
问题产生条件：pcie链路抖动或信号不稳定

解决方法

该问题在R2612P02版本H30 有优化，建议升级到R2612P02H30

