

## 知 高端路由器 巡检中的AI动作检查和HG故障检查

其他硬件相关

敲敲放通

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### 问题描述

SR8806-X-S 巡检内容过程中遇到两个问题，slot0主控槽位的AI动作检查，slot0和slot4之间HG故障检查

## 过程分析

AI动作检查, 时间距离较近, 告警级别为严重。

display hardware internal diag hardware-diag-action information slot X, 有报警master board reject loading by AI.

```
=====display hardware internal diag hardware-diag-action information slot 0 =====  
=====
```

```
-----Executed action records:-----
```

```
-----Unexecuted action records:-----
```

Slot 0:

1. 2022-12-30, 22:32:27 master board reject loading by AI.

reason:HG\_ERR. chip 0: the action unexecuted 38 times.

HG故障检查, 在0槽和4槽发现了HG隔离/恢复动作。

```
=====display hardware internal hgmonitor action 0 =====
```

23:35:43:977767 12/30/2022: unit 0 port 22 is recovered normal by local.

23:35:49:870161 12/30/2022: unit 0 port 22 is isolated by local.

```
=====display hardware internal hgmonitor action 4 =====
```

23:35:44:688003 12/30/2022: unit 0 port 70 is recovered normal by rpc.

23:35:50:581055 12/30/2022: unit 0 port 70 is isolated by rpc.

## 解决方法

AI动作检查的告警就是由于这个hg down引起的，两个报警一起出现。

1.检查slot0和slot4单板是否有插紧，螺丝是否有拧紧。//螺丝拧紧后故障消除

2螺丝拧紧后故障仍未恢复。则需要在slot0和slot4之间hg口有报障，交叉验证确认故障位置。//更换备件前，Slot 0和slot 4的连接器需要先检查下（包括单板和机框槽位），确保连接器没有弯针等异常，排除机框问题。

