

知 某局点S6800挂死问题

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组网及说明

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问题描述

7月30日10:00分左右，现场有一组S6800-54QF堆叠设备异常挂死，分别掉电重启后恢复（先掉电重启slot2，恢复后掉电重启的slot1）。

```
<HN-GZNSD201-CB5-S6800-190.Int>dis version
H3C Comware Software, Version 7.1.045, Feature 2426
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H3C S6800-54QF uptime is 0 weeks, 0 days, 1 hour, 18 minutes
Last reboot reason : Cold reboot

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Boot image: flash:/s6800-cmw710-boot-f2426.bin
Boot image version: 7.1.045, Feature 2426
  Compiled Jan 19 2016 16:00:00
System image: flash:/s6800-cmw710-system-f2426.bin
System image version: 7.1.045, Feature 2426
  Compiled Jan 19 2016 16:00:00
Patch image(s) list:
flash:/s6800-cmw710-boot-patch-f2426h03.bin, version: Feature 2426H03
  Compiled Jan 19 2016 16:00:00
flash:/s6800-cmw710-system-patch-f2426h06.bin, version: Feature 2426H06
  Compiled Jan 19 2016 16:00:00

|
Slot 1:
Uptime is 0 weeks,0 days,0 hours,50 minutes
S6800-54QF with 2 Processors
BOARD TYPE:      S6800-54QF
DRAM:            2048M bytes
FLASH:           512M bytes
PCB 1 Version:   VER.A
Bootrom Version: 150
CPLD 1 Version: 001
CPLD 2 Version: 001
Release Version: H3C S6800-54QF-2426
Patch Version   : Feature 2426H06
Reboot Cause   : ColdReboot
[SubSlot 0] 48SFP Plus+6QSFP Plus

|
Slot 2:
Uptime is 0 weeks,0 days,1 hour,18 minutes
S6800-54QF with 2 Processors
BOARD TYPE:      S6800-54QF
DRAM:            2048M bytes
FLASH:           512M bytes
PCB 1 Version:   VER.A
Bootrom Version: 150
CPLD 1 Version: 001
CPLD 2 Version: 001
Release Version:  H3C S6800-54QF-2426
Patch Version   : Feature 2426H06
Reboot Cause   : ColdReboot
[SubSlot 0] 48SFP Plus+6QSFP Plus
```

过程分析

Slot1 cpu挂死后掉电重启，看不到相关的信息记录了。

但是从slot2的日志看，可以确认slot1 cpu故障挂死后，堆叠心跳报文超时，堆叠分裂后，slot2升级为master，但是因为早期版本不支持健康度检查，只能将框号大的slot2设备mad down,仅剩slot1承载业务，但由于slot1已经挂死，导致下挂业务全部中断。

```
%@1653%Jul 30 10:42:47:907 2023 HN-GZNSD201-CB5-S6800-190.Int HA/5/HA_STANDBY_TO_MASTER: Standby board in slot 2 changed to master.
```

```
%@1654%Jul 30 10:42:48:207 2023 HN-GZNSD201-CB5-S6800-190.Int DEV/3/BOARD_REMOVED: Board was removed from slot 1, type is S6800-54QF.
```

```
%@1655%Jul 30 10:42:48:733 2023 HN-GZNSD201-CB5-S6800-190.Int LAGG/6/LAGG_INACTIVE_PHYSTATE: Member port XGE1/0/3 of aggregation group BAGG3 changed to the inactive state, because the physical state of the port is down.
```

```
%@1656%Jul 30 10:42:48:756 2023 HN-GZNSD201-CB5-S6800-190.Int LAGG/6/LAGG_ACTIVE: Member port XGE2/0/11 of aggregation group BAGG11 changed to the active state.
```

```
%@1657%Jul 30 10:42:48:756 2023 HN-GZNSD201-CB5-S6800-190.Int LAGG/6/LAGG_INACTIVE_CONFIGURATION: Member port XGE1/0/11 of aggregation group BAGG11 changed to the inactive state, because the aggregation configuration of the port is incorrect.
```

```
%@1658%Jul 30 10:42:48:773 2023 HN-GZNSD201-CB5-S6800-190.Int LAGG/6/LAGG_INACTIVE_PHYSTATE: Member port XGE1/0/15 of aggregation group BAGG15 changed to the inactive state, because the physical state of the port is down.
```

```
%@1659%Jul 30 10:42:48:806 2023 HN-GZNSD201-CB5-S6800-190.Int LAGG/6/LAGG_INACTIVE_PHYSTATE: Member port XGE1/0/34 of aggregation group BAGG34 changed to the inactive state, because the physical state of the port is down.
```

```
%@1660%Jul 30 10:42:49:267 2023 HN-GZNSD201-CB5-S6800-190.Int BFD/5/BFD_CHANGE_FSM: Sess[192.168.0.2/192.168.0.1, LD/RD:97/97, Interface:Vlan2, SessType:Ctrl, LinkType:INET], Sta: DOWN->UP, Diag: 0
```

```
%@1661%Jul 30 10:42:49:269 2023 HN-GZNSD201-CB5-S6800-190.Int DEV/1/MAD_DETECT: Multi-active devices detected, please fix it.
```

综上，slot1 cpu硬件故障导致堆叠分裂，同时MAD将slot2 隔离导致业务受损。后续研发发布补丁支持健康度检查，再次发生故障可以将故障设备MAD DOWN隔离，确保健康的设备继续承载业务。

解决方法

更换slot1设备, 打上支持健康检查的补丁。

