

知 高端防火墙M900-X款型业务子卡常见Fault问题案例

业务板 孔凡安 2023-11-10 发表

组网及说明

不涉及

告警信息

不涉及

问题描述

业务子卡 (FWF标志为公司新推出的第VI代防火墙板卡) 显示Fault, 疑似硬件故障。

```
=====display device verbose=====
Slot No. Brd Type      Brd Status  Subslot Sft Ver      Patch Ver

0   NSQM7MBSHA0   Normal    0   M9000-X06-9571P21   None
   NS-FWFFGB0(CPU1) Normal    1   M9000-X06-9571P21
   NS-C300-TG24A1      2   NONE

1   NSQM7MBSHA0   Normal    0   M9000-X06-9571P21   None
   NS-FWFFGB0(CPU1) Fault    1   NONE
   NS-C300-TG24A1      2   NONE

2   NONE          Absent    0   NONE                 None

3   NONE          Absent    0   NONE                 None

4   NSQM7SUPB0-CN Master     0   M9000-X06-9571P21   None

5   NSQM7SUPB0-CN Standby    0   M9000-X06-9571P21   None

6   NSQM7FAB06A0 Normal     0   NONE                 None

7   NSQM7FAB06A0 Normal     0   NONE                 None

8   NSQM7FAB06A0 Normal     0   NONE                 None

9   NSQM7FAB06A0 Normal     0   NONE                 None
```

此外, 设备有如下日志告警:

```
 %@499777^Oct 28 09:33:24:385 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/
3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 21 to Slot 1 CPU 1: Th
e source port went down.
 %@499778^Oct 28 09:33:32:038 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/
3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 29 to Slot 1 CPU 1: Th
e source port went down.
 %@499779^Oct 28 09:33:33:459 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/
3/FAULT_MONITOR_BITMAP:
Fault PhySlot List:
Slot 1 Cpu 1
Fault Reason BitMap:
-----
slot : 0 1 2 3 4 5 6 7 8 9
-----
Fabric0: 5 5 5 5 5 5 5 5 5 5
Fabric1: 5 5 5 5 5 5 5 5 5 5
Fabric2: 5 5 5 5 5 5 5 5 5 5
Fabric3: 5 5 5 5 5 5 5 5 5 5
-----
SubCpu1: 5 2 5 5 5 5 5 5 5 5
SubCpu2: 5 5 5 5 5 5 5 5 5 5
SubCpu3: 5 5 5 5 5 5 5 5 5 5
SubCpu4: 5 5 5 5 5 5 5 5 5 5
-----
```

Fault Reason: 0-RFCS, 1-RERPKT, 2-DOWN, 3-UNRESP, 4-1bit, 5-NORMAL

%@499780^Oct 28 09:33:33:460 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/

过程分析

3/FAULT_MONITOR_REBOOT: Slot 1 CPU 1: The card will be restarted due to a ha

M9000-X款型设备业务板卡和主控版不一致会被fault monitor检测给强制down。

%@499781^Oct 28 09:33:35:381 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/

3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 21 to Slot 1 CPU 1: Th
e source port went down.

%@499782^Oct 28 09:41:56:393 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/

3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 29 to Slot 1 CPU 1: Th
e source port went down.

%@499783^Oct 28 09:41:59:631 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/

3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 21 to Slot 1 CPU 1: Th
e source port went down.

%@499784^Oct 28 09:42:07:407 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/

3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 29 to Slot 1 CPU 1: Th
e source port went down.

%@499785^Oct 28 09:42:10:653 2023 NFV-D-HZZZ-15A-5404-0I02-M-FW-01 DRV/

3/HG_MONITOR_PORT_ERROR: -Slot=1; Slot 1 Unit 1 Port 21 to Slot 1 CPU 1: Th
e source port went down.

解决方法

可以在probe视图下关闭fault monitor检测，看板卡能否起来。板卡起来之后查看业务子卡和主控版本是否一致，不一致的话通过BootWare升级版本和主控版本一致。

对应命令：

```
RBM_P[H3C-probe]undo debug gold enable fault
```

