

# 知 交换机S9810保存诊断信息失败

软件问题 产品特性 其他硬件相关 祁振峰本尊 2024-02-29 发表

## 问题描述

现场保存诊断信息提示失败，现象如下：

```
<HB4_SW_HX_YW_F01/F02_02>display diagnostic-information
Save or display diagnostic information (Y=save, N=display)? [Y/N]:y
Please input the file name(*.tar.gz)[Flash:/diag_HB4_SW_HX_YW_F01/F02_02_20231218-103918.tar.gz]:
Diagnostic information is outputting to flash:/diag_HB4_SW_HX_YW_F01/F02_02_20231218-103918.tar.gz.
Please wait...
Save failed.
<HB4_SW_HX_YW_F01/F02_02>
```

## 过程分析

和现场沟通执行配置保存，文件复制、移动等操作均正常：

```
<HB4_SW_HX_YW_F01/F02_02>log
<HB4_SW_HX_YW_F01/F02_02>logfile
<HB4_SW_HX_YW_F01/F02_02>logfile sa
<HB4_SW_HX_YW_F01/F02_02>logfile save
The contents in the log file buffer have been saved to the file flash:/logfile/logfile10.log
<HB4_SW_HX_YW_F01/F02_02>dir
Directory of flash:
0 -rw- 483328 Jul 01 2022 18:50:50 S9800-CMW710-BOOT-R2152H02.bin
1 -rw- 14882816 Jul 01 2022 18:51:37 S9800-CMW710-SYSTEM-R2152H08.bin
2 -rw- 17361920 Aug 04 2023 20:39:09 S9800-CMW710-SYSTEM-R2152H10.bin
3 -rw- 1714966 Jul 03 2022 01:16:06 diag_HB4_YW_SW_HX01_20220702-171203.tar.gz
4 drwx- - Jul 02 2022 22:30:13 diagfile
5 -rw- 735 Jul 30 2022 22:26:10 hostkey
6 -rw- 5309 Dec 15 2023 20:25:54 ifindex.dat
7 -rw- 0 Sep 11 2023 16:19:28 lauth.dat
8 drwx- - Jan 12 2021 12:09:40 license
9 drwx- - Jul 07 2023 04:07:54 logfile
10 -rw- 12168192 Jan 07 2021 20:59:17 s9800-cmw710-boot-r2152.bin
11 -rw- 166065152 Jan 07 2021 21:02:50 s9800-cmw710-system-r2152.bin
12 drwx- - Jan 12 2021 12:08:52 seclog
13 -rw- 591 Jul 30 2022 22:26:12 serverkey
14 -rw- 35495 Dec 15 2023 20:25:55 startup.cfg
15 -rw- 340171 Dec 15 2023 20:25:56 startup.mdb
16 drwx- - Aug 04 2023 20:43:55 versionInfo
1048576 KB total (826728 KB free)
<HB4_SW_HX_YW_F01/F02_02> cd log
<HB4_SW_HX_YW_F01/F02_02>cd logfile/
<HB4_SW_HX_YW_F01/F02_02>dir
Directory of flash:/logfile
0 -rw- 17893 Jan 12 2021 12:04:03 logfile.log
1 -rw- 626200 Aug 11 2022 07:42:47 logfile1.log.gz
2 -rw- 7417548 Dec 18 2023 11:30:39 logfile10.log
3 -rw- 545958 Sep 25 2022 19:42:22 logfile2.log.gz
4 -rw- 567107 Oct 27 2022 06:54:35 logfile3.log.gz
5 -rw- 504462 Dec 08 2022 06:48:44 logfile4.log.gz
6 -rw- 492385 Jan 19 2023 12:29:33 logfile5.log.gz
7 -rw- 490447 Mar 02 2023 20:42:25 logfile6.log.gz
8 -rw- 491219 Apr 14 2023 01:20:31 logfile7.log.gz
9 -rw- 497608 May 26 2023 01:20:01 logfile8.log.gz
10 -rw- 502317 Jul 07 2023 04:07:54 logfile9.log.gz
1048576 KB total (826728 KB free)
<HB4_SW_HX_YW_F01/F02_02>diag
<HB4_SW_HX_YW_F01/F02_02>diagnostic-
<HB4_SW_HX_YW_F01/F02_02>diagnostic-logfile sac
<HB4_SW_HX_YW_F01/F02_02>diagnostic-logfile sav
<HB4_SW_HX_YW_F01/F02_02>diagnostic-logfile save
The contents in the diagnostic log file buffer have been saved to the file flash:/diagfile/diagfile.log
<HB4_SW_HX_YW_F01/F02_02>cop
<HB4_SW_HX_YW_F01/F02_02>copy log
<HB4_SW_HX_YW_F01/F02_02>copy logfile/
<HB4_SW_HX_YW_F01/F02_02>copy logfile/lo
<HB4_SW_HX_YW_F01/F02_02>copy logfile/log
<HB4_SW_HX_YW_F01/F02_02>copy logfile/log
<HB4_SW_HX_YW_F01/F02_02>copy f
<HB4_SW_HX_YW_F01/F02_02>copy flash:/lo
<HB4_SW_HX_YW_F01/F02_02>copy flash:/logfile/lo
<HB4_SW_HX_YW_F01/F02_02>copy flash:/logfile/logfile1
<HB4_SW_HX_YW_F01/F02_02>copy flash:/logfile/logfile10.log f
<HB4_SW_HX_YW_F01/F02_02>copy flash:/logfile/logfile10.log flash:/
<HB4_SW_HX_YW_F01/F02_02>copy flash:/logfile/logfile10.log flash:/test.log ?
<cr>
<HB4_SW_HX_YW_F01/F02_02>copy flash:/logfile/logfile10.log flash:/test.log
Copy flash:/logfile/logfile10.log to flash:/test.log?[Y/N]:y
Copying file flash:/logfile/logfile10.log to flash:/test.log..... Done.
<HB4_SW_HX_YW_F01/F02_02>
```

经过测试只有保存诊断时会失败，由此推断不是flash问题

最后在实验模拟测试发现问题原因是设备名字的问题，诊断文件名无法识别斜线所以会保存失败，修改设备名称之后可以正常保存

```
<HB4_SW_HX_YW_F01/F02_02>display diagnostic-information
Save or display diagnostic information (Y=save, N=display)? [Y/N]:y
Please input the file name(*.tar.gz)[Flash:/diag_HB4_SW_HX_YW_F01/F02_02_20231218-103918.tar.gz]:
Diagnostic information is outputting to flash:/diag_HB4_SW_HX_YW_F01/F02_02_20231218-103918.tar.gz.
Please wait...
Save failed.
<HB4_SW_HX_YW_F01/F02_02>
```

## 解决方法

将设备名称中的“/”去掉即可。