某局点WX5540X设备堆叠重启卡住问题处理经验案例

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问题描述

现场AC型号是WX5540X，版本是R5478，2台设备做堆叠，使用的是光口做堆叠口。堆叠重启的时候，备机一直无法启动。报错：kerne init in sequence 0xd000 function 0xffffffffa0027b40 is stil1 starting for in 15 minutes。

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............Done.

Image file flash:/boot.bin is self-decompressing...........Done.
System image is starting....
[2024-08-20 08:03:09] Kernel init in sequence 0xd000 function 0xffffffffa0027b40 is still starting for in 15 minutes.
[2024-08-20 08:18:09] Kernel init in sequence 0xd000 function 0xffffffffa0027b40 is still starting for in 30 minutes.
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过程分析

1、 首先怀疑启动的时候某个进程卡住导致，将备机断电重启，再次启动还是相同的日志报错。

2、之后查看某接口光模块的信息，发现有RX signal loss告警，将该光模块拔掉之后，AC正常启动。确定是由于该接口光模块或者光纤链路有问题导致接收信号有丢包，堆叠报文丢失，堆叠重启就会卡住设备

解决方法

替换光模块和光纤链路