

SecPath F5000-C(V7) IMC官网平台告警该设备519、518、520等接口出现链路Down告警

Syslog日志 刘嘉炜 2019-10-16 发表

组网及说明

不涉及

问题描述

IMC日志平台经常会收到来自该防火墙519、518、520等接口的两路Down告警，但是告警端口为接口索引值无法确认防火墙那个端口出现了问题。

IMC信息如图所示：

告警详细信息

名称	链路DOWN
级别	重要
OID	1.3.6.1.6.3.1.1.5.2
告警时间	2019-08-09 15:35:00
告警来源	CZHK-F5020-HX(10.6.9.17) 更多告警...
类型	Trap
告警分类	接口/链路状态告警
恢复状态	未恢复
确认状态	未确认
详细信息	接口519的状态DOWN。
告警原因	链路状态由UP变为DOWN，可能的原因：1、用户disable接口；2、连接该接口的网线被拔掉或者损坏；3、接口配置中，接口的IP被删除；4、链路中对接口故障。
修复建议	1、检查该接口的配置是否为disable，如果是，请使能该接口；2、检查连接该接口的网线是否松动或者损坏；3、检查设备配置，确定该接口是否有正确的IP地址；4、检查对接口是否故障。
挂载信息	
维护经验	
备注	--[修改]
考核部门	--[修改]

参数名称	参数值
*Interface Index	519
Interface Description	519
Interface Admin Status	1
Interface Operate Status	2

过程分析

通过MIB browser读取设备IFDescr节点信息，发现告警端口索引值并不在端口列表中。

```
--- SNMP QUERY STARTED ---
1 #Descr 1 (octet string) GigabitEthernet1/0/0 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.30] (hex)
2 #Descr 2 (octet string) GigabitEthernet1/0/1 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31] (hex)
3 #Descr 3 (octet string) GigabitEthernet1/0/2 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32] (hex)
4 #Descr 4 (octet string) GigabitEthernet1/0/3 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.33] (hex)
5 #Descr 5 (octet string) GigabitEthernet1/0/4 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.34] (hex)
6 #Descr 6 (octet string) GigabitEthernet1/0/5 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.35] (hex)
7 #Descr 7 (octet string) GigabitEthernet1/0/6 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.36] (hex)
8 #Descr 8 (octet string) GigabitEthernet1/0/7 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.37] (hex)
9 #Descr 9 (octet string) GigabitEthernet1/0/8 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.38] (hex)
10 #Descr 10 (octet string) GigabitEthernet1/0/9 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.39] (hex)
11 #Descr 11 (octet string) GigabitEthernet1/0/10 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.30] (hex)
12 #Descr 12 (octet string) GigabitEthernet1/0/11 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.31] (hex)
13 #Descr 13 (octet string) GigabitEthernet1/0/12 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.32] (hex)
14 #Descr 14 (octet string) GigabitEthernet1/0/13 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.33] (hex)
15 #Descr 15 (octet string) GigabitEthernet1/0/14 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.34] (hex)
16 #Descr 16 (octet string) GigabitEthernet1/0/15 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.35] (hex)
17 #Descr 17 (octet string) GigabitEthernet1/0/16 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.36] (hex)
18 #Descr 18 (octet string) GigabitEthernet1/0/17 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.37] (hex)
19 #Descr 19 (octet string) GigabitEthernet1/0/18 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.38] (hex)
20 #Descr 20 (octet string) GigabitEthernet1/0/19 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.31.39] (hex)
21 #Descr 21 (octet string) GigabitEthernet1/0/20 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.00] (hex)
22 #Descr 22 (octet string) GigabitEthernet1/0/21 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.01] (hex)
23 #Descr 23 (octet string) GigabitEthernet1/0/22 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.02] (hex)
24 #Descr 24 (octet string) GigabitEthernet1/0/23 [47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.03] (hex)
25 #Descr 25 (octet string) Ten-GigabitEthernet1/0/24 [54.65.6E.2D.47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.04] (hex)
26 #Descr 26 (octet string) Ten-GigabitEthernet1/0/25 [54.65.6E.2D.47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.05] (hex)
27 #Descr 27 (octet string) Ten-GigabitEthernet1/0/26 [54.65.6E.2D.47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.06] (hex)
28 #Descr 28 (octet string) Ten-GigabitEthernet1/0/27 [54.65.6E.2D.47.68.67.61.62.69.74.45.74.68.65.72.6E.65.74.31.2F.30.2F.32.07] (hex)
29 #Descr 518 (octet string) NULL[0] [E.95.4C.4C.30] (hex)
30 #Descr 519 (octet string) Hi-SpeedEthernet1/0/18 [E.95.4C.4C.30] (hex)
31 #Descr 517 (octet string) Regular-Tunnel [E2.55.67.68.72.74.65.72.3D.54.75.6E.6E.65.6C.30] (hex)
32 #Descr 520 (octet string) Loopback4 [E2.55.67.68.72.74.65.72.3D.54.75.6E.6E.65.6C.30] (hex)
33 #Descr 526 (octet string) Virtual-Template1 [66.68.72.74.75.61.6C.2D.54.65.6D.70.6C.61.74.65.31] (hex)
--- SNMP QUERY FINISHED ---
```

查看设备对应的接口列表信息：

```

[CZHK-F5020-HX]display interface brief
Brief information on interfaces in route node:
Link: ADM - administratively down; $thy - standby
Protocol: (<s) - spoofing
Interface      Link Protocol Primary IP      Description
GE1/0/0       DOWN DOWN      10.6.11.251    link-liantong
GE1/0/1       UP UP          10.6.11.251    link-liantong
GE1/0/2       DOWN DOWN      ---            ---
GE1/0/3       DOWN DOWN      ---            ---
GE1/0/4       UP UP          10.6.11.251    link-liantong
GE1/0/5       DOWN DOWN      ---            ---
GE1/0/6       DOWN DOWN      10.6.11.251    link-liantong
GE1/0/7       DOWN DOWN      ---            ---
GE1/0/8       DOWN DOWN      ---            ---
GE1/0/9       DOWN DOWN      ---            ---
GE1/0/10      DOWN DOWN     ---            ---
GE1/0/11      DOWN DOWN     ---            ---
GE1/0/12      ADM DOWN     10.6.11.251    link-liantong
GE1/0/13      UP UP          10.6.9.17      link-liantong
GE1/0/14      DOWN DOWN     ---            ---
GE1/0/15      DOWN DOWN     ---            ---
GE1/0/16      DOWN DOWN     ---            ---
GE1/0/17      DOWN DOWN     ---            ---
GE1/0/18      DOWN DOWN     ---            ---
GE1/0/19      DOWN DOWN     ---            ---
GE1/0/20      DOWN DOWN     ---            ---
GE1/0/21      DOWN DOWN     ---            ---
GE1/0/22      DOWN DOWN     ---            ---
GE1/0/23      DOWN DOWN     ---            ---
InLoop0      UP UP(<s)     ---            ---
Loop0        UP UP(<s)     ---            Manage
NULL0        UP UP(<s)     ---            ---
REG0         UP ---        ---            ---
XGE1/0/24    DOWN DOWN     ---            ---
XGE1/0/25    DOWN DOWN     ---            link-czhk-core
XGE1/0/26    DOWN DOWN     ---            ---
XGE1/0/27    DOWN DOWN     ---            ---
UT1          DOWN DOWN     ---            CZHKUPN
[CZHK-F5020-HX]

```

通过接口索引值判断告警端口应该为设备虚拟接口，因为虚拟接口的索引值全部以500+开始。



排查设备配置中发现客户在设备上使能了L2TP VPN，测试发现L2TP VPN用户登录后该告警就会产生，基本可以判断此UP/Down端口与L2TP有关。

当L2TP用户上线后设备默认为该用户分配一个VA接口，当L2TP用户下线后该端口就会Down掉，最终判断该索引值为VA接口索引值，对现场业务没有影响。

```

<CZHK-F5020-HX>display interface va
Virtual-Access0
Current state: UP
Line protocol state: UP
Description: Virtual-Access0 Interface
Bandwidth: 1000000 kbps
Maximum transmission unit: 1500
Hold timer: 10 seconds, retry times: 5
Internet address: 10.6.11.254/24 <primary>
Link layer protocol: PPP
LCP: opened, IPCP: opened
Physical: L2TP, baudrate: 1000000000 bps
Main interface: Virtual-Template1
Last clearing of counters: Never
Last 300 seconds input rate: 1985 bytes/sec, 15880 bits/sec, 23 packets/sec
Last 300 seconds output rate: 59618 bytes/sec, 476944 bits/sec, 43 packets/sec
Input: 8478 packets, 717014 bytes, 0 drops
Output: 15383 packets, 21091892 bytes, 0 drops

```

解决方法

1、该问题还是由于IMC服务器告警中显示了端口索引导致，正常情况下IMC应当显示接口真实编号。

解决方法请参考案例：<http://kms2.h3c.com/View.aspx?id=58173>

1>告警组件没有加载成功设备的接口信息；

规避方式：重启IMC的imcfauldm进程；或者升级iMC到7.3E0506及以上版本。

2>设备的接口信息发生变化，例如动态建立VLAN，虚接口变化等情况。

这种情况暂时没有规避方案，因为设备上的接口的索引已经变化了，iMC不能通过此索引找到接口信息。

2、该告警没有实际意义，可以在IMC侧将此告警过滤后续就不会再收到此类告警信息了。

告警详细信息

名称	链路DOWN
级别	重要
OID	1.3.6.1.6.3.1.1.5.2.0
告警时间	2015-07-23 16:14:03
告警来源	H3C(10.153.42.11) 更多告警...
类型	Trap
告警分类	接口/链路状态告警
告警接口	GigabitEthernet5/0/11 Interface
恢复状态	未恢复
确认状态	未确认
详细信息	接口GigabitEthernet5/0/11的状态DOWN.
告警原因	链路状态由UP变为DOWN, 可能的原因: 1. 用户disable接口; 2. 连接该接口的网线被拔掉或者损坏; 3. 接口配置中, 接口的IP被删除; 4. 链路中对称端口故障.
修复建议	1. 检查该接口的配置是否为disable, 如果是, 请使能该接口; 2. 检查连接该接口的网线是否松动或者损坏; 3. 检查设备配置, 确定该接口是否有正确的IP地址; 4. 检查对称接口是否故障.
维护经验	

动作

- 恢复
- 确认
- 删除
- 过滤该告警**
- 修改Trap定义级别
- 编辑维护经验
- 故障根源和影响度分析
- 故障根源和影响度分析V2
- 上一条
- 下一条