

知 ACG1000-X日志查询选项部分缺失

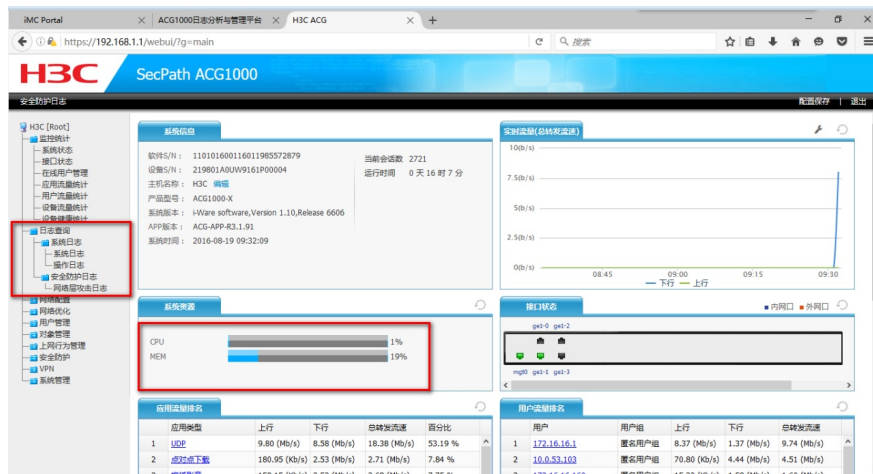
ACG1000

孙兆强

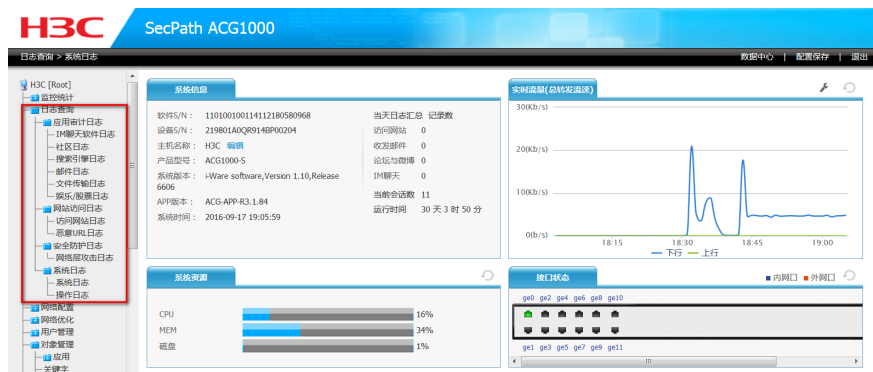
2016-09-18 发表

现场反馈ACG1000-X的日志查询有部分选项缺失。

日志缺失截图



日志查询完整时截图（此处以实验室ACG1000-S作对照）



出现这个现象有两种可能，一个是软件问题，二是硬件故障。

将设备升级到当时官网最新版本R6606后现象依旧，排除版本问题。接下来排查硬件问题。对照实验室正常设备ACG1000-S，系统资源里可以看到现场设备缺少磁盘。经确认ACG1000-X是有磁盘的。现怀疑是磁盘损坏，进行格式化磁盘操作。操作记录如下：

```
Slub initialized
```

```
^C^H^C^C
```

```
/
```

```
/sbin/rc complete
```

```
Hard disk not found.
```

```
mgf0 MAC address is : 3c:8c:40:4e:62:6b
```

```
ge1-0 MAC address is : 3c:8c:40:4e:62:6c
```

```
ge1-1 MAC address is : 3c:8c:40:4e:62:6d
```

```
ge1-2 MAC address is : 3c:8c:40:4e:62:6e
```

```
ge1-3 MAC address is : 3c:8c:40:4e:62:6f
```

```
nf_conntrack (size 456 buckets 131072 max 10)
```

```
http warning chinese page init failed
```

```
invalid product id -1
```

```
open file /mnt/malware.txt error!
```

```
url category name rule load failed
```

```
UBI device number 0, total 2048 LEBs (1065353216 bytes, 1016.0 MiB), available 0 LEBs (0 bytes), L
```

```
EB size 520192 bytes (508.0 KiB)
```

```
mount flash success.
```

```
***** Please use the interface to communicate mgf0*****
```

```

=====
|      BOOT MENU(V4.0-20151124)      |
| 1. Upgrade image by FTP.           |
| 2. Upgrade menuboot by FTP.        |
| 3. Check and repare file system.    |
| 4. Reset administrator passowrd.    |
| 5. Producing test.                 |
| 6. Aging test.                     |
| 7. Display production and aging recored. |
| 8. Advance functions.               |
| 0. Reboot.                         |
|                                   |
=====

```

Please input your choice[0-8]:8

Advance Password:

```

*****
*                                   *
*      ADVANCE FUNCTION MENU:      *
* 1. Clear current configure file.  *
* 2. Clear all files in flash card. *
* 3. Configure control plane memory.*
* 4. Format the Hard Disk.          *
* 5. Input software serial number.  *
* 6. Input hardware serial number.  *
* 7. Input device macbase.          *
* 8. Restore factory settings.      *
* e. Exit.                          *
*                                   *
*****

```

Please input your choice[1-e]:4

umount: can't umount /disk: No such file or directory

Hard disk not found.

tar: can't change directory to '/disk/': No such file or directory

根据记录显示格式化磁盘不成功，提示磁盘不存在。怀疑磁盘彻底损坏或者磁盘接触不良。经确认，ACG1000-S的磁盘是外置的。经现场工程师确认，磁盘确实是外置的，而且磁盘的指示灯状态为：power和HDD指示灯亮绿灯，而HS指示灯不亮，状态为异常状态。现场将磁盘取下，重新安装，并上紧螺丝启动设备后正常。

将设备磁盘重新插拔，将螺丝固定好

1.ACG1000系列有的设备磁盘是内置，有的是外置。比如ACG1000-S型号磁盘内置，ACG1000-X磁盘外置。如果磁盘内置出现类似问题，将磁盘格式化，如果磁盘外置请先确认磁盘是否插紧。

2.格式化磁盘请参考案例《ACG1000-M的web界面系统资源中磁盘消失导致应用审计日志看不到的解决方法》案例号201604060014

链接<http://kms.h3c.com/case/info.aspx?id=44384>

3.插拔磁盘前请将设备关机

4.格式化磁盘前将配置导出。系统管理〉〉系统设定〉〉配置文件

5.格式化磁盘不会对license造成影响