

知 The Solution of H3C S3600&S5600 Series Switch Can Not Restart Because of Failed Flash Memory

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I Problem Description

When specific firmware-CMW310-R1510P21 runs on H3C S3600/S5600 switches, there is high possibility that flash memory may fail if the 8th file is created and warning message maybe not be displayed on terminal. In this case, switch can not restart after a reboot. The files here include all types of files in flash memory, such as configuration file, firmware file, log file, etc.

Following firmware have been identified to have this serious problem:

S3600-CMW310-R1510P21

S5600-CMW310-R1510P21

Following firmware have been identified to have this potential problem:

S3600-CMW310-R1510P15

S3600-CMW310-R1510P16

S3600-CMW310-R1510P18

S3600-CMW310-R1510P20

S5600-CMW310-R1510P15

S5600-CMW310-R1510P16

S5600-CMW310-R1510P20

II Reason for this problem

When the 8th or 16th file is created in flash memory, directory of flash may be destroyed, so switch can not restart because system can not access the flash memory to read firmware and configuration.

III Solution

The failed S3600 switch must be returned to factory for reparation and failed S5600 switch could be recovered on field. In order to avoid switch damage on this problem, following actions must be taken.

a) R1510P21

If S3600-CMW310-R1510P21 or S5600-CMW310-R1510P21 is running on switch, it is a must to upgrade system to new version (R1510P23 or later version) based on following operations. Please notice, switch maybe also be damaged if the update is not follow this instruction.

1. Backup important files from flash by TFTP or FTP
2. Executing the command 'format unit1>flash:' to format flash. Command will be 'format unitx>flash:' when unit ID is x on stacking mode.
3. Upload the software image of CMW310-R1510P23 or the later version into flash.
4. Set the new image file as main booting file.
5. Save the configurations
6. Reboot the switch
7. Recovery backup files for switch

b) Other affected versions

For others affected versions, it is strongly recommended for customer to adopt the same method to avoid this potential problem.

c) Recover of failed H3C S5600 on field

If the S5600 series switch already failed on this problem, it could be recovered on field.

When switch is rebooting, please press Ctrl+b to enter Bootrom menu. In this menu, press Ctrl + f, and then flash will be formatted. After this operation, flash is recovered and new firmware could be uploaded from Bootrom menu.