The Solution of S5800&S5820X Switches maybe halt or reboot when execute command 'display Diagnostic'

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The Solution of S5800&S5820X Switches maybe halt or reboot when execute command 'display Diagnostic'

[Switch Models]

S5800-32C/S5800-32C-PWR/S5800-56C/S5800-56C-PWR/S5800-60C-PWR/S5800-32F/S5820X-28S/S5820X-28C

[Versions]

R1109P01 and all earlier versions

F1110, R1110P03

[Description of the Problem]

On an S5800 or S5820X series switch that maintains a large number of ARP entries, executing the **display diagnostic** command when the switch is performing ARP resolution may cause the switch to halt for a long time or even reboot.

[Avoidance/Solution]

Solution:

If the software version is R1109P01 or earlier one, upgrade it to R1109P01 and then install the hot patch R1109P01H02.

If the software version is F1110 or R1110P03, and has features that are not included in R1109P01, please use the following avoidance.

Avoidance:

When you use the **display diagnostic** command, please select to save diagnostic information into a file. The operation procedure is:

<H3C>display diagnostic-information

Save or display diagnostic information (Y=save, N=display)? [Y/N]:y---Type **y**.

Please input the file name(*.diag)[flash:/default.diag]:

Diagnostic information is outputting to flash:/default.diag.

Please wait...