

RMA Requirements for IGX/BPX/MGX Platforms

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Introduction

It is important to provide the required information to a Cisco Technical Support engineer when you request a return materials authorization (RMA) for an IGX, BPX, or MGX product, which ensures an efficient and complete RMA process. You do not need to wait for the Technical Support engineer to contact you. You can update your Technical Support case with the appropriate information.

General Information for All Platforms

This section describes the required platform-independent information you must supply to efficiently complete your RMA.

Ship-to Information

Update the case or the Technical Support engineer with this information:

- Ship-to address
- Site contact name
- Site contact phone number

Software and Firmware Requirements

You can indicate a specific firmware and/or software, if needed; however, be aware of these considerations:

- You can download software and firmware the Cisco Web site and parts can be upgraded/downgraded on the Cisco Web site.

- Your shipment may be delayed if you request a specific version of software or firmware.
- You can request a next business day delivery downgrade if you have a two- or four-hour delivery contract and need a specific software or firmware version.

Reason for Requesting an RMA

Indicate the reason for your RMA request; some examples are:

- Inoperable card with no LEDs
- Hardware errors
- Faulty port

Troubleshooting Steps Performed

Indicate the steps you performed to troubleshoot the problem, which determined that the problem is a hardware issue.

Access Information

In most cases, a Technical Support engineer must access your node/network to verify that an RMA is required. This step saves you time if the problem is not related to hardware.

Command Output Examples from IGX/BPX Platforms

This section identifies the command output you need to obtain if your problem is associated with an IGX or BPX platform.

Output Examples for the dspcderrs and dspcderrs slot-num Commands

Provide **dspcderrs** and **dspcderrs slot-num** command output, as shown in this example.

```
lv-8620a TN Cisco BPX 8620 9.3.45 Nov. 11 2003 21:19 GMT
```

Slot Number	Failure Records	Slot Number	Failure Records
-----	-----	-----	-----
0	None	12	None
1	None	13	None
2	None	14	None
3	None	15	None
4	None		
5	None		
6	None		
7	None		
8	None		
9	None		
10	None		
11	None		

Last Command: **dspcderrs**

Next Command:

MAJOR ALARM

```
lv-8620a  TN  Cisco  BPX 8620  9.3.45  Nov. 11 2003 21:22 GMT

BXM in Slot 3 : 823106 Rev FHR      Failures Cleared: Date/Time Not Set
----- Records Cleared: Date/Time Not Set
Self Test          Threshold Counter: 0          Threshold Limit: 300
Total Pass: 57      Total Fail: 0              Total Abort: 1
First Pass: Date/Time Not Set      Last Pass: Date/Time Not Set
First Fail:                Last Fail:

Background Test    Threshold Counter: 0          Threshold Limit: 300
Total Pass: 0      Total Fail: 0              Total Abort: 0
First Pass:                Last Pass:
First Fail:                Last Fail:

Hardware Error     Total Events: 0          Threshold Counter: 0
First Event:                Last Event:
```

Last Command: **dspcderrs 3**

Next Command:

MAJOR ALARM

Output Example for the dspalms Command

Provide **dspalms** command output, as shown in this example.

```
lv-8620a  TN  Cisco  BPX 8620  9.3.45  Nov. 11 2003 21:23 GMT

Alarm summary      (Configured alarm slots: None)
Connections Failed:  None
TRK Alarms:        3 Majors
Line Alarms:       None
Port Alarms:       None
Cards Failed:      1
Slots Alarmed:     None
Missing Cards:     2
Remote Node Alarms: 2 Unreachables
APS Alarms:        None

Interface Shelf Alarms: 1 Unreachable
ASM Alarms:         None
```

Last Command: **dspalms**

Next Command:

MAJOR ALARM

Output Examples for the dspswlog and dspswlog slot-num Commands

Provide **dspswlog** and **dspswlog slot-num** command output, as shown in this example.

```
lv-8620a  TN  Cisco  BPX 8620  9.3.45  Nov. 11 2003 21:26 GMT

Active CC's Software Log
No.  Type   Number   Data(Hex)  PC(Hex)    PROC   SwRev   Date       Time
1.   Error   1015    DEADBEEF   302E6F96   TN_1   9.3.45  11/11/03  21:25:56
```

Last Command: **dspswlog**

Next Command:

```

                                SW                                MAJOR ALARM

lv-8620a   TN   Cisco  BPX 8620  9.3.45   Nov. 11 2003 21:26 GMT

Active CC's Software Log
No.  Type   Number   Data(Hex)  PC(Hex)    PROC   SwRev   Date     Time
 1.  Error   1015     DEADBEEF   302E6F96   TN_1   9.3.45  11/11/03 21:25:56

US 30698E9C 30 2E 6F 96 00 00 03 F7  DE AD BE EF 30 69 8F 40  0.o.....0i.@
US 30698EAC 30 4B 48 4A 00 00 00 01  31 83 59 B8 00 00 00 00  0KHJ....1.Y.....
US 30698EBC 00 00 00 00 00 00 00 00  00 00 00 00 00 00 00 00   ....
US 30698ECC 00 00 00 00 00 00 00 00  00 00 00 00 00 00 00 00   ....
US 30698EDC 00 00 00 00 00 00 00 00  00 00 00 00 00 00 0C 00   ....
US 30698EEC 00 00 00 00 31 83 40 50  00 00 00 01 00 00 00 01   ....1.@P.....
US 30698EFC 00 00 00 00 00 00 00 00  00 00 00 6D 00 00 00 00   ....m.....
US 30698F0C 31 83 99 DC 31 83 31 CC  31 83 58 08 00 00 00 00  1...1.1.1.X.....
US 30698F1C 31 83 64 5F 00 00 00 27  00 00 00 00 00 00 00 00  1.d_...'.....
US 30698F2C 00 00 01 B0 00 00 00 91  31 83 58 08 00 00 00 01   ....1.X.....
                                                                page 1
```

This Command: **dspswlog 1**

Use cursor keys to move up or down. DEL to quit

SW

MAJOR ALARM

Use the dsplog Command

You should use the **dspllog** command around the time of the failure and record the output.

Output Example for the dspcd slot-num Command

Provide **dspscd slot-num** command output, as shown in this example.

Note: Capture the entire screen, which ensures that the software version is displayed at the top, as shown in this example.

```
lv-8620a  TN   Cisco  BPX 8620  9.3.45   Nov. 11 2003 21:13 GMT

Detailed Card Display for BXM-155 in slot 3
Status:                Active
Revision:              FHR                Backcard Installed
Serial Number:        823106                Type:                LM-BXM
Top Asm Number:      28215802                Revision:           BB
Queue Size:          228300                Serial Number:     836411
Supp:4 Pts,OC3,FST,VcShp                Top Asm Number:
Supp:VT,ChStLv 2,VSI(Lv 3,ITSM)         Supp: 4 Pts,OC3,SMF,RedSlot:NO
Supp:APS(FW), F4F5
Supp:LMIv1,ILMIv1,NbrDsc,XL
Supp:TrkVcShp,OAM-E
#Ch:8128,PG[1]:8160,PG[2]:8160
PG[1]:1,2,PG[2]:3,4,
#Sched_Ch:16384 #Total_Ch:8128
```

Last Command: **dspscd 3**

Next Command:

MAJOR ALARM

Command Output Examples from MGX Platforms

This section identifies the command output you need to obtain if your problem is associated with an MGX platform.

Output Example for the dspcds and dspcd Commands

Provide **dspcds** command output from the controller, and **dspcd** command output from the affected card, as shown in this example.

```
lv-8250d.1.7.PXM.a > dspcds
```

Slot	CardState	CardType	CardAlarm	Redundancy
1.1	Empty		Clear	
1.2	Empty		Clear	
1.3	Empty		Clear	
1.4	Empty		Clear	
1.5	Empty		Clear	
1.6	Empty		Clear	
1.7	Active	PXM1-T3E3	Major	
1.8	Empty		Clear	
1.9	Empty		Clear	
1.10	Empty		Clear	
1.11	Empty		Clear	
1.12	Empty		Clear	
1.13	Empty		Clear	
1.14	Empty		Clear	
1.15	Empty		Clear	
1.16	Empty		Clear	
1.17	Active	FRSM-8T1	Major	
1.18	Empty		Clear	
1.19	Active	AUSM-8T1/B	Major	

```
Type <CR> to continue, Q<CR> to stop:
```

Slot	CardState	CardType	CardAlarm	Redundancy
1.20	Active	CESM-8T1	Clear	
1.21	Empty		Clear	
1.22	Empty		Clear	
1.25	Empty		Clear	
1.26	Empty		Clear	
1.27	Empty		Clear	
1.28	Empty		Clear	
1.29	Active	VISM-8T1	Clear	
1.30	Empty		Clear	
1.31	Active	SRM-3T3	Major	
1.32	Empty		Clear	

```
NumOfValidEntries: 32
NodeName: lv-8250d
Date: 11/12/2003
Time: 08:34:41
TimeZone: PST
TimeZoneGMTOff: -8
StatsMasterIpAddress: 0.0.0.0
```

Type <CR> to continue, Q<CR> to stop:

```
shelfIntegratedAlarm: Major
BkplnSerialNum:      SCA044000QS
BkplnType:           0
BkplnFabNumber:     28-2681-03
BkplnHwRev:         E0
ChassisType:        MGX8250
Power Supply Wattage: 1200
```

lv-8250d.1.7.PXM.a > cc 19

(session redirected)

lv-8250d.1.19.AUSMB8.a > dspcd

Initialized the function Pointer

```
ModuleSlotNumber:      19
FunctionModuleState:   Active
FunctionModuleType:    AUSM-8T1/B
FunctionModuleSerialNum: 927584

FunctionModuleHWRev:   aa
FunctionModuleFWRev:   10.2.21
FunctionModuleResetReason: Reset by PXM
LineModuleType:       LM-RJ48-8T1
LineModuleState:      Present
mibVersionNumber:     34
configChangeTypeBitMap: CardCnfChng, LineCnfChng
cardIntegratedAlarm:  Major
cardMajorAlarmBitMap: Line Alarm
                     IMA PORT ALARM
cardMinorAlarmBitMap: Port LMI Failure
```

Type <CR> to continue, Q<CR> to stop:

```
      Front Card Info
Hardware Revision      : AA
Card Type              : 52
Serial Number         : 927584
Fab Number            : 28-2979-01
```

```
      Back Card Info
Hardware Revision      : AA
Card Type              : 22
Serial Number         : 652727
Fab Number            : 28-2011-01
```

lv-8250d.1.19.AUSMB8.a >

Output Example for the version Command

Provide **version** command output from the affected service module and from the controller, as shown in this example.

Note: Some systems use the **dspversion** command instead of the **version** command.

lv-8250d.1.19.AUSMB8.a > version

```
***** Cisco Systems Inc. AXIS AUSM-8T1/E1 Card *****
```

```
Firmware Version      = 10.2.21
Backup Boot version = AU8_BT_1.0.02
AUSM8p Xilinx file = ausm8pXilinx.h
VxWorks (for CISCO) version 5.1.1-R3000.
Kernel: WIND version 2.4.
Made on Thu Jul 24 21:29:44 PDT 2003.
Boot line:
```

```
lv-8250d.1.19.AUSMB8.a > cc 7
```

```
(session redirected)
```

```
lv-8250d.1.7.PXM.a > version
VxWorks (for POPEYE) version 5.3.1.
Kernel: WIND version 2.5.
Made on Jul 30 2003, 16:40:11.
Boot line:
lnPci(0,0)C: e=172.21.57.62:ffffff00 g=172.21.57.1 u=autoprog pw=cisco tn=pxm-8
PXM firmware version : 1.2.21
Boot Image Version   : 1.2.21
```

```
lv-8250d.1.7.PXM.a >
```

Output Example for the **dsplog -sl slot-num** Command

Provide **dsplog -sl slot-num** command output from around the time of failure, as shown in this example.

```
lv-8250d.1.7.PXM.a > dsplog -sl 19
11/12/2003-08:25:06 19 talarm      AUSM-6-7059
Line Statistical Alarm : minor, line: 4

11/12/2003-08:25:06 19 talarm      AUSM-6-7059
Line Statistical Alarm : minor, line: 3

11/12/2003-08:25:06 19 talarm      AUSM-6-7059
Line Statistical Alarm : minor, line: 2

11/12/2003-08:25:06 19 talarm      AUSM-6-7059
Line Statistical Alarm : minor, line: 1

11/12/2003-08:24:56 19 talarm      AUSM-6-7055
Line Rx LOS alarm on : line: 4

11/12/2003-08:24:56 19 talarm      AUSM-6-7055
Line Rx LOS alarm on : line: 3

11/12/2003-08:24:56 19 talarm      AUSM-6-7055
Line Rx LOS alarm on : line: 2

11/12/2003-08:24:56 19 talarm      AUSM-6-7055
```

Output Example for the **dsperr** Command

Provide **dsperr** command output from around the time of the failure, as shown in this example.

```
lv-8250d.1.7.PXM.a > dsperr

Error Log for Slot 07: Error Num 915
  Firmware version: 1.2.21 Product Id: 8250
  Timestamp: 11/11/2003-05:45:18 Node name: lv-8250d
Section Number 0:
Event Logged:
```

11/11/2003-05:45:18 07 PAR:Netw SSI-4-NOTOWNER 00915
A process 0x1003b that is not the owner 0x1003c is attempting to free block 0x84720e88

Section Number 1:

Stack Trace:

```
0x804308c4 vxTaskEntry          +00c: sysTaskSetup+0()  
0x8004bf50 sysTaskSetup        +090: nw_hdlr+0()  
0x803515d4 nw_hdlr                  +0d4: nw_gt_letters+0()  
0x80350014 nw_gt_letters        +7c4: process_vsi_rsp+0()  
0x803436d4 process_vsi_rsp      +1d0: nw_vsi_conn_cmd_rsp+0()  
0x80342d74 nw_vsi_conn_cmd_rsp  +5a4: upd_chksumblk_conchain+0()  
0x803265d8 upd_chksumblk_conchain  +110: deassign_block+0()  
0x80314da0 deassign_block     +3b8: remove_block+0()  
0x80314e70 remove_block       +098: Free_mem+0()  
0x80322a20 Free_mem           +03c: ssiFree+0()  
0x8003dd84 ssiFree             +0d0: ssiEvent+0()  
0x8003ad9c ssiEvent           +22c: ssiEventMsgReport+0()  
0x8003b02c ssiEventMsgReport   +248: ssiStackTrace+0()
```

Type <CR> to continue, Q<CR> to stop:

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