

# Troubleshoot SSC Card Is Offline after Software Upgrade

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## Introduction

This document describes how to troubleshoot the System Status Card (SSC) **offline** after the software update.

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## Problem

The SSC cards came offline after the software update.

```
[local]asr5500# show card table all
```

```
11: SSC System Status Card Offline -  
12: SSC System Status Card Offline -
```

## Solution

The SSC cards with serial numbers starting with FLM24 and BCF version 0.4.0 can experience the issue coming up after the software upgrade.

```
***** show hardware inventory *****
```

```
11: SSC 73-15417-02 F0 ASR55-SSC V02 FLM240000AA --  
12: SSC 73-15417-02 F0 ASR55-SSC V02 FLM240000BB --
```

```
***** show hardware version *****
```

```
11: SSC 0.4.0 - - - -  
12: SSC 0.4.0 - - - -
```

Perform steps:

1. Reseat the card by sliding out and sliding back into the chassis.
2. RMA the card when the reseat did not work.