



Managing Router Hardware

This chapter describes about clearing the memory and partitions of an RP or a line card before an RMA (Return Merchandise Authorization).

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Clear the Memory and the Partitions of a Card

Users can clear the memory and the partitions of an RP or a line card before an RMA (Return Merchandise Authorization). Clearing the memory and partitions of the card is performed when the card is defective and has to be returned.

When a line card or an RP is identified for an RMA, the user might want to remove the card from the chassis. However, the service personnel may not be available onsite to remove the card immediately. By clearing the memory and partitions of the card, the users can clear the RP or the line card and power-off the card and also let it remain in the slot.

After clearing the memory, do not reload the card or the chassis until the card is removed from the slot. This is because reloading will reboot the card or the chassis resulting in restoring the data that was erased.

In a dual RP system, the reset of the standby RP must be executed from the active RP. Once the standby RP has been cleaned, the standby RP will be shut down to prevent resync with the active RP.

Prerequisites

XR VM and the System Admin VM must be operational.



Note Do not perform an admin process restart, card reload, or an FPD upgrade while clearing the memory and partitions of the card.

Commands

Run the following commands from the XR VM to clear the memory and the partitions of the card:

- **show zapdisk locations**- displays the locations where the memory and the partition can be cleared.

- **zapdisk start location** <location-id> - clears the memory and the partition from the specified location.

The following steps explain how to clear the memory or the partition of the card:

1. Display the Locations to Clear the Memory - Use the **show zapdisk locations** command to display the locations to be cleared.

The following example shows how to display the location:

<! Display the Locations to Clear the Memory !>

```
Router# show zapdisk locations
0/RP1      Fully qualified location specification
0/2        Fully qualified location specification
0/6        Fully qualified location specification
all        all locations
```

```
Router#conf t
Router(config)#logging console disable
Router(config)#commit
Router(config)#end
```

2. Clear the Memory or Partition - Use the **zapdisk start location** command to clear the memory or partition.

The following example shows how to clear the memory or partition:

<! Clear the Memory or Partition !>

```
Router#zapdisk start location 0/2
Action on designated location is in progress, please monitor admin syslog.
Action on designated location is in progress, please monitor admin syslog.
```

```
Router#zapdisk start location 0/6
Action on designated location is in progress, please monitor admin syslog.
Action on designated location is in progress, please monitor admin syslog.
```

```
Router#zapdisk start location 0/RP1
Action on designated location is in progress, please monitor admin syslog.
Action on designated location is in progress, please monitor admin syslog.
```

3. Verify that the memory and the partition is cleared - Use **show logging**, **show platform**, **show controller card**, and **show reboot-history card location** commands to verify if the memory and partitions are cleared.

The following example shows how to verify if the memory and partitions are successfully cleared:

<!Verification!>

```
sysadmin-vm:0_RP0# show controller card-mgr event-history brief location 0/2
```

Card Event History for: 0/2

Card Event History as seen by Master (0/RP0)

Current State: **ZAPDISK_POWERED_ON**

DATE	TIME (UTC)	STATE	EVENT
03/04	22:26:13.400	ZAPDISK_RESET	ev_dml_power_up_ok
03/04	22:26:02.630	SYSADMIN_VM_GOING_DOWN	ev_zapdisk_req
03/04	22:25:46.660	CARD_READY	ev_sysadmin_vm_shutdown
03/04	21:58:14.842	OIR_INSERT_NOTIF	if_card_local_init_done
03/04	21:58:14.841	WAIT_CARD_INFO	ev_card_info_synced

```

03/04 21:57:57.219 WAIT_SYSADMIN_VM_READY ev_sysadmin_vm_booted
03/04 21:57:45.305 HOST_OS_RUNNING ev_sysadmin_vm_started
03/04 21:57:24.371 BOOTLDR_STARTED ev_host_os_started
03/04 21:56:04.619 CARD_POWERED_ON ev_bootldr_started
03/04 21:55:58.212 CARD_IN_RESET ev_dml_power_up_ok
03/04 21:55:45.397 IMAGE_INSTALLED ev_ios_install_reset
03/04 21:55:44.896 INSTALLING_IMAGE ev_ios_install_done
03/04 21:54:53.045 WAIT_FIRST_EVENT ev_ios_install_started
03/04 21:54:53.043 IDLE ev_present

```

```

sysadmin-vm:0_RP0# show controller card-mgr event-history brief location 0/6
Card Event History for: 0/6

```

```

Card Event History as seen by Master (0/RP0)
Current State: ZAPDISK_POWERED_ON

```

DATE	TIME (UTC)	STATE	EVENT
03/04	22:26:14.309	ZAPDISK_RESET	ev_dml_power_up_ok
03/04	22:26:03.722	SYSADMIN_VM_GOING_DOWN	ev_zapdisk_req
03/04	22:25:49.563	CARD_READY	ev_sysadmin_vm_shutdown
03/04	22:00:32.071	OIR_INSERT_NOTIF	if_card_local_init_done
03/04	22:00:32.070	WAIT_CARD_INFO	ev_card_info_synced
03/04	22:00:10.314	WAIT_SYSADMIN_VM_READY	ev_sysadmin_vm_booted
03/04	21:59:57.999	HOST_OS_RUNNING	ev_sysadmin_vm_started
03/04	21:59:35.271	BOOTLDR_STARTED	ev_host_os_started
03/04	21:58:18.244	CARD_POWERED_ON	ev_bootldr_started
03/04	21:58:11.836	CARD_IN_RESET	ev_dml_power_up_ok
03/04	21:57:59.122	IMAGE_INSTALLED	ev_ios_install_reset
03/04	21:57:58.521	INSTALLING_IMAGE	ev_ios_install_done
03/04	21:54:53.045	WAIT_FIRST_EVENT	ev_ios_install_started
03/04	21:54:53.043	IDLE	ev_present

Aborted: by user

```

sysadmin-vm:0_RP0# show controller card-mgr event-history brief location 0/RP1
Card Event History for: 0/RP1

```

```

Card Event History as seen by Master (0/RP0)
Current State: ZAPDISK_POWERED_ON

```

DATE	TIME (UTC)	STATE	EVENT
03/04	22:26:24.730	ZAPDISK_RESET	ev_dml_power_up_ok
03/04	22:26:04.503	HOST_GOING_DOWN	ev_zapdisk_req
03/04	22:26:00.677	SYSADMIN_VM_GOING_DOWN	ev_host_shutdown_started
03/04	22:25:54.770	CARD_READY	ev_sysadmin_vm_shutdown
03/04	21:57:28.878	OIR_INSERT_NOTIF	if_card_local_init_done
03/04	21:57:28.878	WAIT_CARD_INFO	ev_card_info_synced
03/04	21:57:11.443	WAIT_SYSADMIN_VM_READY	ev_sysadmin_vm_booted
03/04	21:56:59.228	HOST_OS_RUNNING	ev_sysadmin_vm_started
03/04	21:56:31.882	BOOTING_IOS_IMAGE	ev_host_os_started
03/04	21:56:26.466	BOOTING_IOS_IMAGE	ev_boot_kernel
03/04	21:56:12.834	CARD_POWERED_ON	ev_bootldr_ssd_boot
03/04	21:56:09.730	CARD_IN_RESET	ev_dml_power_up_ok
03/04	21:55:48.701	IMAGE_INSTALLED	ev_ios_install_reset
03/04	21:55:47.700	INSTALLING_IMAGE	ev_ios_install_done
03/04	21:54:53.046	WAIT_FIRST_EVENT	ev_ios_install_started

Aborted: by user

```

sysadmin-vm:0_RP0# show logging | i card_mgr

```

```

0/RP0/ADMIN0:Mar  4 22:26:03.240 : card_mgr[3211]: %DRIVER-CARD_MGR-5-ZAPDISK_STARTED :
Card cleanup started for location 0/2
0/RP0/ADMIN0:Mar  4 22:26:04.332 : card_mgr[3211]: %DRIVER-CARD_MGR-5-ZAPDISK_STARTED :
Card cleanup started for location 0/6
0/RP0/ADMIN0:Mar  4 22:26:04.503 : card_mgr[3211]: %DRIVER-CARD_MGR-5-ZAPDISK_STARTED :

```

```

Card cleanup started for location 0/RP1
sysadmin-vm:0_RP0# show reboot-history card location 0/2
Card Reboot History for 0/2
0
Reason Code 22
Reason      "ZAPDISK by user request"
Src Location 0/RP0
Src Name     card_mgr
sysadmin-vm:0_RP0# show reboot-history card location 0/6

Card Reboot History for 0/6
0
Reason Code 22
Reason      "ZAPDISK by user request"
Src Location 0/RP0
Src Name     card_mgr
sysadmin-vm:0_RP0# show reboot-history card location 0/RP1
Card Reboot History for 0/RP1
0
Reason Code 22
Reason      "ZAPDISK by user request"
Src Location 0/RP0
Src Name     card_mgr

sysadmin-vm:0_RP0# show reboot-history card location 0/RP1
Card Reboot History for 0/RP1
0
Reason Code 22
Reason      "ZAPDISK by user request"
Src Location 0/RP0
Src Name     card_mgr

```

4. Power-Down the Card - Shut down the card.

Automatic Fabric Link Shutdown

Table 1: Feature History Table

Feature Name	Release Information	Feature Description
Automatic Fabric Link Shutdown	Release 7.4.1	If a fabric link goes down 30 times in 24 hours, this feature automatically shuts down the faulty fabric link. In doing so, any traffic blackholes that lead to traffic losses are avoided.

This feature enables automatic shutdown of faulty fabric link that experiences excessive flapping. The shutdown is triggered if a fabric link flaps for more than 30 times within 24 hours. With the faulty link being shut down, the traffic moves to a stable link avoiding any traffic disruption.

An error message on the console and a syslog entry captures the fault details for further troubleshooting.

```

0/FC5/ADMIN0:May 24 23:20:58.460 UTC: sfe_driver[7560]: %FABRIC-SFE_DRV-4-LINK_SHUT :
[7560] : link 0/FC5/0/137 is too noisy and will be shut down

```

This feature is supported on:

- All Cisco NCS 5500 series modular routers

- NCS-55A1-36H-SE, NCS-55A1-36H-S, NCS-5502-SE, and NCS-5502 fixed port routers

To recover the faulty fabric link:

- Reboot the fabric card in modular routers
- Reboot the fixed port routers

If there's traffic drop even after reboot, contact Cisco Technical Support.

System Logs during RSP Switchover

In the event of an RSP switchover, the router logs the following syslog messages:

```
RP/0/1/CPU0:Feb 19 09:08:00.655 UTC: rmf_svr[436]: %HA-REDCON-6-GO_ACTIVE : this card going active
RP/1/1/CPU0:Mar 8 11:43:29.041 UTC: rmf_svr[147]: %HA-REDCON-6-GO_STANDBY : this card going standby, location RP/1/1/CPU0
```

