Troubleshooting Service Failures

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Identifying Memory Allocations for Processes

You can identify the allocation, limit, memory allocation, and usage for each process in the memory. The following is a sample output from the **show processes memory** command. This output has been abbreviated to make the example more concise.

```
switch# show processes memory
 PID  MemAlloc MemLimit    MemUsed     StackBase/Ptr      Process
 ---- -------- --------    -------     -----------------  -----------
   1    159744  0           2027520     ff808d30/ffffffff  init
   2         0  0                 0                 0/0  kthreadd
   3         0  0                 0                 0/0  migration/0
   4         0  0                 0                 0/0  ksoftirqd/0
   5         0  0                 0                 0/0  watchdog/0
   6         0  0                 0                 0/0  migration/1
   7         0  0                 0                 0/0  ksoftirqd/1
   8         0  0                 0                 0/0  watchdog/1
   9         0  0                 0                 0/0  migration/2
  10         0  0                 0                 0/0  ksoftirqd/2
  11         0  0                 0                 0/0  watchdog/2
  12         0  0                 0                 0/0  migration/3
  13         0  0                 0                 0/0  ksoftirqd/3
  14         0  0                 0                 0/0  watchdog/3
  15         0  0                 0                 0/0  migration/4
  16         0  0                 0                 0/0  ksoftirqd/4
  17         0  0                 0                 0/0  watchdog/4
  18         0  0                 0                 0/0  migration/5
  19         0  0                 0                 0/0  ksoftirqd/5
  20         0  0                 0                 0/0  watchdog/5
  21         0  0                 0                 0/0  migration/6
  22         0  0                 0                 0/0  ksoftirqd/6
  23         0  0                 0                 0/0  watchdog/6
  24         0  0                 0                 0/0  migration/7
  25         0  0                 0                 0/0  ksoftirqd/7
  26         0  0                 0                 0/0  watchdog/7
```

```
27          0   0               0                 0/0   events/0
28          0   0               0                 0/0   events/1
29          0   0               0                 0/0   events/2
30          0   0               0                 0/0   events/3
31          0   0               0                 0/0   events/4
32          0   0               0                 0/0   events/5
33          0   0               0                 0/0   events/6
34          0   0               0                 0/0   events/7
35          0   0               0                 0/0   khelper
36          0   0               0                 0/0   netns
37          0   0               0                 0/0   kblockd/0
```

The **show processes memory** command includes the following keywords:

Keyword	Description
>	Redirects the output to a file.
>>	Adds the output to an existing file.
shared	Displays shared memory information.

Identifying CPU Utilization for Processes

You can identify the CPU utilization for running process in the memory. The following is a sample output from the **show processes cpu** command. This output has been abbreviated to make the example more concise.

```
switch# show processes cpu

CPU utilization for five seconds: 0%/0%; one minute: 1%; five minutes: 2%

   PID    Runtime(ms) Invoked   uSecs 5Sec    1Min   5Min    TTY  Process
   ---    ----------------   ----- -----    -----  -----   ---  -----------
   1        28660    405831     70   0.00%   0.00%  0.00%   -    init
   2           21      1185     18   0.00%   0.00%  0.00%   -    kthreadd
   3          468     36439     12   0.00%   0.00%  0.00%   -    migration/0
   4        79725   8804385      9   0.00%   0.00%  0.00%   -    ksoftirqd/0
   5            0         4     65   0.00%   0.00%  0.00%   -    watchdog/0
   6          472     35942     13   0.00%   0.00%  0.00%   -    migration/1
   7        33967    953376     35   0.00%   0.00%  0.00%   -    ksoftirqd/1
   8            0        11      3   0.00%   0.00%  0.00%   -    watchdog/1
   9          424     35558     11   0.00%   0.00%  0.00%   -    migration/2
  10        58084   7683251      7   0.00%   0.00%  0.00%   -    ksoftirqd/2
  11            0         3      1   0.00%   0.00%  0.00%   -    watchdog/2
  12          381     29760     12   0.00%   0.00%  0.00%   -    migration/3
  13        17258    265884     64   0.00%   0.00%  0.00%   -    ksoftirqd/3
  14            0         2      0   0.00%   0.00%  0.00%   -    watchdog/3
  15        46558   1300598     35   0.00%   0.00%  0.00%   -    migration/4
  16      1332913   4354439    306   0.00%   0.00%  0.00%   -    ksoftirqd/4
  17            0         6      2   0.00%   0.00%  0.00%   -    watchdog/4
  18        45808   1283581     35   0.00%   0.00%  0.00%   -    migration/5
  19       981030   1973423    497   0.00%   0.00%  0.00%   -    ksoftirqd/5
  20            0        16      3   0.00%   0.00%  0.00%   -    watchdog/5
  21        48019   1334683     35   0.00%   0.00%  0.00%   -    migration/6
  22      1084448   2520990    430   0.00%   0.00%  0.00%   -    ksoftirqd/6
  23            0        31      3   0.00%   0.00%  0.00%   -    watchdog/6
  24        46490   1306203     35   0.00%   0.00%  0.00%   -    migration/7
```

```
  25      1187547   2867126     414   0.00%   0.00%  0.00%   -    ksoftirqd/7
  26            0        16       3   0.00%   0.00%  0.00%   -    watchdog/7
  27        21249   2024626      10   0.00%   0.00%  0.00%   -    events/0
  28         8503   1990090       4   0.00%   0.00%  0.00%   -    events/1
  29        11675   1993684       5   0.00%   0.00%  0.00%   -    events/2
  30         9090   1973913       4   0.00%   0.00%  0.00%   -    events/3
  31        74118   2956999      25   0.00%   0.00%  0.00%   -    events/4
  32        76281   2837641      26   0.00%   0.00%  0.00%   -    events/5
  33       129651   3874436      33   0.00%   0.00%  0.00%   -    events/6
  34         8864   2077714       4   0.00%   0.00%  0.00%   -    events/7
  35            0         8      23   0.00%   0.00%  0.00%   -    khelper
  36          234        34    6884   0.00%   0.00%  0.00%   -    netns
```

The **show processes cpu** command includes the following keywords:

Keyword	Description
>	Redirects the output to a file.
>>	Adds the output to an existing file.
history	Displays information about the CPU utility.
sort	Sorts the list based on the memory usage.

Monitoring Process Core Files

You can monitor the process core files by using the **show cores** command.

```
switch# show cores
VDC  Module  Instance  Process-name     PID       Date(Year-Month-Day Time)
---  ------  --------  ---------------  --------  -------------------------
1    1       1         nginx            29017     2025-03-26 23:31:54
```

The output shows all cores that are presently available for upload from the active supervisor.

Processing the Crash Core Files

You can process the crash core files by using the **show processes log** command.

```
switch# show process log
  Process            PID     Normal-exit  Stack-trace  Core     Log-create-time
  ----------------   ------  -----------  -----------  -------  ---------------
  ntp                919               N            N        N  Jun 27 04:08
  snsm               972               N            Y        N  Jun 24 20:50
```

Clearing the Core

You can clear the core by using the **clear cores** command.

```
switch# clear cores
```

Enabling Auto-Copy for Core Files

You can enter the **system cores** command to enable the automatic copy of core files to a TFTP server, the flash drive, or a file.

```
switch(config)# system cores tftp://10.1.1.1/cores
```