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Question

Why does a crash that appears to be the same as already seen crashes get listed separately in the crash list?

Answer

Analyzing the following two sessmgr process crashes, one might conclude they are the same and wonder why the system has listed them separately in the crash list. On close observation, note that there is a slight difference in **the address** in the left most column of the **show crash number X** output, which is the point in the code where the function on that same line calls the function listed above it (snx_hsgwdrv_send_add_sub_session()) in this example).

```
***** show crash list *****
Friday October 03 18:25:28 UTC 2014
==          =====
#           Time           Process      Card/CPU/      SW           HW_SER_NUM
                PID           VERSION      SMC / Crash Card
==          =====

1  2013-Nov-30+05:08:15 sessmgr    07/0/04317  14.1(50455)  SAD160200KX/PLB31103947
2  2014-Jun-06+16:45:44 sessmgr    05/0/06002  15.0(53417)  SAD160200KX/PLB37108248
3  2014-Oct-02+08:08:03 sessmgr    15/0/06059  16.1(55894)  SAD160200KX/PLB42100206
4  2014-Oct-03+03:02:00 sessmgr    02/0/05979  16.1(55894)  SAD160200KX/PLB38108892

Total Crashes : 12
***** CRASH #03 ***** SW Version : 16.1(55894) Similar Crash
Count : 1 Time of First Crash : 2014-Oct-02+08:08:03 Fatal Signal 11: Segmentation fault PC:
[0534bf6d/X] sessmgr_imsa_update_ip_addr() Faulty address: (nil) Signal from: kernel Signal
detail: address not mapped to object Process: card=15 cpu=0 arch=X pid=6059 cpu=-0%
argv0=sessmgr Crash time: 2014-Oct-02+08:08:03 UTC Recent errno: 11 Resource temporarily
unavailable Stack (64280@0xffffee00): [0534bf6d/X] sessmgr_imsa_update_ip_addr() sp=0xffffee7d8
[0365f41d/X] sessmgr_mag_handle_add_sub_session() sp=0xffffee928 [036f3a66/X]
smgr_fsm_state_connected() sp=0xfffffaff8 [03681397/X] smgr_callline_fsm() sp=0xfffffb098
[05d8089b/X] sessmgr_app_svr_event_control_dispatch() sp=0xfffffb628 [0461986b/X]
snx_hsgwdrv_send_add_sub_session() sp=0xffffbba8
  [0461dfa6/X] snx_hsgwdrv_fsm() sp=0xffffbd68
  [04621cba/X] snx_hsgwdrv_event_control_dispatch() sp=0xffffbdf8
  [046032b6/X] snx_pppdrv_notify_vsncp_up() sp=0xffffbe28
  [046036ac/X] snx_pppdrv_fsm_state_connected() sp=0xffffbe68
  [0460446a/X] snx_pppdrv_fsm() sp=0xffffbfe8
  [04608e0a/X] mlppp_event_indication() sp=0xffffc328
  [0514d1ae/X] VSNCPNotify() sp=0xffffc388
  [0515e88d/X] NCPRunStateActions() sp=0xffffc3e8
  [0515ae53/X] ProcessConfigData() sp=0xffffc488
  [0515b9ec/X] ProcessNCP() sp=0xffffc4b8
  [05144931/X] MLPSwitch() sp=0xffffc558
  [05167c5c/X] PPPSwitch() sp=0xffffc768
  [05e47033/X] DoSomethingWithData.isra.149() sp=0xffffcc78
```

```

[05e5a1ea/X] sessmgr_med_rp_a10_data_receive() sp=0xffffd3f8
[0600880d/X] sessmgr_med_data_receive() sp=0xffffd598
[0ac565ac/X] sn_epoll_run_events() sp=0xffffd5e8
[0ac5aca8/X] sn_loop_run() sp=0xffffda98
[0a9fd96d/X] main() sp=0xffffdb08
***** CRASH #04 ***** SW Version : 16.1(55894) Similar Crash
Count : 9 Time of First Crash : 2014-Oct-02+07:31:35 Fatal Signal 11: Segmentation fault PC:
[0534bf6d/X] sessmgr_imsa_update_ip_addr() Faulty address: (nil) Signal from: kernel Signal
detail: address not mapped to object Process: card=2 cpu=0 arch=X pid=5979 cpu=~4% argv0=sessmgr
Crash time: 2014-Oct-03+03:02:00 UTC Recent errno: 11 Resource temporarily unavailable Stack
(64280@0xffffee000): [0534bf6d/X] sessmgr_imsa_update_ip_addr() sp=0xffffee7d8 [0365f41d/X]
sessmgr_mag_handle_add_sub_session() sp=0xffffee928 [036f3a66/X] smgr_fsm_state_connected()
sp=0xfffffaff8 [03681397/X] smgr_callline_fsm() sp=0xfffffb098 [05d8089b/X]
sessmgr_app_svr_event_control_dispatch() sp=0xfffffb628 [0461986b/X]
snx_hsgwdrv_send_add_sub_session() sp=0xffffbba8
[0461dd33/X] snx_hsgwdrv_fsm() sp=0xffffbd68
[04621cba/X] snx_hsgwdrv_event_control_dispatch() sp=0xffffbdf8
[046032b6/X] snx_pppdrv_notify_vsncp_up() sp=0xffffbe28
[046036ac/X] snx_pppdrv_fsm_state_connected() sp=0xffffbe68
[0460446a/X] snx_pppdrv_fsm() sp=0xffffbfe8
[04608e0a/X] mlppp_event_indication() sp=0xffffc328
[0514d1ae/X] VSNCNNotify() sp=0xffffc388
[0515e88d/X] NCPRunStateActions() sp=0xffffc3e8
[0515ae53/X] ProcessConfigData() sp=0xffffc488
[0515b9ec/X] ProcessNCP() sp=0xffffc4b8
[05144931/X] MLPSwitch() sp=0xffffc558
[05167c5c/X] PPPSwitch() sp=0xffffc768
[05e47033/X] DoSomethingWithData.isra.149() sp=0xffffcc78
[05e5a1ea/X] sessmgr_med_rp_a10_data_receive() sp=0xffffd3f8
[0600880d/X] sessmgr_med_data_receive() sp=0xffffd598
[0ac565ac/X] sn_epoll_run_events() sp=0xffffd5e8
[0ac5aca8/X] sn_loop_run() sp=0xffffda98
[0a9fd96d/X] main() sp=0xffffdb08

```

The point here is that the crashes are listed as separate crashes due to the fact that the calls to functions are made from different places in the code.

In these cases, open up a case with Cisco to confirm whether or not the root cause for the crashes is the same for such scenarios just in case separate fixes are needed for the different code flows.