

IGX/BPX/MGX平台的RMA需求

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[Introduction](#)

提供必要信息给Cisco技术支持工程师是重要的，当您为IGX、BPX或者MGX产品请求返回材料授权(RMA)时，保证一个高效和完全RMA进程。您不需要等待技术支持工程师与您联系。您能更新您的有相应的信息的技术支持案例。

[所有平台概要](#)

此部分描述您必须提供高效地完成您的RMA的必需的平台独立信息。

[发运到信息](#)

更新案件或技术支持工程师有此信息的：

- 发运到地址
- 现场联系人名字
- 现场联系人电话号码

[软件和固件需求](#)

若需要您能指示一个特定固件和软件，;然而，请注意这些考虑：

- 您能下载软件，并且固件Cisco网站和零件在Cisco网站可以被升级/降低等级。
- 如果请求一个特定软件版本或固件，您的发货可能被延迟。
- 您能请求一次下次工作日发运降级，如果有一两或四小时发运合同和需要一个特定软件或固件版本。

[请求RMA的原因](#)

指示您的RMA请求的原因;某些示例是：

- 没有LED的不能操作的卡
- 硬件错误
- 有故障的端口

[被执行的故障排除步骤](#)

指示您实行排除问题故障，确定的步骤问题是硬件问题。

[访问信息](#)

在许多情况下，技术支持工程师必须访问您的节点/network验证需要RMA。如果问题没有与硬件有关，此步骤救您时间。

[从IGX/BPX平台的命令输出示例](#)

此部分识别您需要得到的命令输出，如果您的问题与IGX或BPX平台产生关联。

[dspcderrs和dspcderrs slot-num命令的输出示例](#)

如此示例所显示，提供dspcderrs和dspcderrs slot-num命令输出。

```
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

[dspalms命令的输出示例](#)

如此示例所显示，提供**dspalms**命令输出。

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:

[dspswlog和dspswlog slot-num命令的输出示例](#)

如此示例所显示，提供dspswlog和dspswlog slot-num命令输出。

```
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 00.....
US 30698ECC 00 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 0C 00 00 00.....
US 30698EEC 00 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 00 6D 00 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

[请使用dsplog命令](#)

您应该在故障附近的时期使用dsplog命令和记录输出。

[dspcd slot-num命令的输出示例](#)

如此示例所显示，提供dspcd slot-num命令输出。

Note: 捕获整个屏幕，保证软件版本显示在顶层，如此示例所显示。

```
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: **dspcd 3**

Next Command:

MAJOR ALARM

从MGX平台的命令输出示例

此部分识别您需要得到的命令输出，如果您的问题与MGX平台产生关联。

dspcds和dspcd的输出示例发出命令

如此示例所显示，提供控制器的**dspcds**命令输出和受影响的卡的**dspcd**命令输出。

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 > **dspscd**

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 >
```

[version命令的输出示例](#)

如此示例所显示，提供**version**命令输出的受影响的服务模块和的控制器。

Note: 一些系统使用**dspversion**命令而不是**version**命令。

```
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 >
```

[dsplog -sl slot-num命令的输出示例](#)

如此示例所显示，在故障附近的时期的提供**dsplog -sl slot-num**命令输出。

```
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
```

[dsperr命令的输出示例](#)

如此示例所显示，在故障附近的时期的提供**dsperr**命令输出。

```
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:
```

[Related Information](#)

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