



General Troubleshooting

This chapter provides procedures for troubleshooting the most common problems encountered when operating the NCS 1014 chassis. To troubleshoot specific alarms, see the [Alarm Troubleshooting](#) chapter. If you cannot find what you are looking for, contact Cisco Technical Support (1 800 553-2447).

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- [Clear the CARD FAILED State, on page 4](#)

Capture Logs

When troubleshooting NCS 1014 issues, your technical support representative needs certain information about the situation and the symptoms that you are experiencing. To speed up the problem isolation and resolution process, collect the necessary data before you contact your representative.

To collect all debugging information, perform these steps:

Step 1 show logging

Displays the contents of the logging buffers. You can also view details of FPD upgrade failures.

Example:

```
RP/0/RP0/CPU0:ios# show logging
Fri Nov 26 15:03:48.886 UTC
Syslog logging: enabled (0 messages dropped, 0 flushes, 0 overruns)
  Console logging: Disabled
  Monitor logging: level debugging, 0 messages logged
  Trap logging: level informational, 0 messages logged
  Buffer logging: level debugging, 1025 messages logged

Log Buffer (2097152 bytes):

RP/0/RP0/CPU0:Nov 25 16:40:28.533 UTC: syslogd[155]: %SECURITY-XR_SSL-6-INFO : XR SSL info: Setting
  fips register
RP/0/RP0/CPU0:Nov 25 16:40:36.323 UTC: cfgmgr-rp[120]: %MGBL-CONFIG-7-INTERNAL : Configuration Manager
  was unable to find subtree for 'sh_p_service_role_daemon' partition. : cfgmgr-rp : (PID=2522) :
-Traceback= 7f1be3f92420 7f1be4bdd0c6 7f1be4bdd208 7f1be4bd74a4 7f1be4bd7e45 7f1be4bdb972 7f1be4bd7f0e
  55e025a46170 55e025a42429 55e025a3168f
RP/0/RP0/CPU0:Nov 25 16:40:36.457 UTC: aib[291]: Registering with IM
RP/0/RP0/CPU0:Nov 25 16:40:36.661 UTC: cma_partner[350]: Packet received on undiscovered module 160
```

```
RP/0/RP0/CPU0:Nov 25 16:40:37.113 UTC: ifmgr[142]: platform_pfi_ifh_get_if_alloc_info: Setting pic
.....
.....
```

Step 2 **show tech-support ncs1014**

Creates a .tgz file that contains the dump of the configuration and show command outputs. This file provides system information for the Cisco Technical Support.

Example:

```
RP/0/RP0/CPU0:ios# show tech-support ncs1014
Fri Nov 26 15:05:28.996 UTC
++ Show tech start time: 2021-Nov-26.150529.UTC ++
Fri Nov 26 15:05:30 UTC 2021 Waiting for gathering to complete
.....
Fri Nov 26 15:10:38 UTC 2021 Compressing show tech output
Show tech output available at 0/RP0/CPU0 :
/harddisk:/showtech/showtech-ncs1014-2021-Nov-26.150529.UTC.tgz
++ Show tech end time: 2021-Nov-26.151040.UTC ++
```

Step 3 **show tech-support install**

Collects the Cisco support file for the installation information. By default, the output of this command is saved on the NCS 1014 hard disk in a file with .tgz extension. Similarly, other show-tech-support commands can be used to gather data for a specific area.

Example:

```
RP/0/RP0/CPU0:N112#show tech-support install
++ Show tech start time: 2023-Dec-07.062636.UTC ++
Thu Dec 7 06:26:37 UTC 2023 Waiting for gathering to complete
.....
Thu Dec 7 06:32:48 UTC 2023 Compressing show tech output
Show tech output available at 0/RP0/CPU0 :
/harddisk:/showtech/showtech-N112-install-2023-Dec-07.062636.UTC.tgz
++ Show tech end time: 2023-Dec-07.063258.UTC ++
```

Using Onboard Failure Logging

Onboard Failure Logging (OBFL) collects and stores boot, environmental, and critical hardware data in the nonvolatile flash memory of the CPU controller card. This information is used for troubleshooting, testing, and diagnosis if a failure or other error occurs. This data provides improved accuracy in hardware troubleshooting and root cause isolation analysis. The data collected includes field-replaceable unit (FRU) serial number, OS version, total run time, boot status, temperature and voltage at boot, temperature and voltage history, and other board specific errors.

```
show logging onboard {fmea | inventory | temperature | uptime | voltage}
```

Displays OBFL data.

Example:

The following example shows the *uptime* information.

```
sysadmin-vm:0_RP0# show logging onboard uptime
```

OBFL Uptime Information For : 0/RP0

* indicates incomplete time-sync while record was written
 ! indicates time reset backwards while system was running

 UPTIME CARD INFORMATION

```
Entity Name           : Value
-----
Previous Chassis SN   : CAT2311B0C5
Current Chassis SN    : CAT2311B0CM
Previous R/S/I        : 0/0/0
Current R/S/I         : 0/0/0
Write Interval        : 15 (min)
First Power On TS     : 07/30/2019 07:33:56
Last Erase TS         : --/--/---- --:--:--
Rack Change Count     : 8
Slot Change Count     : 8
```

 UPTIME INFORMATION

Start Time (UTC) mm/dd/yyyy hh:mm:ss	End Time (UTC) mm/dd/yyyy hh:mm:ss	Card Uptime info Weeks.Days.Hrs.Min.Sec
10/28/2021 12:23:17	11/14/2021 21:09:18	2.3.8.46.1
11/14/2021 21:09:18	11/18/2021 16:31:15	0.3.19.21.57
11/18/2021 16:31:15	11/18/2021 21:10:35	0.0.4.39.20
11/18/2021 21:10:35	11/19/2021 12:40:39	0.0.15.30.4
11/19/2021 12:40:39	11/19/2021 14:16:10	0.0.1.35.31
11/19/2021 14:16:10	11/22/2021 11:49:20	0.2.21.33.10
11/22/2021 11:49:20	11/22/2021 22:51:48	0.0.11.2.28
11/22/2021 22:51:48	11/23/2021 17:17:41	0.0.18.25.53
11/24/2021 21:22:12	11/24/2021 23:11:16	0.0.1.49.4
11/24/2021 23:11:16	11/24/2021 23:39:49	0.0.0.28.33
11/24/2021 23:39:49	11/25/2021 15:25:32	0.0.15.45.43
11/25/2021 15:25:32	11/25/2021 16:10:05	0.0.0.44.33
11/25/2021 16:10:05	11/25/2021 16:25:08	0.0.0.15.3
11/25/2021 16:25:08	11/25/2021 16:37:18	0.0.0.12.10
11/25/2021 16:37:18	11/26/2021 15:08:27	0.0.22.31.9

OBFL Uptime Information For : 0/SCO

* indicates incomplete time-sync while record was written
 ! indicates time reset backwards while system was running

 UPTIME CARD INFORMATION

```
Entity Name           : Value
-----
Previous Chassis SN   : -----
Current Chassis SN    : CAT2311B0CM
Previous R/S/I        : -/-/-
Current R/S/I         : 0/1/0
Write Interval        : 15 (min)
First Power On TS     : 06/07/2019 08:52:42
Last Erase TS         : --/--/---- --:--:--
Rack Change Count     : 0
Slot Change Count     : 0
```

 UPTIME INFORMATION

Start Time (UTC) mm/dd/yyyy hh:mm:ss	End Time (UTC) mm/dd/yyyy hh:mm:ss	Card Uptime info Weeks.Days.Hrs.Min.Sec
---	---------------------------------------	--

```

-----
10/24/2021 05:48:29 | 10/24/2021 06:27:51 | 0.0.0.39.22
10/24/2021 06:27:51 | 10/24/2021 07:05:24 | 0.0.0.37.33
10/24/2021 07:05:24 | 10/26/2021 23:43:32 | 0.2.16.38.8
10/26/2021 23:43:32 | 10/26/2021 23:55:49 | 0.0.0.12.17
10/26/2021 23:55:49 | 10/27/2021 00:09:49 | 0.0.0.14.0
10/27/2021 00:09:49 | 10/27/2021 00:16:08 | 0.0.0.6.19
10/27/2021 00:16:08 | 10/27/2021 23:37:51 | 0.0.23.21.43
10/27/2021 23:37:51 | 10/27/2021 23:50:33 | 0.0.0.12.42
11/24/2021 21:22:12 | 11/24/2021 23:11:16 | 0.0.1.49.4
11/24/2021 23:11:16 | 11/24/2021 23:39:49 | 0.0.0.28.33
11/24/2021 23:39:49 | 11/25/2021 15:25:32 | 0.0.15.45.43
11/25/2021 15:25:32 | 11/25/2021 16:10:05 | 0.0.0.44.33
11/25/2021 16:10:05 | 11/25/2021 16:25:08 | 0.0.0.15.3
11/25/2021 16:25:08 | 11/25/2021 16:37:18 | 0.0.0.12.10
11/25/2021 16:37:18 | 11/26/2021 15:09:27 | 0.0.22.32.9

```

Clear the CARD FAILED State

In Cisco NCS 1014, the "CARD FAILED" state indicates that a line card within the network system is no longer operational. This state typically suggests a hardware failure, software issue, or some other critical fault that prevents the card from doing its intended functions. Critical faults include *warm reload executed on a line card in shutdown state*.

Use this task to clear the CARD FAILED state of a line card located in rack 0 and slot 0.

Step 1 Check the contents of the logging buffers.

The highlighted log suggests that a warm reload was executed on a line card in shutdown state. Only cold reload (reload location 0/*) can recover the LC from the shutdown state.

Example:

```

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  fips register
RP/0/RP0/CPU0:Nov 25 16:40:36.323 UTC: cfgmgr-rp[120]: %MGBL-CONFIG-7-INTERNAL : Configuration Manager
  was unable to find subtree for 'sh_p_service_role_daemon' partition. : cfgmgr-rp : (PID=2522) :
  -Traceback= 7f1be3f92420 7f1be4bdd0c6 7f1be4bdd208 7f1be4bd74a4 7f1be4bd7e45 7f1be4bdb972 7f1be4bd7f0e
  55e025a46170 55e025a42429 55e025a3168f
RP/0/RP0/CPU0:Nov 25 16:40:36.457 UTC: aib[291]: Registering with IM
RP/0/RP0/CPU0:Nov 25 16:40:36.661 UTC: cma_partner[350]: Packet received on undiscovered module 160
RP/0/RP0/CPU0:Nov 25 16:40:37.113 UTC: ifmgr[142]: platform_pfi_ifh_get_if_alloc_info: Setting pic
RP/0/RP0/CPU0:Nov 25 16:30:38.122 UTC: shelfmgr[227]: %PLATFORM-SHELFMGR-3-OP_FAIL : Failed to reload
  0/0/NXR0: 'CPA_INTF' detected the 'fatal' condition 'Operation not supported'

```

```
.....
.....
```

Step 2 Carry out a cold restart of the affected device in rack 0 and slot 0.

Example:

```
RP/0/RP0/CPU0:ios# reload location 0/0
Fri Nov 26 15:03:48.886 UTC#
Proceed with reload? [confirm]
```

Step 3 Type `y` to continue.

Warning The reload operation impacts the running traffic.

Wait for the device to restart and continue with the next step.

Step 4 Verify the state of the line card.

Now, you can see the line card in OPERATIONAL state.

Example:

```
RP/0/RP0/CPU0:ios#show platform
Node                               Type                               State                               Config state
-----
0/RP0/CPU0                         NCS1K14-CNTRLR-K9 (Active)       IOS XR RUN                         NSHUT, NMON
0/PM0                              NCS1K4-AC-PSU                   OPERATIONAL                       NSHUT, NMON
0/PM1                              NCS1K4-AC-PSU                   OPERATIONAL                       NSHUT, NMON
0/FT0                              NCS1K14-FAN                     OPERATIONAL                       NSHUT, NMON
0/FT1                              NCS1K14-FAN                     OPERATIONAL                       NSHUT, NMON
0/FT2                              NCS1K14-FAN                     OPERATIONAL                       NSHUT, NMON
0/0/NXR0                          NCS1K4-1.2T-K9                 OPERATIONAL                   NSHUT, NMON
0/1/NXR0                          NCS1K14-2.4T-K9                OPERATIONAL                       NSHUT, NMON
0/2/NXR0                          NCS1K4-1.2T-K9                 OPERATIONAL                       NSHUT, NMON
0/3/NXR0                          NCS1K4-1.2T-K9                 OPERATIONAL                       NSHUT, NMON
```

If the CARD FAILED state persists after a cold restart, contact your Cisco account representative or log into the Technical Support Website at <http://www.cisco.com/c/en/us/support/index.html> for more information or call Cisco TAC (1 800 553-2447).

