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Introduction

This document describes a specific hardware issue on Fabric and storage Card (FSC) on Cisco Aggregrated Service Routers (ASR) 5500.

Problem: Customers report of faulty FSC 16 with degraded Hd-raid

Troubleshoot

These errors are reported when you start the troubleshoot with syslogs.

If you see this error log:

It is always advisable to run the smart test and check if this issue is not related to high temperature.

Since the smart test is ok you can conclude its not related to high temperature issue.

Solution

Super Capacitor Failure on drives of single FSC

Sometimes one or both the drives on a single FSC moves to **Invalid Partition or image** state.

This could happen if Super Capacitor is failed which is in the drive of a single FSC. This failure cannot be recovered as it is a permanent drive failure where either the drive is replaced or the FSC.

Please contact Cisco TAC for further assistance.

If this is seen for any drive, there is a super capacitor failure on that drive.

These logs are seen in the debug console logs of active Management Input/Output card (MIO).

Please check particular error logs in

1. Debug console outputs of active MIO Card

2. Debug hdctrl mapping
3. Debug hdctrl history

And this confirms supercapacitor failure.