

# Guida alla risoluzione dei problemi hardware per VCS/Expressway

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## Introduzione

In questo documento viene descritto come risolvere i problemi relativi alle porte Ethernet, alle ventole e ai dischi nel Video Communication Server (VCS).

## Errori hardware

### Errori porte Ethernet

L'hardware VCS è dotato di quattro porte Ethernet. Accedere come utente root e immettere il comando **ifconfig -a**. Tutte e quattro le porte dovrebbero essere visualizzate.

```
~ # ifconfig -a
eth0      Link encap:Ethernet  HWaddr 00:10:F3:18:2F:AE
          inet addr:10.104.214.202  Bcast:10.104.214.255  Mask:255.255.255.192
          UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
          RX packets:7726332 errors:0 dropped:0 overruns:0 frame:0
          TX packets:7436734 errors:0 dropped:0 overruns:0 carrier:0
          collisions:0 txqueuelen:1000
          RX bytes:1329156143 (1267.5 Mb)  TX bytes:3590189626 (3423.8 Mb)
          Interrupt:18 Memory:fd8e0000-fdb00000

eth1      Link encap:Ethernet  HWaddr 00:10:F3:18:2F:AF
          inet addr:192.168.0.100  Bcast:192.168.0.255  Mask:255.255.255.0
          UP BROADCAST MULTICAST  MTU:1500  Metric:1
          RX packets:0 errors:0 dropped:0 overruns:0 frame:0
          TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
          collisions:0 txqueuelen:1000
          RX bytes:0 (0.0 b)  TX bytes:0 (0.0 b)
          Interrupt:19 Memory:fd8e0000-fd900000

eth2      Link encap:Ethernet  HWaddr 00:10:F3:18:2F:B0
          BROADCAST MULTICAST  MTU:1500  Metric:1
          RX packets:0 errors:0 dropped:0 overruns:0 frame:0
```

```
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:1000
RX bytes:0 (0.0 b) TX bytes:0 (0.0 b)
Interrupt:16 Memory:fd6e0000-fd700000
```

```
eth3 Link encap:Ethernet HWaddr 00:10:F3:18:2F:B1
BROADCAST MULTICAST MTU:1500 Metric:1
RX packets:0 errors:0 dropped:0 overruns:0 frame:0
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:1000
RX bytes:0 (0.0 b) TX bytes:0 (0.0 b)
Interrupt:17 Memory:fd4e0000-fd500000
```

```
ip6tnl0 Link encap:UNSPEC HWaddr 00-00-00-00-00-00-00-00-00-00-00-00-00-00-00-00
NOARP MTU:1452 Metric:1
RX packets:0 errors:0 dropped:0 overruns:0 frame:0
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:0
RX bytes:0 (0.0 b) TX bytes:0 (0.0 b)
```

```
lo Link encap:Local Loopback
inet addr:127.0.0.1 Mask:255.0.0.0
inet6 addr: ::1/128 Scope:Host
UP LOOPBACK RUNNING MTU:16436 Metric:1
RX packets:30151925 errors:0 dropped:0 overruns:0 frame:0
TX packets:30151925 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:0
RX bytes:30219125820 (28819.2 Mb) TX bytes:30219125820 (28819.2 Mb)
```

```
sit0 Link encap:UNSPEC HWaddr 00-00-00-00-00-00-00-00-00-00-00-00-00-00-00-00
NOARP MTU:1480 Metric:1
RX packets:0 errors:0 dropped:0 overruns:0 frame:0
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:0
RX bytes:0 (0.0 b) TX bytes:0 (0.0 b)
```

~ #

Se non vengono visualizzate tutte e quattro le porte, si è verificato un problema con il software VCS che deve essere sostituito in caso di errore di una scheda NIC (Network Interface Controller).

Una macchina virtuale VCS dispone di tre porte NIC invece di quattro. Pertanto, quando si risolvono problemi relativi alle schede NIC su una VM VCS, il comando **ifconfig -a** dovrebbe visualizzare tre porte Ethernet. Accedere come utente root e immettere il comando **ifconfig -a**.

~ # **ifconfig -a**

```
eth0 Link encap:Ethernet HWaddr 00:10:F3:18:2F:AE
inet addr:10.104.214.202 Bcast:10.104.214.255 Mask:255.255.255.192
UP BROADCAST RUNNING MULTICAST MTU:1500 Metric:1
RX packets:7726332 errors:0 dropped:0 overruns:0 frame:0
TX packets:7436734 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:1000
RX bytes:1329156143 (1267.5 Mb) TX bytes:3590189626 (3423.8 Mb)
Interrupt:18 Memory:fdae0000-fdb00000
```

```
eth1 Link encap:Ethernet HWaddr 00:10:F3:18:2F:AF
inet addr:192.168.0.100 Bcast:192.168.0.255 Mask:255.255.255.0
UP BROADCAST MULTICAST MTU:1500 Metric:1
RX packets:0 errors:0 dropped:0 overruns:0 frame:0
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:1000
RX bytes:0 (0.0 b) TX bytes:0 (0.0 b)
```

```
Interrupt:19 Memory:fd8e0000-fd900000
```

```
eth2      Link encap:Ethernet  HWaddr 00:10:F3:18:2F:B0  
BROADCAST MULTICAST  MTU:1500  Metric:1  
RX packets:0 errors:0 dropped:0 overruns:0 frame:0  
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0  
collisions:0 txqueuelen:1000  
RX bytes:0 (0.0 b)  TX bytes:0 (0.0 b)  
Interrupt:16 Memory:fd6e0000-fd700000
```

```
ip6tnl0   Link encap:UNSPEC  HWaddr 00-00-00-00-00-00-00-00-00-00-00-00-00-00-00-00  
NOARP  MTU:1452  Metric:1  
RX packets:0 errors:0 dropped:0 overruns:0 frame:0  
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0  
collisions:0 txqueuelen:0  
RX bytes:0 (0.0 b)  TX bytes:0 (0.0 b)
```

```
lo        Link encap:Local Loopback  
inet addr:127.0.0.1  Mask:255.0.0.0  
inet6 addr: ::1/128 Scope:Host  
UP LOOPBACK RUNNING  MTU:16436  Metric:1  
RX packets:30151925 errors:0 dropped:0 overruns:0 frame:0  
TX packets:30151925 errors:0 dropped:0 overruns:0 carrier:0  
collisions:0 txqueuelen:0  
RX bytes:30219125820 (28819.2 Mb)  TX bytes:30219125820 (28819.2 Mb)
```

```
sit0      Link encap:UNSPEC  HWaddr 00-00-00-00-00-00-00-00-00-00-00-00-00-00-00-00  
NOARP  MTU:1480  Metric:1  
RX packets:0 errors:0 dropped:0 overruns:0 frame:0  
TX packets:0 errors:0 dropped:0 overruns:0 carrier:0  
collisions:0 txqueuelen:0  
RX bytes:0 (0.0 b)  TX bytes:0 (0.0 b)
```

```
~ #
```

## Errori ventola

VCS release 7 segnala guasti alle ventole se due o più ventole si sono guaste. Il software VCS potrebbe comunque funzionare correttamente. È possibile elaborare un'autorizzazione al reso (RMA) se la temperatura del VCS è troppo alta.

Il VCS è dotato di cinque ventole, ma ne riporta solo tre alla volta. Un guasto alla ventola potrebbe in realtà essere dovuto anche a tre ventole guaste.

Accedere come root e immettere il comando **sensors** per controllare la temperatura sul VCS.

```
~ # sensors
```

```
acpitz-virtual-0  
Adapter: Virtual device
```

```
it8712.7-isa-0290  
Adapter: ISA adapter  
VCore:      +1.17 V (min = +0.83 V, max = +1.39 V)  
DDR 1.8V:   +1.78 V (min = +1.62 V, max = +1.98 V)  
VCC 3.3V:   +3.31 V (min = +3.14 V, max = +3.47 V)  
VCC 5V:     +5.00 V (min = +4.76 V, max = +5.24 V)  
+12V:      +12.22 V (min = +9.60 V, max = +14.40 V)  
VCC 1.5V:   +1.49 V (min = +1.42 V, max = +1.57 V)  
VBat:      +3.28 V (min = +2.99 V)
```

```
Fan 1:      0 RPM (min = 3516 RPM, div = 8)  ALARM
Fan 2:     10546 RPM (min = 3516 RPM, div = 8)
Fan 3:     10546 RPM (min = 3516 RPM, div = 8)
Sys Temp1:  +29.0 C (high = +58.0 C)          sensor = thermistor
Sys Temp2:  +31.0 C (high = +58.0 C)          sensor = thermistor
CPU Temp:   +28.0 C (high = +58.0 C)          sensor = thermal diode
```

```
coretemp-isa-0000
Adapter: ISA adapter
Core 0:      +43.0 C (high = +74.0 C, crit = +100.0 C)
```

```
coretemp-isa-0001
Adapter: ISA adapter
Core 1:      +42.0 C (high = +74.0 C, crit = +100.0 C)
```

~ #

Finché la temperatura è buona, non è necessario RMA il VCS.

## Errori disco

Nel software VCS sono disponibili due tipi di dischi:

- SDA - Si tratta del disco principale del software VCS. Se il disco non funziona, il software VCS non si avvia. Se l'operazione non riesce, il software VCS non carica l'immagine.
- SDB: si tratta del disco secondario. Un errore del disco potrebbe causare problemi al software VCS.

Accedere come utente root e immettere il comando **smartctl** per determinare se il test è stato superato (SDB è corretto). Un risultato diverso da **PASSATO** non è corretto.

```
?~ # smartctl --all /dev/sdb
?smartctl 7.40 2013-12-03 r3189 [x86_64-pc-linux-gnu] (local build)
?Copyright (C) 2002-10 by Bruce Allen, http://smartmontools.sourceforge.net
?
?=== START OF INFORMATION SECTION ===
?Model Family:      Seagate Barracuda 7200.12 family
?Device Model:      ST3250318AS
?Serial Number:     5A347D45
?Firmware Version:  CC38
?User Capacity:     250,059,350,016 bytes
?Device is:         In smartctl database [for details use: -P show]
?ATA Version is:    8
?ATA Standard is:   ATA-8-ACS revision 4
?Local Time is:     Fri Dec 04 01:38:51 2013 GMT
?SMART support is: Available - device has SMART capability.
?SMART support is: Enabled
?
?=== START OF READ SMART DATA SECTION ===
?SMART overall-health self-assessment test result: PASSED
```

È possibile immettere il comando **ls -l /dev/sd\*** per visualizzare anche l'SDB.

```
?ls -l /dev/sd*
?brw-rw---- 1 root root 8, 0 2013-12-04 01:25 /dev/sda
?brw-rw---- 1 root root 8, 1 2013-12-04 01:25 /dev/sda1
?brw-rw---- 1 root root 8, 2 2013-12-04 01:25 /dev/sda2
?brw-rw---- 1 root root 8, 3 2013-12-04 01:25 /dev/sda3
?brw-rw---- 1 root root 8, 5 2013-12-04 01:25 /dev/sda5
```

```
?brw-rw---- 1 root root 8, 6 2013-12-04 01:25 /dev/sda6
?brw-rw---- 1 root root 8, 7 2013-12-04 01:25 /dev/sda7
?brw-rw---- 1 root root 8, 8 2013-12-04 01:25 /dev/sda8
?brw-rw---- 1 root root 8, 16 2013-12-04 01:25 /dev/sdb
?brw-rw---- 1 root root 8, 17 2013-12-04 01:25 /dev/sdb1
?brw-rw---- 1 root root 8, 18 2013-12-04 01:25 /dev/sdb2
```

È necessario installare l'SDB. Immettere il formato **df | grep sdb** per visualizzare se l'SDB è montato o meno.

```
?~ # df | grep sdb
?/dev/sdb2          320471385  3781378 324252763   1% /mnt/harddisk
?~ #
```