
Subject: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Tue, 15 Dec 2020 14:48:22 GMT
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I've recently installed a couple Rocketlinx ES8520-XT switches that are giving me some issues. After a couple days i'm getting memory errors and need to power cycle the switch. I'm running the following: Loader version 2.0.1.1 ; firmware version 1.2c-20190514-14:27:41; System OID 1.3.6.1.4.1.2882.2.2.24

I had a screen shot of the memory errors but accidentally forgot to save it. Can probably get it again the next time it happens.

ALso - unable to ping the switch after this happens although I can ping devices attached.

Thoughts?

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Tue, 15 Dec 2020 14:52:49 GMT
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Hi aloadmin,

I'll ask our Rocketlinx people here and see what they say about this. I'll get back to you asap.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Tue, 15 Dec 2020 14:56:34 GMT
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Thank you!

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Tue, 15 Dec 2020 15:08:48 GMT
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Hi aloadmin,

The screenshot you mentioned would be helpful in this case. I'd need to see the specifics of the memory error before I could analyze where the problem lies.

In the meantime, can you gather the following information? You mentioned that this occurs every couple of days. Is there an exact span of time (like two days)? What is attached to the switch (devices and uplinks). Are the troublesome ES8520-XTs all on the same network segment or are they on different network segments? A diagram of the network would also be helpful.

You can email the info to me at [krees\[at\]us.pepperl-fuchs.com](mailto:krees[at]us.pepperl-fuchs.com)

Thanks,
Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Wed, 16 Dec 2020 15:22:28 GMT
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Kurt - i was able to get some info from the RL switch this morning. Drawing is a bit crude and could only get screen snips off switch before i had to power cycle it to get it working again. Hopefully some of this will help.

also - in the Rocketlinx switch (the one that i've uploaded the screen snips for) is the following SFP: Proline E1MG-LX-PRO 1000Base-LX SFP SMF 1310nm 10km., LC

at the other end in the Extreme switch on the other end is the following: Axiom GLC-LH-SM-AX 1310nm 10km. Single mode fiber between the two switches.

The other RL switch that I aslo have a similar problem with (in the drawing) i need to get the SFP info from it yet.

Time wise - i haven't been able to for sure figure that out. Seems to be a couple days but i don't know for sure.

Thanks
Chris

File Attachments

- 1) [Info From RocketLinx Switch.zip](#), downloaded 133 times
- 2) [NetworkDiagram.png](#), downloaded 132 times

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Wed, 16 Dec 2020 15:30:31 GMT
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Hi Chris,

I will forward the information and will get back to you.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Fri, 18 Dec 2020 01:06:36 GMT
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Hi Kurt - any information on this. I have 2 of these switches doing this. Having to power cycle them almost daily.

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Fri, 18 Dec 2020 02:51:07 GMT
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Hi Chris;;

It is still being looked into. I will follow up and see what the latest is.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Mon, 21 Dec 2020 13:57:09 GMT
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Hi Chris,

I just heard back from the person looking into this
They will need to contact the developer of the switch firmware to get more info. This will take more time.

One suggestion was to save your configuration, reset to factory default, then reload your configuration to see if that clears the issue.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Mon, 21 Dec 2020 22:53:14 GMT

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I swapped out one of the switches altogether (and I've experienced this on 3 different switches now) so i don't think a reload of the config is probably the answer? I'll keep an eye on it and see if i can figure anything out on our end. Please keep me up to date on what they find...

thanks

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Wed, 30 Dec 2020 19:44:56 GMT
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Hi Kurt - just checking if there was any update on this. I'm still having to reboot these switches every few days otherwise i am unable to ping them (and telnet) to them.

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Fri, 01 Jan 2021 01:11:33 GMT
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Hi,

Nothing yet. I will follow up on Monday. Christmas break is in effect.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Mon, 04 Jan 2021 13:40:31 GMT
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Hi Chris,

I just followed up, we're still waiting to hear back from the developer. I have some questions about the symptoms.

1. If the switch is on a network with less traffic, will it still have issues?
2. Are there any network security software running on the network (NESSUS for example)?
3. Would this be reproducible in a lab environment? If so, how parameters are you using so we can try and reproduce here?

Thanks,
Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Tue, 05 Jan 2021 17:55:14 GMT
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Hi Kurt,

1 - it is on a segment of the network with very little traffic already.
2 - no network security software
3 - not sure if reproduceable....i am going to swap one of them out today with one that I did a "Load Default" on. Will see what happens with the new one. Also - will bring the other back to my office and leave on and see what happens when it runs off of the network.

Thanks,
Chris

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Wed, 13 Jan 2021 13:17:02 GMT
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Hi Chris,

I was informed about a newer firmware for the ES8520-XT this morning. Our testers will be downloading it to test on a switch. However, they have been unable to replicate the issue. I will let you know when the new firmware is available

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Wed, 13 Jan 2021 23:15:31 GMT
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Thanks Kurt - I'm still having the issue and not able to determine what is different on a good one/bad one so maybe a new firmware will help. Let me know when it is available for use.

Thanks

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Mon, 18 Jan 2021 20:40:50 GMT
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Hi, I just followed up with the people testing the firmware. So far it is going well and should be available by the end of these week assuming no problems occur.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Tue, 19 Jan 2021 17:43:00 GMT
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Great! Thank you!

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Mon, 25 Jan 2021 14:21:32 GMT
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I have the firmware. What email would you like me to send it to? You can send an email to me if you want with the info. My email would be [krees\[at\]us.pepperl-fuchs.com](mailto:krees[at]us.pepperl-fuchs.com)

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Mon, 25 Jan 2021 20:26:47 GMT
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Kurt - i emailed you my email address.

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Mon, 25 Jan 2021 21:28:47 GMT
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Thanks Kurt - got the firmware. Will give it a try.

what is the System OID? just curious what version that should be at? Mine says version:
1.3.6.1.4.2882.2.2.24
just want to make sure that is correct.

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Mon, 25 Jan 2021 21:45:21 GMT
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Hi Chris,

You should be ok. The SNMP server should see the switch in the network management system.

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Tue, 26 Jan 2021 14:54:01 GMT
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Ok - so it has to do with network management? We are not doing any network management so we don't have to worry about it then?

-Chris

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Wed, 27 Jan 2021 20:54:44 GMT
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That is correct. Let me know how things go after the firmware is loaded.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Fri, 29 Jan 2021 23:52:53 GMT
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Hi,

I'm following up with you. Has the firmware improved things?

Thanks,
Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Thu, 11 Feb 2021 20:36:41 GMT
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No - I'm still having the problem.

I think I've been able to recreate here internally (the other switches have been out in the field so have been harder to troubleshoot as its about -4 degrees out!). The switch that I've had it happen to here I'm attached to via a Cat5 cable directly to the core switch (Cisco 3750). So I'm hoping to be able to try more things. Could it have anything to do with the spanning tree protocol? I'm making some adjustments to see if that makes

a difference.

If it would help for you guys to remote in and take a look at it, i'd be happy to set up a Zoom session to have you take a look at the config....

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Thu, 11 Feb 2021 21:06:50 GMT
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Hi,

You mentioned you were able to reproduce the issue. What are the steps to do this?
If we can recreate it in our lab as well, then it will be much easier to diagnose.

Thanks,
Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [Kurt](#) on Thu, 11 Feb 2021 21:11:11 GMT
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Hi,

One other thing:

Cisco switches often have a feature called BPDU Guard enabled that can cause headaches for non-Cisco switches.

If it's enabled, it would be worth disabling it to see if that corrects the issue. It would also give us something we can investigate further.

Kurt

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Thu, 11 Feb 2021 22:14:34 GMT
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Other than plug it into our core switch i really didn't do anything.
So we have 2 networks here. One is our internal (City network). Core switch is Cisco 3750.

Other network is traffic network and that core is a Cisco C3850. (This network and core switch is much newer).

We have about 20 of the Rocketlinx on the traffic network running fine. City network is the one giving me the issue. Only other difference i can see is that the City Network contains VOIP traffic but we aren't passing any of that traffic to the RocketLinx switches.

Subject: Re: Rocketlinx Memory Errors
Posted by [aloadmin](#) on Thu, 11 Feb 2021 22:27:32 GMT
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Ok - thanks!
I will test that out.