



Ethernet Switch 470 maintenance release 3.7.3 removed from support portal

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Background:

A memory leak condition that in some cases has been shown to impact the functionality of the switch has been identified in software release 3.7.3 for the Ethernet Switch 470. This memory leak condition can result in a loss of CLI access and may result in degradation of network operation. This issue has been observed at 2 customer sites and as a result Nortel has taken the proactive measure to remove the image from the Nortel support portal. The issue is tracked under CR Q02014086

Analysis:

The issue is due to memory leak. Nortel is currently investigating the issue, but no root cause has yet been determined. Investigations are on going and a replacement code will be posted as soon as a resolution is available.

The symptom of the issue may include the following:

Unable to access CLI from the Menu Interface or very slow CLI response. Additionally the switch may exhibit connectivity problems from Device Manager (JDM). As the condition progresses the switch may become unmanageable which could result in stack instability. This stack instability could then lead to reduced functionality and disruption to network traffic.

To recover the switch from the memory leak condition a reboot needs to be performed.

To determine if your switch is impacted, if you monitor the memory usage of the switch you will notice that the available free memory continues to decrease. Memory usage can be monitored from the CLI using the 'mem-show' command. On affected networks the free-blocks displayed by the 'show-mem' command will continue to decrease the longer the switch is up.

```
ES470#mem-show
status bytes blocks avg block max block
-----
current
free 4786688 147 32562 4743452 <<< number will keep decreasing
alloc 3086928 7348 420 -
cumulative
alloc 9979152 30147 331 -
```

You may also observe the following repeated messages on the local console (serial port) as additional indicators of the issue:

0x1e65734 (tLLDP): memPartAlloc: block too big - 1522 in partition 0x177e510.
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Recommendations:

If none of these conditions are occurring then no action is required.

Required Actions:

Downgrade to 3.7.2 if memory is being depleted every day and errors are logged on the console.

If you feel you are encountering this issue then please monitor the switch memory usage. It can be monitored on an ongoing basis by running the 'mem-show' command or utilizing the MIB: ChasUtilMemoryAvailable

Attachments:

There are no attachments for this bulletin

Products and Releases:

The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
Ethernet Switch-470-Ethernet Switch 470-24T	3.7.3
Ethernet Switch-470-Ethernet Switch 470-24T	
Ethernet Switch-470-Ethernet Switch 470-24T PWR	3.7.3
Ethernet Switch-470-Ethernet Switch 470-24T PWR	
Ethernet Switch-470-Ethernet Switch 470-48T	3.7.3
Ethernet Switch-470-Ethernet Switch 470-48T	
Ethernet Switch-470-Ethernet Switch 470-48T PWR	3.7.3
Ethernet Switch-470-Ethernet Switch 470-48T PWR	

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REFERENCE:
PRE-REQUIRED PATCH:
PATCH ID:

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Nortel recommends any maintenance activities, such as those outlined in this bulletin, be completed during a local maintenance window.

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