

Troubleshoot Out-Of-Service State Issue on NCS4200-3GMS Card

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Introduction

This document describes the troubleshooting and workaround in order to clear the Out-Of-Service state on NCS4200-3GMS for the 4202 chassis module.

Problem

NCS4200-3GMS card shows an Out-Of-Service state and is down.

Observation

- NCS4200-3GMS card shows an Out-Of-Service state and is down
- Swapped the card to the other chassis and no noticeable change
- Similarly, if you insert the fresh new card to this node, still you see the same status as that does not help to fix the issue
- There is more chance that the issue occurs on software version less than 17.9.4

Solution

- Perform a hard reset on the card
- Perform a hard reset to the card via the CLI command:

```
# config t
# hw-module subslot (slot number) shutdown unpowered
```

- After a few minutes, run the CLI commands in order to unshut the card:

```
# no hw-module subslot (slot number) shutdown unpowered
```

- If the hard reset does not help, then take DB backup from the node and copy it to the local machine; accomplish the reload to the chassis via this command:

```
# reload  
#Yes
```

- Wait for the node to boot up
- Issue resolved after node reload can be monitored for stability
- If the issue is still seen, then try to accomplish a power cycle
- If not, then probably you must check the backplane of the chassis

Related Bug Defect

Cisco bug ID: https://bst.cisco.com/bugsearch/bug/CSCwc84627_CSCwc84627

Permanent Fix for This Issue

Upgrade the node to a software release later than 17.9.4.