

Checklist in case of Force10 hardware failure

In case of an (apparent) hardware problem with one of the Force10 routers (sw-daq-01, sw-ux-01, sw-sx-01) please use the checklist on this page. It will make sure that we can answer to the standard questions of the Force10 Tech-support.

1. Login to the switch
2. Capture the output of `show tech` (if you use the `screen` command you can conveniently do this by pressing C-a H before and after `show tech`)
3. Capture the output of `show trace`
4. If the problem is with a linecard in slot `n`, then capture the output of `show console lp n`, where `n` is the slot number of the linecard
5. Open an RMA with Force10 [↗](#) (or ask Niko to do so)

-- NikoNeufeld - 17 Mar 2007

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