Potential memory leak

Contents

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ICSeverity

4 - Warning

Impact

High - Memory leak can lead to a full device crash, leading to an outage of the network if device is critical

Description

Cisco Catalyst 3850/3650 switches that run Polaris Software Version 16.3.3 or earlier, might exhibit a memory leak which indicates an increase of memory usage by the platform_mgr process. This issue is discussed in more detail in Cisco Field Notice FN - 70110, and in defect CSCvd45973. The warning threshold is 90%. One of these messages will be displayed in the logs: %PLATFORM-4-ELEMENT_WARNING:Switch 1 R0/0: smand: 1/RP/0: Used Memory value 91% exceeds warning level 90% or %PLATFORM-3-ELEMENT_CRITICAL:Switch 1 R0/0: smand: 1/RP/0: Used Memory value 96% exceeds critical level 95%

SyslogMessage

```
PLATFORM-4-ELEMENT_WARNING
```

MessageSample

```
Apr 10:10:10 <> %PLATFORM-4-ELEMENT_WARNING: Switch 1 R0/0: smand:  1/RP/0: Used Memory value 91% exceed
```

ProductFamily

- Cisco Catalyst 3850 Series Switches
- Cisco Catalyst 3650 Series Switches

Regex

N/A

Recommendation

The syslog message indicates that the used memory on the specified component (in this case, the Route Processor) has reached close to its capacity, which exceeds the predefined warning threshold of 90%. This is a condition that should be monitored because if the memory usage continues to rise, it could affect the device's performance and might eventually lead to out-of-memory conditions that could disrupt service. A reload of a device can provide temporary relief by clearing the memory leak problem from the software, by using this command: router# reload However, because the underlying condition is still present, the only permanent solution is to upgrade the software. This issue does NOT affect switches running 16.5.x, 16.6.x, and later releases

Commands

#router

#show version router

#show platform router

#show logging router

#show platform software process list switch active R0 sort memory