Memory leak

Contents

Memory leak

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

The memory use of a process increasing over time, and not being released, can eventually cause the operating system to run out of memory. If the system runs out of memory, it will crash. Review defect CSCsw33723 for additional information and examples of commands with large outputs which contributes to this condition. The critical threshold is 95%.

SyslogMessage

```
PLATFORM-3-ELEMENT_CRITICAL
```

MessageSample

```
Apr 10 10:10:10 <> %PLATFORM-3-ELEMENT_CRITICAL:Switch 1 R0/0: smand:  1/RP/0: Used Memory value 96% exc
```

ProductFamily

- Cisco Catalyst 9300 Series Switches
- Cisco 4000 Series Integrated Services Routers
- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 9600 Series Switches
- Cisco Catalyst 9500H Series Switches
- Cisco Catalyst 9800 Series Wireless Controllers
- Cisco Catalyst 9800 Wireless Controller in Cloud
- Cisco ASR 1000 Series Aggregation Services Routers

Regex

N/A

Recommendation

Avoid running commands with long outputs. It is safe to periodically restart the smand with the command:
Device#test platform software process exit shell-manager RP active stateless If this doesn't provide temporary relief, you may need to reload the device. However, because the underlying condition is still present, the only permanent solution is to upgrade software to a fixed release.

Commands

#show version

#show platform software process list RP active name smand