Slow File-downloading Or Uploading Troubleshooting

Models: S3410 Series; S3910 Series; S5860 Series

Contents

1. Problem Description

User uploading or downloading files through the switch device is slow

2. Possible Cause of Failure

1) Configuration error

2) The switch has a hardware failure

3) The software version of the switch is too low or the software is faulty

4) There are a large number of packets in the network that need to be sent to the CPU for processing, resulting in serious packet loss

3. Troubleshooting Steps

Step 1: Check if the high speed and low speed ports have flow control enabled

High speed to low speed (for example, the port for connecting to the server is 1000M, the port for connecting to the PC is 100M, and the PC downloads the data on the server). If flow control is not enabled on the interface, it will cause packet loss, resulting in slow download or upload. If flow control is not enabled, please enable flow control on.

Step 2: Confirm the port traffic size and whether there is interface traffic congestion

```
show interfaces counters summary
show interfaces counters rate                    //Can check the port traffic, whether it is close to the port rate value
```

Step 3: Check if there is packet loss on the port

```
show interface counter,
or you can show the specific traffic value of a port several times, for example show int g x/y counter
```

Step 4: Whether there is arp spoofing or mac address flapping in the network

You can show arp x.x.x.x multiple times to see if the arp aging time of the PC is always 0. If it is always 0, there may be frequent arp updates to see if there is deception or STP shock (show spanning to see the number of topology changes)

4. Fault Information Collection

According to the following symptoms, paste and copy the collected information in the red part, record all operation logs and capture the information to the background.

Step 1: Collect basic information

```
show ver
show ver slo
show run
show log
show int status
show ip int br
show vlan
show int counter summary
show int counter rate
show int counter summary
show int counter rate
show int counter summary
```

```
show int counter rate
show int counter
show arp
show mac
show arp
show mac
show arp
show mac
show spanning
```

If the switch is used as a large aggregation device with too many ARP/MACs, it is recommended that VTY use 115200 to collect information under telnet.

Step 2: Collect the underlying information

1. View task scheduling and memory usage

```
deb su
show task
show memory
show skb
1 minute interval each time, 1 collection time, 5 collection times in total
exit
```

2. Collect the information of the bottom transceiver package

```
sd
sh console on
sh ps
sh show c
sh show c
sh show c
sh console off
Exit
```

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