Server-Related Faults

This chapter contains the following sections:

fltAdapterUnitMissing

Fault Code

F0203

Description

[sensor_name]:[id] missing: reseat or replace [id].

Explanation

This fault occurs when the adapter is missing in the adapter slot, or when the endpoint cannot detect or communicate with the adapter.

Recommended Action

If you see this fault, take the following actions:

1. Make sure the adapter is inserted properly in the adapter slot.
2. Check whether the adapter is connected, configured, and running the recommended firmware version.

Fault Details

Severity: warning

Cause: equipment-missing

mibFaultCode: 203

mibFaultName:fltAdapterUnitMissing

moClass: compute:adapter

Type: equipment

fltComputeBoardCmosVoltageThresholdCritical

Fault Code

F0424

Description

Battery voltage level is upper critical: Replace battery.

Explanation

This fault occurs when the CMOS battery voltage drops lower than the normal operating range. The low battery voltage might affect the clock and other CMOS settings.

Recommended Action

If you see this fault, replace the CMOS battery.

Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations, and warnings.

Fault Details

Severity: critical

Cause: voltage-problem

mibFaultCode: 424

mibFaultName: fltComputeBoardCmosVoltageThresholdCritical

moClass: compute:Board

Type: environmental

fltComputeBoardCmosVoltageThresholdNonRecoverable

Fault Code

F0425

Description

Battery voltage level is upper non-recoverable: Replace battery.

Explanation

This fault indicates that the CMOS battery voltage has dropped and is unlikely to recover. The low voltage impacts the clock and other CMOS settings.

Recommended Action

If you see this fault, replace the CMOS battery.

Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations and warnings.

Fault Details

Severity: major

Cause: voltage-problem

mibFaultCode: 425

mibFaultName: fltComputeBoardCmosVoltageThresholdNonRecoverable

moClass: compute:Board

Type: environmental

fltComputeBoardMotherBoardVoltageLowerThresholdCritical

Fault Code

F0921

Description

You see one of the following messages when this fault is raised:

- Stand-by voltage ([Val] V) to the motherboard is lower critical: Check the power supply.

- Auxiliary voltage ([Val] V) to the motherboard is lower critical: Check the power supply.
- Motherboard voltage ([Val] V) is lower critical: Check the power supply.

Explanation

This fault indicates that one or more motherboard input voltages have crossed lower critical thresholds.

Recommended Action

If you see this fault, take the following actions:

1. Reseat or replace the power supply.

   Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations and warnings.
2. If the issue persists, create a tech-support file and contact TAC.

Fault Details

Severity: major

Cause: voltage-problem

mibFaultCode: 921

mibFaultName: fltComputeBoardMotherBoardVoltageLowerThresholdCritical

moClass: compute: Board

Type:environmental

fltComputeBoardMotherBoardVoltageThresholdLowerNonRecovera

Fault Code

F0919

Description

You see one of the following messages when this fault is raised:

- Stand-by voltage ([Val] V) to the motherboard is lower non-recoverable: Check the power supply.
- Auxiliary voltage ([Val] V) to the motherboard is lower non-recoverable: Check the power supply.
- Motherboard voltage ([Val] V) is lower non-recoverable: Check the power supply.

Explanation

This fault indicates that one or more motherboard input voltages has dropped too low and is unlikely to recover.

Recommended Action

If you see this fault, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: voltage-problem

mibFaultCode: 919

mibFaultName: fltComputeBoardMotherBoardVoltageThresholdLowerNonRecoverable

moClass:compute: Board

Type: environmental

fltComputeBoardMotherBoardVoltageThresholdUpperNonRecover

Fault Code

F0918

Description

You see one of the following messages when this fault is raised:

- Stand-by voltage ([Val] V) to the motherboard is upper non-recoverable: Check the power supply.
- Motherboard voltage ([Val] V) is upper non-recoverable: Check the power supply.
- Auxiliary voltage ([Val] V) to the motherboard is upper non-recoverable: Check the power supply.

Explanation

This fault indicates that one or more motherboard input voltages are high and are unlikely to recover.

Recommended Action

If you see this fault, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: voltage-problem

mibFaultCode: 918

mibFaultName: fltComputeBoardMotherBoardVoltageThresholdUpperNonRecoverable

moClass: compute:Board

Type: environmental

fltComputeBoardMotherBoardVoltageUpperThresholdCritical

Fault Code

F0920

Description

You see one of the following messages when this fault is raised:

- Stand-by voltage (xV) to the motherboard is upper critical: Check the power supply.
- Auxiliary voltage (xV) to the motherboard is upper critical: Check the power supply.
- Motherboard voltage (xV) is upper critical: Check the power supply.

Explanation

This fault indicates that one or more motherboard input voltages have exceeded upper critical thresholds.

Recommended Action

If you see this fault, take the following actions:

1. Reseat or replace the power supply.
2. If the issue persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: voltage-problem

mibFaultCode: 920

mibFaultName: fltComputeBoardMotherBoardVoltageUpperThresholdCritical

moClass: compute: Board

Type: environmental

fltComputeBoardPowerError

Fault Code

F0310

Description

P[Id]V[Id]_AU[Id]_PWRGD: Voltage rail Power Good dropped due to PSU or HW failure, please contact CISCO TAC for assistance.

Explanation

This fault indicates that the server power sensors have detected a problem.

Recommended Action

If you see this fault, take the following actions:

1. Reseat or replace the power supply.

   Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations, and warnings.

2. If the recommended action did not resolve the issue, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: power-problem

mibFaultCode: 310

mibFaultName: fltComputeBoardPowerError

moClass: compute:Board

Type: environmental

fltComputeBoardPowerFail

Fault Code

F0868

Description

The server failed to power on: Check Power Supply.

Explanation

This fault indicates that the power sensors on the server have detected a problem.

Recommended Action

If you see this fault, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: power-problem

mibFaultCode: 868

mibFaultName: fltComputeBoardPowerFail

moClass: compute:Board

Type: environmental

fltComputeBoardPowerUsageProblem

Fault Code

F1040

Description

You see one of the following messages when this fault is raised:

- Motherboard Power usage is upper critical: Check hardware.
- Motherboard Power usage is upper non-recoverable: Check hardware.

Explanation

This fault occurs when the motherboard power consumption exceeds a certain threshold limit.

Recommended Action

If you see this fault, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: warning

Cause: power-problem

mibFaultCode: 1040

mibFaultName: fltComputeBoardPowerUsageProblem

moClass: compute:Board

Type: environmental

fltComputeBoardThermalProblem

Fault Code

F0869

Description

Motherboard chipset inoperable due to high temperature.

Explanation

This fault indicates that the motherboard thermal sensors on the server have detected a problem.

Recommended Action

If you see this fault, take the following actions:

1. Verify that the server fans are working properly.
2. Wait for 24 hours to see if the problem resolves itself.
3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: thermal-problem

mibFaultCode: 869

mibFaultName: fltComputeBoardThermalProblem

moClass: compute:Board

Type: environmental

fltComputeIOHubThermalNonCritical

Fault Code

F0538

Description

[sensor_name]: Motherboard chipset temperature is upper non-critical.

Explanation

This fault indicates that the I/O controller temperature is outside the upper or lower non-critical threshold.

Recommended Action

If you see this fault, take the following actions:

1. Monitor other environmental events related to this server and make sure that the temperature is within the recommended range.
2. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: minor

Cause: thermal-problem

mibFaultCode: 538

mibFaultName: fltComputeIOHubThermalNonCritical

moClass: compute:IOHub

Type: environmental

fltComputeIOHubThermalThresholdCritical

Fault Code

F0539

Description

[sensor_name]: Motherboard chipset temperature is upper critical.

Explanation

This fault occurs when the I/O controller temperature is outside the upper or lower critical threshold.

Recommended Action

If you see this fault, take the following actions:

1. Monitor other environmental events related to the server and make sure that the temperature is within the recommended range.
2. Consider turning off the server for a while if possible.
3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: thermal-problem

mibFaultCode: 539

mibFaultName: fltComputeIOHubThermalThresholdCritical

moClass: compute:IOHub

Type: environmental

fltComputeIOHubThermalThresholdNonRecoverable

Fault Code

F0540

Description

[sensor_name]: Motherboard chipset temperature is upper non-recoverable.

Explanation

This fault indicates that the I/O controller temperature is outside the recoverable range of operation.

Recommended Action

If you see this fault, take the following actions:

1. Shut down the server immediately.
2. Create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: thermal-problem

mibFaultCode: 540

mibFaultName: fltComputeIOHubThermalThresholdNonRecoverable

moClass: compute:IOHub

Type: environmental

fltComputePhysicalBiosPostTimeout

Fault Code

F0313

Description

BIOS POST Timeout occurred: Contact Cisco TAC.

Explanation

This fault indicates that the server did not complete the BIOS POST.

Recommended Action

If you see this fault, take the following actions:

1. Connect to the CIMC Web UI and launch the KVM console to monitor the BIOS POST completion.
2. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: equipment-inoperable

mibFaultCode: 313

mibFaultName: fltComputePhysicalBiosPostTimeout

moClass: compute:Physical

Type: equipment

fltComputePhysicalPostfailure

Fault Code

F0517

Description

[sensor_name]: BIOS POST Failed: Check hardware.

Explanation

This fault indicates that the server has encountered a diagnostic failure or an error during POST.

Recommended Action

If you see this fault, take the following actions:

1. Check the POST result for the server.
2. Reboot the server.
3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: equipment-problem

mibFaultCode: 517

mibFaultName: fltComputePhysicalPostfailure

moClass: compute:Physical

Type: server

fltComputePhysicalUnidentified

Fault Code

F0320

Description

[sensor_name]: server [id] Chassis Intrusion detected: Please secure the server chassis.

Explanation

This fault indicates that the server chassis or cover is open.

Recommended Action

Make sure that the server chassis/cover is in place.

Fault Details

Severity: warning

Cause: equipment-problem

mibFaultCode: 320

mibFaultName: fltComputePhysicalUnidentified

moClass: equipment: Chassis

Type: equipment

fltEquipmentTpmTpmMismatch

Fault Code

F1783

Description

PM_FAULT_STATUS: Check TPM, either wrong TPM revision installed for CPU type or previously installed TPM has been removed.

Explanation

This fault indicates that a wrong TPM has been installed or a previously installed TPM has been removed.

Recommended Action

If you see this fault, take the following actions:

1. If an incorrect revision of the TPM has been installed, remove the TPM.
2. Install the correct revision of the TPM.
3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: warning

Cause: equipment-inoperable

mibFaultCode: 1783

mibFaultName: fltEquipmentTpmTpmMismatch

Type: equipment

fltMgmtIfMissing

Fault Code

F0717

Description

Link Down : <Interface> Check the network cable connection

Here <Interface> can be one of the following:

- DEDICATED_MODE_<port>
- LOM_ACTIVE_STANDBY_<port>
- LOM_ACTIVE_ACTIVE_<port>
- CISCO_CARD_ACTIVE_STANDBY_<port>
- CISCO_CARD_ACTIVE_ACTIVE_<port>
- LOM10G_ACTIVE_STANDBY_<port>
- LOM10G_ACTIVE_ACTIVE_<port>
- LOM_EXT_MODE_<port>

Explanation

This fault indicates that the corresponding interface cable is not connected.

Recommended Action

If you see this fault, take the following actions:

1. Check whether the interface cable is connected properly.
2. If the problem persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: info

Cause: link-missing

mibFaultCode: 717

mibFaultName: fltMgmtIfMissing

fltPowerBudgetPowerBudgetBmcProblem

Fault Code

F0637

Description

Power capping failed: System shutdown is initiated by Node Manager.

Explanation

This fault indicates that the assigned power-cap value is not maintained. If the power-cap fail exception action is set as shutdown, then the host shut down is initiated.

Recommended Action

If you see this fault, take the following action:

1. Disable the corresponding power profile in the Power Cap Configuration page and power on the host.
2. Increase the power-cap value in the Power Cap profile page for which the shutdown action is configured.
3. If the assigned power-cap value needs to be maintained (irrespective of the host performance impact), reduce the load on the host.
4. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: power-cap-fail

mibFaultCode: 637

mibFaultName: fltPowerBudgetPowerBudgetBmcProblem

moClass: compute:Board

Type: environmental

fltPowerBudgetPowerBudgetCmcProblem

Fault Code

F0635

Description

Power capping correction time exceeded: Please set an appropriate power limit.

Explanation

This fault indicates that the assigned power-cap value is not attainable for the correction time set.

Recommended Action

If you see this fault, take the following actions:

1. Increase the power-cap value and the power limiting correction time in the corresponding power-profile settings.
2. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: power-cap-fail

mibFaultCode: 635

mibFaultName: fltPowerBudgetPowerBudgetCmcProblem

moClass: compute:Board

Type: environmental