

MSE 8000 Displays Alarms When Monitored with Both a NIC Card and the Chassis



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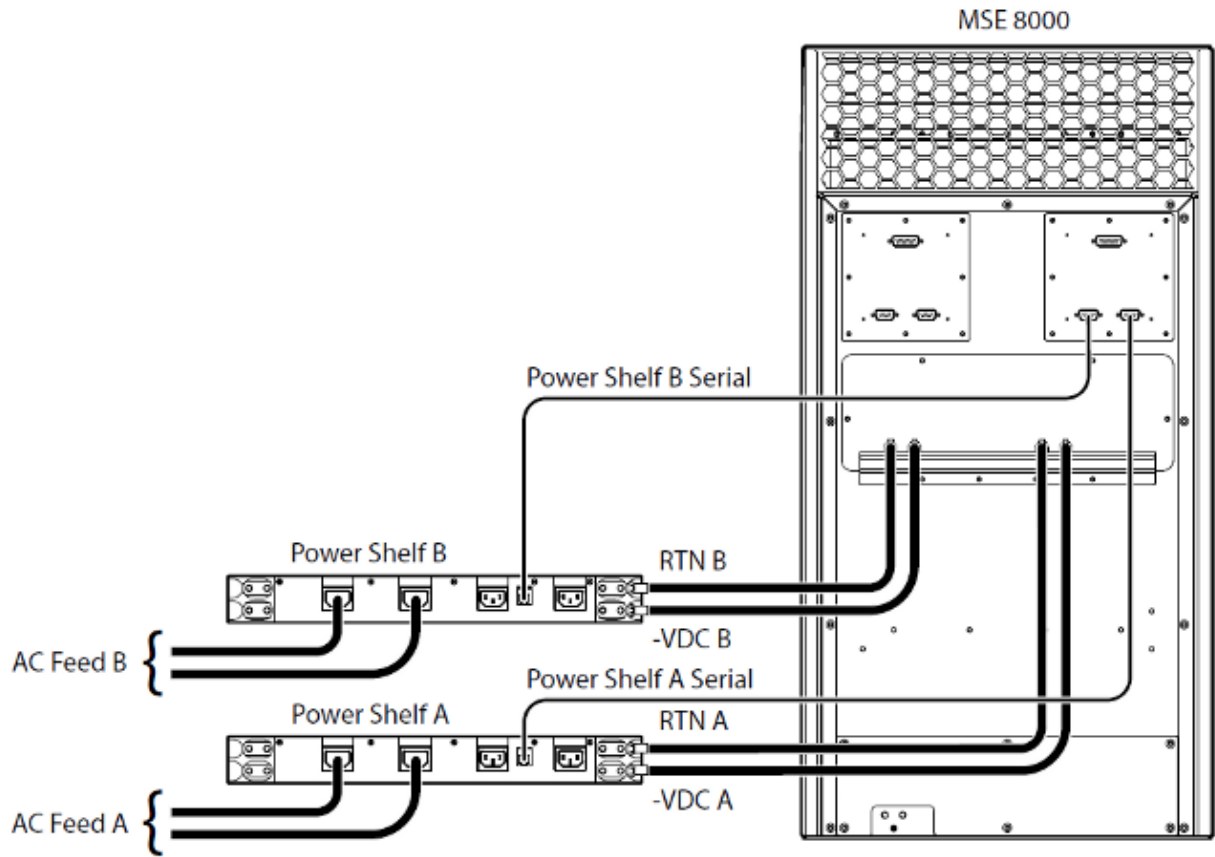
Introduction

This document describes a problem encountered where you see alarms on the chassis when you monitor the Power Shelf Unit (PSU) on the MSE chassis with both the chassis and the Ethernet port on the Network Interface Card (NIC) card simultaneously.

Background Information

The PSU on the MSE chassis can be monitored with the Supervisor MSE 8050 Series blade or with a Valere NIC which connects to an Ethernet that gives access to the PSU via web, Telnet, or Simple Network Management Protocol (SNMP).

This image shows the MSE 8000 Series DC power shelf:



This NIC card can be inserted into the Power Shelf in order to monitor it.



Problem

Often it is seen that customers' attempts to monitor the status of the Power Shelf with both the chassis and the Ethernet access through the NIC card cause these alarms to display on the chassis.

Alarm status	Alarms log	Alarm levels
<h2>Alarm status</h2>		
<input type="button" value="Clear historic alarms"/>		
Critical alarms		
Blade temperature critical OK		
Major alarms		
Fan tray(s) absent OK		
Fan tray communication failure OK		
Blade communication failure OK		
Power supply out of range OK		
Internal voltages out of range OK		
Power supply reporting fault OK		
Lost contact with power supply Alarm		
Port licenses automatically deallocated OK		
New supervisor inserted OK		
Supply under capacity OK		
Minor alarms		
Fan failure OK		
Filter blocked OK		
Blade unexpectedly removed OK		
Blade unexpectedly rebooted OK		
No compact flash card inserted OK		
Blade badly seated OK		
<input type="button" value="Clear historic alarms"/>		

The Alarm Log shows this log:

Codian MSE Supervisor 8050
 host: DCUTSUP1 login: admin
 Home Status Network Settings Users Hardware Port licenses Clustering
 Log out Alarms Logs Help

Home > Alarms > Alarms log

Alarm status Alarms log Alarm levels

13 alarm events logged

Download as text Clear log Page 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

Time	Alarm	Action	Severity
July 9 2012			
1 15:19:39	No compact flash card inserted	Set	Minor
2 15:19:40	No compact flash card inserted	Cleared	Minor
3 15:19:55	Fan failure: Both fan trays	Set	Minor
4 15:20:11	Fan failure	Cleared	Minor
5 15:42:34	Lost contact with power supply	Set	Major
6 16:04:40	Lost contact with power supply	Cleared	Major
7 16:05:20	Lost contact with power supply	Set	Major
8 16:05:30	Lost contact with power supply	Cleared	Major
9 16:05:41	Lost contact with power supply	Set	Major
10 16:08:00	Lost contact with power supply	Cleared	Major
11 16:08:12	Lost contact with power supply	Set	Major
12 16:10:30	Lost contact with power supply	Cleared	Major
13 16:10:31	Lost contact with power supply	Set	Major

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Solution

The power shelves do not support IP address logins at the same time as serial logins that use the same user name, so the use of this application causes the power shelf monitoring by the supervisor blade to break. Therefore, Cisco does not recommend that you monitor the Power Shelf through Ethernet and serial connection simultaneously. If you disconnect one of them, it should resolve the issue. The supported strategy is to use either the serial cable (chassis) or Ethernet (NIC card) to monitor the status of the power supply.