



Power Supply-Related Faults

This chapter contains the following sections:

- [fltEquipmentPsuPowerSupplyProblem](#) , on page 1
- [fltEquipmentPsuIdentity](#), on page 2
- [fltEquipmentPsuInoperable](#), on page 3
- [fltEquipmentPsuInputError](#), on page 3
- [fltEquipmentPsuMissing](#), on page 4
- [fltEquipmentPsuPerfThresholdCritical](#), on page 5
- [fltEquipmentPsuPerfThresholdNonRecoverable](#), on page 6
- [fltEquipmentPsuPowerThreshold](#), on page 6
- [fltEquipmentPsuThermalThresholdCritical](#), on page 7
- [fltEquipmentPsuThermalThresholdNonCritical](#), on page 8
- [fltEquipmentPsuThermalThresholdNonRecoverable](#), on page 9
- [fltEquipmentPsuVoltageThresholdCritical](#), on page 10
- [fltEquipmentPsuVoltageThresholdNonRecoverable](#), on page 11
- [fltPowerChassisMemberChassisPsuRedundanceFailure](#), on page 12

fltEquipmentPsuPowerSupplyProblem

Fault Code

F0369

Description

[critical][power-problem][sys/rack-unit-1/board]

Explanation

FOC_Alert. This fault indicates that the current overload is detected on the UCS C240 M5 servers.

Recommended Action

If you see this fault, take the following actions:

1. Check the power supply and power input connections in the server.

2. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: power-problem

mibFaultCode: 369

mibFaultName: fltEquipmentPswPowerSupplyProblem

moClass: compute: Board

Type: equipment

fltEquipmentPswIdentity

Fault Code

F0407

Description

[sensor_name]: Power Supply [Id] Vendor/Revision/Rating mismatch, or PSU Processor missing : Replace PS or Check Processor [Id].

Explanation

This fault indicates that the FRU information for a power supply unit is corrupted or malformed.

Recommended Action

If you see this fault, take the following actions:

1. Check the server-specific Installation and Service Guide for the power supply vendor specification.
2. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: fru-problem

mibFaultCode: 407

mibFaultName: fltEquipmentPswIdentity

moClass: equipment: PSU

Type: equipment

fltEquipmentPsuInoperable

Fault Code

F0374

Description

Power Supply [Id] has lost input or input is out of range : Check input to PS or replace PS.

Explanation

This fault indicates that the power supply unit is either offline or the input/output voltage is out of range.

Recommended Action

If you see this fault, take the following actions:

1. Verify that the power cord is properly connected to the PSU and the power source.
2. Verify that the power source is 220/110 volts.
3. Remove the PSU and re-install it.
4. If re-installing the PSU didn't work, replace the PSU.

Before re-installing or replacing the PSU, see the server-specific Installation and Service Guide for prerequisites, safety recommendations, and warnings.

5. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: equipment-inoperable

mibFaultCode: 374

mibFaultName: fltEquipmentPsuInoperable

moClass: equipment: PSU

Type: equipment

fltEquipmentPsuInputError

Fault Code

F0883

Description

Power supply [Id] is in a degraded state, or has bad input voltage.

Explanation

This fault occurs when a power cable is disconnected or when the input voltage is incorrect.

Recommended Action

If you see this fault, take the following actions:

1. Check whether the power cable is disconnected.
2. Check whether the input voltage is within the correct range mentioned the server-specific Installation and Service Guide.
3. Re-insert the PSU.
4. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: power-problem

mibFaultCode: 883

mibFaultName: fltEquipmentPsuInputError

moClass: equipment: PSU

Type: environmental

fltEquipmentPsuMissing

Fault Code

F0378

Description

Power Supply [Id] missing: reseal or replace PS [id].

Explanation

This fault indicates that the power supply module is either missing or the input power to the server is absent.

Recommended Action

If you see this fault, take the following actions:

1. Check to see whether the power supply is connected to a power source.
2. If the PSU is present in the slot, remove and insert it again.

3. If the PSU is missing from the slot, insert a new PSU.

Fault Details

Severity: warning

Cause: equipment-missing

mibFaultCode: 378

mibFaultName: fltEquipmentPsuMissing

moClass: equipment:Psu

Type: equipment

fltEquipmentPsuPerfThresholdCritical

Fault Code

F0393

Description

Power Supply [Id] output power is upper critical: Reseat or replace Power Supply.

Explanation

This fault indicates that the current output of the PSU in the rack server does not match the desired output value.

Recommended Action

If you see this fault, take the following actions:

1. Monitor the PSU status.
2. If possible, remove and reseat the PSU.
3. If the issue still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: power-problem

mibFaultCode: 393

mibFaultName: fltEquipmentPsuPerfThresholdCritical

moClass: equipment: PSU

Type: equipment

fltEquipmentPsuPerfThresholdNonRecoverable

Fault Code

F0394

Description

Power Supply [Id] output power is upper non recoverable: Reseat or replace Power Supply.

Explanation

This fault indicates that the current output of the PSU in the rack server does not match the desired output value.

Recommended Action

If you see this fault, take the following actions:

1. Monitor the PSU status.
2. If possible, remove and reseat the PSU.
3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: power-problem

mibFaultCode: 394

mibFaultName: fltEquipmentPsuPerfThresholdNonRecoverable

moClass: equipment: PSU

Type: equipment

fltEquipmentPsuPowerThreshold

Fault Code

F0882

Description

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

- Power Supply [Id] current is upper non critical: Reseat or replace Power Supply.
- Power Supply [Id] Current is upper critical: Reseat or replace Power Supply.

- Power Supply [Id] Current is upper non recoverable: Reseat or replace Power Supply.

Explanation

This fault occurs when a power supply unit is drawing too much current.

Recommended Action

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

Fault Details

Severity: critical

Cause: power-problem

mibFaultCode: 882

mibFaultName: fltEquipmentPsuPowerThreshold

moClass: equipment: PSU

Type: equipment

fltEquipmentPsuThermalThresholdCritical

Fault Code

F0383

Description

Power Supply [Id] temperature is upper critical : Check cooling.

Explanation

This fault occurs when the temperature of a PSU module has exceeded a critical threshold value.

The possible contributing factors are as follows:

- Temperature extremes can cause Cisco UCS equipment to operate at reduced efficiency and cause various problems, including early degradation, failure of chips, and failure of equipment. In addition, extreme temperature fluctuations can cause CPUs to become loose in their sockets
- Cisco UCS equipment must operate in an environment that provides an inlet air temperature not colder than 50F (10C) nor hotter than 95F (35C)

Recommended Action

If you see this fault, take the following actions:

1. Review the product specifications to determine the temperature operating range of the PSU module.
2. Review the Cisco UCS Site Preparation Guide to ensure that the PSU modules have adequate airflow, including front and back clearance.

3. Verify that the airflow to the server is not obstructed.
4. Verify that the site cooling system is operating properly.
5. Clean the installation site at regular intervals to avoid a buildup of dust and debris, which can cause a system to overheat.
6. Replace faulty PSU modules.
Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations and warnings.
7. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: warning

Cause: thermal-problem

mibFaultCode: 383

mibFaultName: fltEquipmentPsuThermalThresholdCritical

moClass: equipment:Psu

Type: environmental

fltEquipmentPsuThermalThresholdNonCritical

Fault Code

F0381

Description

Power Supply [Id] temperature is upper non critical: Check cooling.

Explanation

This fault occurs when the temperature of a PSU module has exceeded a non-critical threshold value, but is still below the critical threshold.

The possible contributing factors are as follows:

- Temperature extremes can cause Cisco UCS equipment to operate at reduced efficiency and cause various problems, including early degradation, failure of chips, and failure of equipment. In addition, extreme temperature fluctuations can cause CPUs to become loose in their sockets.
- Cisco UCS equipment must operate in an environment that provides an inlet air temperature not colder than 50F (10C) nor hotter than 95F (35C).

Recommended Action

If you see this fault, take the following actions:

1. Review the product specifications to determine the temperature operating range of the PSU module.
2. Review the Cisco UCS Site Preparation Guide to make sure that the PSU modules have adequate airflow, including front and back clearance.
3. Verify that the airflow to the server is not obstructed.
4. Verify that the site cooling system is operating properly.
5. Clean the installation site at regular intervals to avoid a buildup of dust and debris, which can cause a system to overheat.
6. Replace faulty PSU modules.
Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations, and warnings.
7. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details**Severity:** minor**Cause:** thermal-problem**mibFaultCode:** 381**mibFaultName:** fltEquipmentPsuThermalThresholdNonCritical**moClass:** equipment:Psu**Type:** environmental

fltEquipmentPsuThermalThresholdNonRecoverable

Fault Code

F0385

Description

Power Supply [Id] temperature is upper non recoverable : Check Power Supply Status.

Explanation

This fault indicates that the temperature of a PSU module has been out of operating range.

The possible contributing factors are as follows:

- Temperature extremes can cause Cisco UCS equipment to operate at reduced efficiency and cause a variety of problems, including early degradation, failure of chips, and failure of equipment. In addition, extreme temperature fluctuations can cause CPUs to become loose in their sockets.
- Cisco UCS equipment should operate in an environment that provides an inlet air temperature not colder than 50F (10C) nor hotter than 95F (35C).

Recommended Action

If you see this fault, take the following actions:

1. Review the product specifications to determine the temperature operating range of the PSU module.
2. Review the Cisco UCS Site Preparation Guide to ensure the PSU modules have adequate airflow, including front and back clearance.
3. Verify that the airflow to the server is not obstructed.
4. Verify that the site cooling system is operating properly.
5. Clean the installation site at regular intervals to avoid buildup of dust and debris, which can cause a system to overheat.
6. Replace faulty PSU modules. Before replacing this component, see the server-specific Installation and Service Guide for prerequisites, safety recommendations and warnings.
7. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: thermal-problem

mibFaultCode: 385

mibFaultName: fltEquipmentPsuThermalThresholdNonRecoverable

moClass: equipment: PSU

Type: environmental

fltEquipmentPsuVoltageThresholdCritical

Fault Code

F0389

Description

Power Supply [Id] Voltage is upper critical : Reseat or replace Power Supply.

Explanation

This fault indicates that the PSU voltage has exceeded the specified hardware voltage rating.

Recommended Action

If you see this fault, take the following actions:

1. Monitor the PSU status.
2. Replace the PSU.

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

3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: voltage-problem

mibFaultCode: 389

mibFaultName: fltEquipmentPsuVoltageThresholdCritical

moClass: equipment: PSU

Type: environmental

fltEquipmentPsuVoltageThresholdNonRecoverable

Fault Code

F0391

Description

Power Supply [Id] Voltage is upper non Recoverable : Reseat or replace Power Supply.

Explanation

This fault indicates that the PSU voltage has exceeded the specified hardware voltage rating. The high voltage might damage the PSU hardware.

Recommended Action

If you see this fault, take the following actions:

1. Remove and reseat the PSU.
2. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: critical

Cause: voltage-problem

mibFaultCode: 391

mibFaultName: fltEquipmentPsuVoltageThresholdNonRecoverable

moClass: equipment: PSU

Type: environmental

fltPowerChassisMemberChassisPsuRedundanceFailure

Fault Code

F0743

Description

Power Supply redundancy is lost : Reseat or replace Power Supply.

Explanation

This fault indicates that the chassis power redundancy has failed.

Recommended Action

If you see this fault, take the following actions:

1. Consider adding more PSUs to the chassis.
2. Replace faulty PSU modules.

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

3. If the problem still persists, create a tech-support file and contact Cisco TAC.

Fault Details

Severity: major

Cause: psu-redundancy-fail

mibFaultCode: 743

mibFaultName: fltPowerChassisMemberChassisPsuRedundanceFailure

moClass: equipment: PSU

Type: equipment