



**Hewlett Packard**  
Enterprise

# **HPE ProLiant Gen9**

## **Troubleshooting Guide**

Volume II: Error Messages

### **Abstract**

This guide provides a list of error messages associated with HPE ProLiant servers, Integrated Lights-Out, Smart Array storage, Onboard Administrator, Virtual Connect, ROM, and Configuration Replication Utility. This document is intended for the person who installs, administers, and troubleshoots servers or server blades. Hewlett Packard Enterprise assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.

Part Number: 795673-004  
July 2016  
Edition: 5

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# Introduction

## Overview

This guide is part of a two-volume set. *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting* provides procedures for resolving common issues. This guide, *HPE ProLiant Gen9 Troubleshooting Guide, Volume II: Error Messages*, provides a list of error messages and information to assist with interpreting and resolving error messages on ProLiant servers and server blades. Use these messages to troubleshoot and optimize the operation of your Hewlett Packard Enterprise equipment.

## Troubleshooting resources

The *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting* provides procedures for resolving common problems and comprehensive courses of action for fault isolation and identification, issue resolution, and software maintenance on ProLiant servers and server blades.

To access the troubleshooting resources, see the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

# HPE ProLiant server errors

## Array Diagnostics error messages

### HPE Smart Storage Administrator Diagnostics Utility error messages

This section contains a complete alphabetical list of all error messages presented by the HPE Smart Storage Administrator Diagnostics Utility in the Array Diagnostics Report.

#### Array status: The array has failed

**Symptom**

Array status: The array has failed.

**Cause**

A physical drive or logical drive in the array has failed.

**Action**

Check for failed physical or logical drives in the array and correct any issues. For more information, see "Physical drive issues" and "Logical drive issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

#### Array status: The array currently has a drive erase operation queued, running, stopped or completed on a logical or physical drive

**Symptom**

Array status: The array currently has a drive erase operation queued, running, stopped or completed on a logical or physical drive.

**Cause**

A drive erase operation is queued, running, stopped, or has completed.

**Action**

No action is required.

#### Array Status: The array has a spare drive assigned which is smaller than the smallest data drive in the array

**Symptom**

Array Status: The array has a spare drive assigned which is smaller than the smallest data drive in the array. Some operations in the array will not be available.

**Cause**

The spare drive is not large enough.

**Action**

Replace the spare drive with a drive that is at least the size of the smallest data drive in the array. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Cache module: The batteries were hot-removed

**Symptom**

Cache module: The batteries were hot-removed.

**Cause**

The cache module batteries were removed.

**Action**

Install the batteries. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Cache module: The cache for this controller is temporarily disabled since a snapshot is in progress

**Symptom**

Cache module: The cache for this controller is temporarily disabled since a snapshot is in progress. The controller requires a reboot to enable the cache. Until the reboot occurs, cache module operations such as Expansion, Extension, and Migration are disabled.

**Cause**

A snapshot is in progress.

**Action**

Reboot the controller to enable the cache. Cache module operations such as Expansion, Extension, and Migration are disabled until the reboot completes.

## Cache module: The cache is disabled because a capacitor has failed to charge to an acceptable level

**Symptom**

Cache module: The cache is disabled because a cache module battery has failed to charge to an acceptable level.

**Cause**

The cache module battery will not charge.

**Action**

Replace the cache module battery. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Cache module: The cache is disabled because a flash memory or capacitor hardware failure has been detected

**Symptom**

Cache module: The cache is disabled because a flash memory or capacitor hardware failure has been detected.



**Cause**

A failure has been detected in one of the following:

- Flash memory
- Capacitor hardware

**Action**

Contact Hewlett Packard Enterprise technical support. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

## Cache module: The cache is disabled because the backup operation to flash memory failed

**Symptom**

Cache module: The cache is disabled because the backup operation to flash memory failed.

**Cause**

The backup operation did not complete.

**Action**

1. Reseat the controller cache module.
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## Cache module: The cache is disabled because the batteries are low on the redundant controller

**Symptom**

Cache module: The cache is disabled because the batteries are low on the redundant controller.

**Cause**

The batteries are not charged.

**Action**

Replace the batteries if the batteries do not recharge within 36 powered-on hours. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Cache module: The cache is disabled because the batteries are low

**Symptom**

Cache module: The cache is disabled because the batteries are low.

**Cause**

The batteries are not charged.

**Action**

Replace the batteries if the batteries do not recharge within 36 powered-on hours. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

Cache module: The cache is disabled because the charge on the flash-memory capacitor is too low

**Symptom**

Cache module: The cache is disabled because the charge on the flash-memory capacitor is too low.

**Cause**

- The battery is not charged.
- The battery has failed.

**Action**

Replace the battery if it does not recharge within 10 minutes. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

Cache module: The cache is disabled because the restore operation from flash memory failed

**Symptom**

Cache module: The cache is disabled because the restore operation from flash memory failed.

**Cause**

The restore operation did not complete.

**Action**

Reseat the controller cache module. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

Cache module: The cache is disabled because there are no capacitors attached to the cache module

**Symptom**

Cache module: The cache is disabled because there are no capacitors attached to the cache module.

**Cause**

No capacitors are installed.

**Action**

Install a capacitor. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

Cache module: This controller has been set up to be a part of a redundant pair of controllers

**Symptom**

Cache module: This controller has been set up to be a part of a redundant pair of controllers but the cache module cache sizes are different on the two controllers. Make certain that both controllers are using cache modules with the same amount of cache memory installed.

**Cause**

The cache modules installed are not of the same capacity.

**Action**

Adjust the memory installed in the cache modules to matching sizes.

## Cache module: This controller's firmware is not backward compatible with the cache module revision

**Symptom**

Cache module: This controller's firmware is not backward compatible with the cache module revision.

**Cause**

The controller firmware is not compatible with the cache module.

**Action**

1. Update the controller to the latest firmware. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## Controller State: A logical drive is configured with a newer version of the Array Configuration tools than is currently running

**Symptom**

Controller State: A logical drive is configured with a newer version of the Array Configuration tools than is currently running. Please obtain a newer version of the Array Configuration tools to configure or diagnose this controller.

**Cause**

A logical drive is configured with a newer version of the Array Configuration tools than what is currently running.

**Action**

Obtain the latest version of HPE SSA. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## Controller State: The array controller contains a volume that was created with a different version of controller firmware

**Symptom**

Controller State: The array controller contains a volume that was created with a different version of controller firmware and is not backward-compatible with the current version of firmware. You may reconfigure the controller, but the existing configuration and data will be overwritten and potentially lost.

**Cause**

The volume was created with a version of the controller firmware that is not backward-compatible with the current version.

**Action**

1. Upgrade the controller to the latest firmware. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, move the configured arrays back to the original controller.

## Controller State: The array controller contains more logical drives than are supported in the current configuration

### Symptom

Controller State: The array controller contains more logical drives than are supported in the current configuration. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

### Cause

The array controller contains more logical drives than are supported in the current configuration.

### Action

1. Identify the drives that contain the lost logical volumes.
2. Do one of the following:
  - Move the drives to another controller where the logical volumes can be recreated.
  - If a drive contains a valid logical volume that is in use and a lost logical volume, then do not move that drive to another controller.

## Controller State: The array controller contains one or more logical drives with a RAID level that is not supported in the current configuration

### Symptom

Controller State: The array controller contains one or more logical drives with a RAID level that is not supported in the current configuration. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

### Cause

The array controller contains one or more logical drives with a RAID level that is not supported in the current configuration.

### Action

Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, do the following:
  - Upgrade the firmware on this controller.
  - Make sure that the cache module is installed. Install the cache module if not present.
  - If the issue persists, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, do the following:
  - Be sure that the cache module is working. Replace the cache module, if required.
  - If the issue persists, contact Hewlett Packard Enterprise support ("[Accessing Hewlett Packard Enterprise Support](#)" on page 409).

## Controller State: The array controller contains redundant connections to one or more physical drives that are not supported in the current configuration

### Symptom

Controller State: The array controller contains redundant connections to one or more physical drives that are not supported in the current configuration. Please remove the redundant connection(s) or, if your controller supports it, install the appropriate license key to enable the dual domain feature.

**Cause**

The array controller contains unsupported redundant connections.

**Action**

Do one of the following:

- Remove the redundant connections.
- Install a license key to enable the dual-domain feature.

## Controller State: The array controller has a configuration that requires more physical drives than are currently supported

**Symptom**

Controller State: The array controller has a configuration that requires more physical drives than are currently supported. You may reconfigure the controller, but the existing configuration and data will be overwritten and potentially lost.

**Cause**

The configuration requires more drives than are currently supported.

**Action**

Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, do the following:
  - Upgrade the firmware on this controller.
  - Make sure that the cache module is installed. Install the cache module if not present.
  - If the issue persists, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, do the following:
  - Be sure that the cache module is working. Replace the cache module, if required.
  - If the issue persists, contact Hewlett Packard Enterprise support ("[Accessing Hewlett Packard Enterprise Support](#)" on page 409).

## Controller State: The array controller has an unknown disabled configuration status message

**Symptom**

Controller State: The array controller has an unknown disabled configuration status message. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Cause**

The array controller has an unknown disabled configuration status message.

**Action**

Contact Hewlett Packard Enterprise technical support. For more information, see "[Accessing Hewlett Packard Enterprise Support](#) (on page 409)."

## Controller State: The array controller has an unsupported configuration

**Symptom**

Controller State: The array controller has an unsupported configuration. You may reconfigure the controller, but the existing configuration and data will be overwritten and potentially lost.

**Cause**

The array controller has an unsupported configuration.

**Action**

Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, do the following:
  - Upgrade the firmware on this controller.
  - Make sure that the cache module is installed. Install the cache module if not present.
  - If the issue persists, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, do the following:
  - Be sure that the cache module is working. Replace the cache module, if required.
  - If the issue persists, contact Hewlett Packard Enterprise support ("[Accessing Hewlett Packard Enterprise Support](#)" on page 409).

## Controller State: The array controller is connected to an expander card or an external enclosure

**Symptom**

Controller State: The array controller is connected to an expander card or an external enclosure and is operating without a memory board. If there are physical drives attached to the expander card or external enclosure, and those drives contain any logical drives, then making any configuration change will lead to potential data loss on those logical drives.

**Cause**

A cache memory module is not installed.

**Action**

Install a cache memory module. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Controller State: The array controller is operating without a memory board and contains more logical drives than are supported in the current configuration

**Symptom**

Controller State: The array controller is operating without a memory board and contains more logical drives than are supported in the current configuration. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Cause**

A cache memory module is not installed.

**Action**

Install a cache memory module. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

**Controller State: The array controller is operating without a memory board and has a bad volume position**

**Symptom**

Controller State: The array controller is operating without a memory board and has a bad volume position. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Cause**

A cache memory module is not installed.

**Action**

Install a cache memory module. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

**Controller State: The array controller is operating without a memory board and has an invalid physical drive connection**

**Symptom**

Controller State: The array controller is operating without a memory board and has an invalid physical drive connection. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Cause**

A cache memory module is not installed.

**Action**

Install a cache memory module. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

**Controller State: The array controller is operating without a memory board**

**Symptom**

Controller State: The array controller is operating without a memory board (RAID) and contains one or more logical drives with a RAID level that is not supported in the current configuration. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Cause**

A cache memory module is not installed.

**Action**

Install a cache memory module. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

**Controller State: The controller cannot be configured. CACHE STATUS PROBLEM DETECTED**

**Symptom**

Controller State: The controller cannot be configured. CACHE STATUS PROBLEM DETECTED: The cache on this controller has a problem. To prevent data loss, configuration changes to this controller are not allowed. Please replace the cache to be able to continue to configure this controller.

**Cause**

The cache module has failed.

**Action**

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Controller State: The HBA does not have an access ID

**Symptom**

Controller State: The HBA does not have an access ID. External SCSI array controllers that support SSP require HBAs to have an access ID.

**Cause**

The HBA does not have an access ID.

**Action**

1. Upgrade the HBA. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## Drive Offline due to Erase Operation: The logical drive is offline from having an erase in progress

**Symptom**

Drive Offline due to Erase Operation: The logical drive is offline from having an erase in progress.

**Cause**

An erase operation is in progress.

**Action**

No action is required. The logical drive will be offline temporarily. Logical drive migrate and extend operations are not possible while the erase operation is in progress.

## Drive Offline due to Erase Operation: The physical drive is currently queued for erase

**Symptom**

Drive Offline due to Erase Operation: The physical drive is currently queued for erase.

**Cause**

An erase operation is in progress.

**Action**

No action is required. The logical drive containing this physical drive cannot be migrated or extended while the erase operation is in progress.



Drive Offline due to Erase Operation: The physical drive is offline and currently being erased

**Symptom**

Drive Offline due to Erase Operation: The physical drive is offline and currently being erased.

**Cause**

An erase operation is in progress.

**Action**

No action is required. The logical drive containing this physical drive cannot be migrated or extended while the erase operation is in progress.

Drive Offline due to Erase Operation: The physical drive is offline and the erase process has been failed

**Symptom**

Drive Offline due to Erase Operation: The physical drive is offline and the erase process has been failed. The drive may now be brought online through the re-enable erased drive command in SSA.

**Cause**

The erase process has failed.

**Action**

Re-enable the physical drive using HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

Drive Offline due to Erase Operation: The physical drive is offline and the erase process has completed

**Symptom**

Drive Offline due to Erase Operation: The physical drive is offline and the erase process has completed. The drive may now be brought online through the re-enable erased drive command in SSA.

**Cause**

The erase process completed.

**Action**

Re-enable the physical drive using HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

Drive Offline due to Erase Operation: The physical drive is offline from having an erase in progress

**Symptom**

Drive Offline due to Erase Operation: The physical drive is offline from having an erase in progress.

**Cause**

An erase operation is in progress.

**Action**

No action is required. The logical drive containing this physical drive cannot be migrated or extended while the erase operation is in progress.

## Failed Array Controller: code:<lockup Code> : Restart the server and run a diagnostic report

**Symptom**

Failed Array Controller: code:<lockup Code>: Restart the server and run a diagnostic report. Install the latest version of controller firmware. If the condition persists, the controller may need to be replaced or require service.

**Cause**

- The controller does not have the latest firmware.
- Another issue exists with the controller, as listed on the diagnostic report.
- The controller has failed.

**Action**

1. Reboot the server.
2. Run the diagnostics report and take appropriate action as indicated.
3. If the issue persists, replace the controller.
4. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## Logical drive state: A logical drive is configured with a newer version of Storage/Config Mod than is currently running

**Symptom**

Logical drive state: A logical drive is configured with a newer version of Storage/Config Mod than is currently running.

**Cause**

An older version of HPE SSA is installed.

**Action**

Obtain the latest version of HPE SSA. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## Logical drive state: Background parity initialization is currently queued

**Symptom**

Logical drive state: Background parity initialization is currently queued or in progress on this logical drive. If background parity initialization is queued, it will start when I/O is performed on the drive. When background parity initialization completes, the performance of the logical drive will improve.

**Cause**

Background parity initialization is currently queued or is in progress.

**Action**

No action is required.

## Logical drive state: The current array controller is performing capacity expansion

### Symptom

Logical drive state: The current array controller is performing capacity expansion, extension, or migration on this logical drive.

### Cause

Capacity expansion, extension, or migration is in progress.

### Action

No action is required. Further configuration is disabled until the process completes.

## Logical drive state: The logical drive is disabled from a SCSI ID conflict

### Symptom

Logical drive state: The logical drive is disabled from a SCSI ID conflict.

### Cause

A conflict with an existing SCSI ID exists.

### Action

Check all SCSI components to make sure they all have a unique SCSI ID.

## Logical drive state: The logical drive is not configured

### Symptom

Logical drive state: The logical drive is not configured.

### Cause

A logical drive is not configured.

### Action

Refresh the system using the HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## Logical drive state: The logical drive is not yet available

### Symptom

Logical drive state: The logical drive is not yet available.

### Cause

An expand, shrink, or move operation on this array is in progress.

### Action

No action is required. This logical drive will remain in this state until all expand, shrink, or move operations on this array are completed. All I/O requests sent to the logical drive in this state will be rejected.

## Logical drive state: The logical drive is offline from being ejected

### Symptom

Logical drive state: The logical drive is offline from being ejected.

**Cause**

The drive was removed.

**Action**

Reinstall the removed physical drives.

## Logical drive state: The logical drive is queued for erase

**Symptom**

Logical drive state: The logical drive is queued for erase.

**Cause**

A logical drive is queued for erase.

**Action**

No action is required. Logical drive migrate and extend operations are not possible while the erase operation is in progress.

## Logical drive state: The logical drive is queued for expansion

**Symptom**

Logical drive state: The logical drive is queued for expansion.

**Cause**

A logical drive is queued for expansion.

**Action**

No action is required.

## Logical drive state: The logical drive is queued for rebuilding

**Symptom**

Logical drive state: The logical drive is queued for rebuilding.

**Cause**

A logical drive is queued for rebuilding.

**Action**

No action is required. Normal operations can occur; however, performance will be less than optimal during the rebuilding process.

## Logical drive state: This logical drive has a high physical drive count

**Symptom**

Logical drive state: This logical drive has a high physical drive count as well as a high stripe size value such that a controller lock up could occur. It is recommended that the stripe size be migrated to a lower value.

**Cause**

A logical drive has a high physical drive count and a high stripe size value that can lead to a controller lockup.

**Action**

Migrate the stripe size to a lower value using the HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## NVRAM Error: Board ID could not be read

**Symptom**

NVRAM Error: Board ID could not be read (Read-Only Table failed checksum test). Unrecoverable error.

**Cause**

An unrecoverable error occurred.

**Action**

Contact Hewlett Packard Enterprise technical support. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

## NVRAM Error: Bootstrap NVRAM image failed checksum test

**Symptom**

NVRAM Error: Bootstrap NVRAM image failed checksum test, but a backup image was found and successfully restored. A system restart is needed.

**Cause**

Bootstrap NVRAM image failed the checksum test.

**Action**

Reboot the server.

## NVRAM Error: Bootstrap NVRAM image failed checksum test

**Symptom**

NVRAM Error: Bootstrap NVRAM image failed checksum test and could not be restored. This error may or may not be recoverable. A firmware update might be able to correct the error.

**Cause**

Bootstrap NVRAM image failed the checksum test.

**Action**

1. Update the controller firmware. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the update does not complete, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## Physical Drive State: Predictive failure. This physical drive is predicted to fail soon

### Symptom

Physical Drive State: Predictive failure. This physical drive is predicted to fail soon.

### Cause

The drive might fail soon.

### Action

Do one of the following:

- If this drive is part of a non-fault-tolerant configuration, do the following:
  - a. Back up all data on the drive.
  - b. Replace the drive.
  - c. Restore all data to the new drive.
- If this drive is part of a fault-tolerant configuration:
  - a. Bring all of the drives in the array online.
  - b. Replace the drive.

## Physical Drive State: SATA drives are not supported for configuration and should be disconnected from this controller

### Symptom

Physical Drive State: SATA drives are not supported for configuration and should be disconnected from this controller.

### Cause

The drives are not supported by the controller.

### Action

Replace the physical drive with a drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## Physical Drive State: Single-ported drives are not supported for configuration and should be disconnected from this controller

### Symptom

Physical Drive State: Single-ported drives are not supported for configuration and should be disconnected from this controller.

### Cause

The drives are not supported by the controller.

### Action

Replace the physical drive with a drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## Physical Drive State: The data on the physical drive is being rebuilt

### Symptom

Physical Drive State: The data on the physical drive is being rebuilt.

**Cause**

The data on the physical drive is being rebuilt.

**Action**

No action is required. Normal operations can occur; however, performance will be less than optimal during the rebuilding process.

**Physical Drive State: This drive contains unsupported configuration data****Symptom**

Physical Drive State: This drive contains unsupported configuration data. It cannot be used for configuration and should be disconnected from this controller.

**Cause**

The drive is not supported.

**Action**

Replace the physical drive with a drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

**Physical Drive State: This drive is not supported for configuration by this version of controller firmware****Symptom**

Physical Drive State: This drive is not supported for configuration by this version of controller firmware.

**Cause**

The controller firmware version does not support the drive.

**Action**

Replace the physical drive with a drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

**Physical Drive State: This drive is not supported for configuration****Symptom**

Physical Drive State: This drive is not supported for configuration and should be disconnected from this controller.

**Cause**

The drive is not supported.

**Action**

Replace the physical drive with a drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

**Physical Drive State: This drive is smaller in size than the drive it is replacing****Symptom**

Physical Drive State: This drive is smaller in size than the drive it is replacing. It is not supported for configuration and should be disconnected from this controller.

**Cause**

The drive is smaller than the drive it is replacing.

**Action**

Replace the physical drive with a larger drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

**Physical Drive State: This drive is unrecognizable****Symptom**

Physical Drive State: This drive is unrecognizable. It is not supported for configuration and should be disconnected from this controller.

**Cause**

The drive is not supported.

**Action**

Replace the physical drive with a drive supported by the controller. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

**Physical Drive State: This physical drive is part of a logical drive that is not supported by the current configuration****Symptom**

Physical Drive State: This physical drive is part of a logical drive that is not supported by the current configuration. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled logical drive(s).

**Cause**

The drive is not supported by the current configuration.

**Action**

Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, do the following:
  - Upgrade the firmware on this controller.
  - Make sure that the cache module is installed. Install the cache module if not present.
  - If the issue persists, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, do the following:
  - Be sure that the cache module is working. Replace the cache module, if required.
  - If the issue persists, contact Hewlett Packard Enterprise support ("[Accessing Hewlett Packard Enterprise Support](#)" on page 409).

**Redundancy State: This controller has been setup to be part of a redundant pair of controllers****Symptom**

Redundancy State: This controller has been setup to be part of a redundant pair of controllers but redundancy is temporarily disabled. Redundancy is temporarily disabled because capacity expansion, extension, or migration is in progress. Redundancy will be enabled when this process is complete.

**Cause**

Redundancy is disabled because a capacity expansion, extension, or migration is in progress.



**Action**

No action is required.

## Redundancy State: This controller has been setup to be part of a redundant pair of controllers

**Symptom**

Redundancy State: This controller has been setup to be part of a redundant pair of controllers but redundancy is disabled. Redundancy is disabled for an unknown reason.

**Cause**

Redundancy is disabled for an unknown reason.

**Action**

Contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page [409](#))."

## Redundant Path Failure: Multi-domain path failure

**Symptom**

Redundant Path Failure: Multi-domain path failure.

**Cause**

- A cable is not installed correctly.
- A cable is damaged or has failed.
- The storage box I/O module is not installed correctly.
- The storage box I/O module has failed.

**Action**

Check the storage device I/O module and cables to restore redundant paths.

## Redundant Path Failure: The logical drive is degraded due to the loss of a redundant path

**Symptom**

Redundant Path Failure: The logical drive is degraded due to the loss of a redundant path.

**Cause**

- A cable is not installed correctly.
- A cable is damaged or has failed.
- The storage box I/O module is not installed correctly.
- The storage box I/O module has failed.

**Action**

Check the storage box I/O module and cables to restore redundant paths to the logical drive.

## Redundant Path Failure: The physical drive is degraded due to the loss of a redundant path

### Symptom

Redundant Path Failure: The physical drive is degraded due to the loss of a redundant path.

### Cause

- A cable is not installed correctly.
- The storage box I/O module is not installed correctly.
- The storage box I/O module has failed.

### Action

Check the storage box I/O module and cables to restore redundant paths to the physical drive.

## Redundant Path Failure: Warning: Redundant I/O modules of this storage box

### Symptom

Redundant Path Failure: Warning: Redundant I/O modules of this storage box are not cabled in a recommended configuration.

### Cause

The cables are installed incorrectly.

### Action

Correctly connect the cables to the storage system. For more information, see the product user guide on the Hewlett Packard Enterprise website.

## Smart SSD State: SSD has less than 2% of usage remaining before wearout

### Symptom

Smart SSD State: SSD has less than 2% of usage remaining before wearout.

### Cause

The SSD will soon reach the limit for wearout.

### Action

Monitor the drive frequently and replace the drive before wearout.

## Smart SSD State: SSD has less than 2% of usage remaining before wearout

### Symptom

Smart SSD State: SSD has less than 2% of usage remaining before wearout. It has less than an estimated 56 days before it reaches the maximum usage limit and should be replaced as soon as possible.

### Cause

The SSD will soon reach the limit for wearout.

### Action

Replace the SSD as soon as possible.

## Smart SSD State: SSD has less than 5% of usage remaining before wearout

### **Symptom**

Smart SSD State: SSD has less than 5% of usage remaining before wearout.

### **Cause**

The SSD will soon reach the limit for wearout.

### **Action**

Monitor the drive frequently and replace the drive before wearout.

## Smart SSD State: SSD has less than 5% of usage remaining before wearout

### **Symptom**

Smart SSD State: SSD has less than 5% of usage remaining before wearout. It has less than an estimated 56 days before it reaches the maximum usage limit and should be replaced as soon as possible.

### **Cause**

The SSD will soon reach the maximum usage limit.

### **Action**

Replace the SSD as soon as possible.

## Smart SSD State: SSD has less than an estimated 56 days before it reaches the maximum usage limit for writes (wearout)

### **Symptom**

Smart SSD State: SSD has less than an estimated 56 days before it reaches the maximum usage limit for writes (wearout) and should be replaced as soon as possible.

### **Cause**

The drive will soon reach the maximum limit for wearout.

### **Action**

Replace the SSD as soon as possible.

## Smart SSD State: SSD has reached the maximum rated usage limit for writes (wearout) and should be replaced immediately

### **Symptom**

Smart SSD State: SSD has reached the maximum rated usage limit for writes (wearout) and should be replaced immediately.

### **Cause**

The SSD has reached the limit for wearout.

### **Action**

Replace the SSD immediately.

## Smart SSD State: The SmartSSD Wear Gauge log is full

### **Symptom**

Smart SSD State: The SmartSSD Wear Gauge log is full. Wear Gauge parameters are not available.

**Cause**

The SmartSSD Wear Gauge log is full.

**Action**

SSD wearout cannot be monitored. If wearout must be monitored, replace the drive.

## Storage Enclosure: One or more fans have failed

**Symptom**

Storage Enclosure: One or more fans have failed.

**Cause**

One or more fans have failed.

**Action**

Replace the fan. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## Storage Enclosure: The enclosure is reporting a critical temperature status condition

**Symptom**

Storage Enclosure: The enclosure is reporting a critical temperature status condition. Power off the enclosure immediately.

**Cause**

- A required fan is missing or not spinning.
- One or more fans have failed.
- Airflow from the fans is obstructed.

**Action**

1. Power off the enclosure immediately.
2. Be sure that all the fans are connected and operating.
3. Replace any defective fans.
4. For better airflow, remove any dust buildup from fans or other areas.
5. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## Storage Enclosure: Warning: One or more redundant power supplies in this enclosure has failed or is not plugged in correctly

**Symptom**

Storage Enclosure: Warning: One or more redundant power supplies in this enclosure has failed or is not plugged in correctly.

**Cause**

- The power supply is not seated correctly.
- The power cable is not connected correctly.
- The power supply has failed.

#### Action

1. Reseat the power supply.
2. Make sure that the power cable is connected correctly.
3. If the issue persists, replace the power supply.

## Storage Enclosure: Warning: The enclosure is reporting a high temperature status

#### Symptom

Storage Enclosure: Warning: The enclosure is reporting a high temperature status.

#### Cause

- A required fan is missing or not spinning.
- One or more fans have failed.
- Airflow from the fans is obstructed.

#### Action

1. Be sure that all fans are connected and operating.
2. Replace any defective fans.
3. For better airflow, remove any dust buildup from fans or other areas.
4. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

# POST error messages

## Introduction to POST error messages

The error messages and codes in this section include all messages generated by ProLiant servers. Some messages are informational only and do not indicate any error. A server generates only those codes that are applicable to its configuration and options.



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**WARNING:** To avoid potential issues, ALWAYS read the warnings and cautionary information in the product documentation before removing, replacing, reseating, or modifying system components.

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**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.

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## 100 Series

### 101-Option ROM Error

#### Symptom

101-Option ROM Error. An option ROM for a PCIe device is invalid. Action: Update the option ROM/firmware for the PCIe device (may be an Option Card or an embedded device).

#### Cause

An option ROM for a PCIe device is invalid.

### Action

Update the option ROM or firmware for the option card or embedded device. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 102-System board error

### Symptom

102-System board error.

### Cause

An issue exists with the system board.

### Action



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**CAUTION:** Only authorized technicians trained by Hewlett Packard Enterprise should attempt to remove the system board. If you believe the system board requires replacement, contact Hewlett Packard Enterprise technical support before proceeding. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

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Contact Hewlett Packard Enterprise technical support. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

## 104-ASR Timer Failure

### Symptom

104-ASR Timer Failure.

### Cause

An issue exists with the system board.



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**CAUTION:** Only authorized technicians trained by Hewlett Packard Enterprise should attempt to remove the system board. If you believe the system board requires replacement, contact Hewlett Packard Enterprise technical support before proceeding. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

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### Action

Contact Hewlett Packard Enterprise technical support. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

## 162-System options error

### Symptom

162-System options not set.

### Cause

- The configuration is incorrect.
- The system configuration has changed after the last boot (for example, the addition of a hard drive).
- A loss of power to the real-time clock has occurred (the real-time clock loses power if the onboard battery is not functioning correctly).

### Action

1. Press the **F1** key to enter HPE UEFI System Utilities.
2. Run the server setup utility to change the configuration.

For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

3. If the issue persists, replace the onboard battery.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 163-Time and date not set

### Symptom

163-Time and date not set.

### Cause

The time or date in the configuration memory is invalid.

### Action

Run the server setup utility and correct the time or date.

For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 200 Series

### 207-DIMM configuration errors

#### Symptom

207-DIMM configuration errors.

#### Cause

An Advanced Memory Protection DIMM configuration error occurred.

#### Action

Install DIMMs in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

### 208-Memory speed error

#### Symptom

208-Memory speed error.

#### Cause

- The memory board is not installed correctly.
- The memory board has failed.
- An issue exists with the system board.

#### Action

1. Reseat the memory board.
2. If the issue persists, replace the memory board.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).



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**CAUTION:** Only authorized technicians trained by Hewlett Packard Enterprise should attempt to remove the system board. If you believe the system board requires replacement, contact Hewlett Packard Enterprise technical support before proceeding. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

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3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 209-DIMM Configuration Error

### Symptom

209-DIMM Configuration Error - Installed DIMM configuration does NOT support configured AMP Mode. System will operate in Advanced ECC Mode. Action: Ensure DIMM configuration meets requirements for configured AMP mode.

### Cause

The DIMM configuration does not match the configured AMP mode.

### Action

Install DIMMs in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 210-Processor X: Quick Path Interconnect (QPI) Link Degradation

### Symptom

210-Processor X: Quick Path Interconnect (QPI) Link Degradation. A QPI link on this processor is operating in a degraded performance state.

### Cause

- The processor is not seated correctly.
- The processor socket is contaminated.
- The processor has failed.

### Action



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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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1. Make sure the processor is correctly installed and seated.  
For more information, see "Processor issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, make sure that the processor socket is not contaminated.
3. If the issue persists, replace the processor.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 212-CPU failed

### Symptom

212-CPU failed.



**Cause**

The processor has failed.

**Action**

1. Run Insight Diagnostics to identify the components.



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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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2. Replace the processor.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 213-CPU installation error

**Symptom**

213-CPU installation error.

**Cause**

The processor is not seated correctly.

**Action**

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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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Make sure the processor is correctly installed and seated. For more information, see "Processor issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 217-Processor cannot cache all installed memory

**Symptom**

217-Processor cannot cache all installed memory

**Cause**

The amount of memory installed in the server exceeds the maximum supported amount.

**Action**

Remove any additional memory that exceeds the maximum supported amount. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 222-DIMM Configuration Error – The DIMM configuration is incorrect

**Symptom**

222-DIMM Configuration Error – The DIMM configuration is incorrect and prevents the system from initializing memory. System video output may have additional information regarding failure. The system is halted.

**Cause**

Memory is not installed correctly.

**Action**

Install DIMMs in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 223-Memory Error – A memory error occurred

**Symptom**

223-Memory Error. A memory error occurred which prevents the system from initializing memory. System video output may have additional information regarding failure. The system is halted.

**Cause**

A memory error occurred.

**Action**

Check the video output or the Integrated Management Log for additional information. For more information, see "Integrated Management Log" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 224-Power fault detected – FlexLOM X

**Symptom**

224-Power fault detected – FlexLOM X. Action: Unplug the server (or remove the server if a blade or SL-server) and re-seat the indicated FlexLOM.

**Cause**

The FlexibleLOM is not fully seated on the connector.

**Action**

1. Power down the server.
2. Do one of the following:
  - o For non-blade or non-SL-series server, unplug the server.
  - o For blade or SL-series servers, remove the server.
3. Locate and reseat the indicated FlexibleLOM.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 225-Power fault detected – Mezzanine X

**Symptom**

225-Power fault detected – Mezzanine X. Action: re-seat the indicated mezzanine card.

**Cause**

The mezzanine option is not fully seated on the connector.

**Action**

Locate and reseat the indicated mezzanine option. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 226-Power fault detected – Embedded storage controller

### Symptom

226-Power fault detected – Embedded storage controller.

### Cause

The storage controller is not fully seated.

### Action

Do one of the following:

- If the storage controller is embedded on the system board, contact Hewlett Packard Enterprise support ("[Accessing Hewlett Packard Enterprise Support](#)" on page 409).
- If the storage controller is on a removable board, locate and reseal the indicated storage controller option.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 227-Processor mismatch – Core count must match between processors

### Symptom

227-Processor mismatch. Core count must match between processors.

### Cause

Processors with different core counts are installed.

### Action



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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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Remove the processors and install processors with the same core count. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 228-DIMM Configuration Error - Processor X, Channel Y

### Symptom

228-DIMM Configuration Error – Processor X, Channel Y

- Memory channel not populated in correct order. See User Guide.
- System Halted!

### Cause

The memory bank is not populated in the correct order.

### Action

Populate the memory bank in the correct order. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 229-DIMM Configuration Error – Processor X, DIMM Y

### Symptom

229-DIMM Configuration Error – Processor X, DIMM Y

- Unsupported DIMM.
- System Halted!

### Cause

An unknown DIMM type was detected.

### Action

Install the correct DIMM type. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 230-DIMM Configuration Error – Processor X, Channel Y

### Symptom

230-DIMM Configuration Error – Processor X, Channel Y

- Only 2 DIMMs can be installed on a channel containing Quad-Rank DIMM(s).
- System Halted!

### Cause

Too many DIMMs are installed on a channel containing quad-rank DIMMs.

### Action

Install DIMMs in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 231-DIMM Configuration Error – No memory is available

### Symptom

231-DIMM Configuration Error – No memory is available. If DIMMs are installed, verify that the corresponding processor is installed.

- System Halted!

### Cause

- There are no DIMMs installed in the server.
- There are no DIMMs installed for which there is a corresponding processor.

### Action

Do one of the following:

- Install DIMMs in a supported configuration.
- Verify there is a corresponding processor for the installed DIMMs.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 232-Memory initialization error – Processor A, DIMM B failed

### Symptom

232-Memory initialization error – Processor A, DIMM B failed.

**Cause**

Installed DIMMs did not pass the memory test.

**Action**

Replace the DIMMs. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 233-Trusted Execution Technology (TXT) Failure

**Symptom**

233-Trusted Execution Technology (TXT) Failure – Secrets in Memory detected and BIOS may be compromised.

– System Halted

**Cause**

TXT detected ROM changes after the previous boot and was unable to clear memory secrets after an unexpected shutdown.

**Action**

1. Remove power to the server.
2. Remove the system battery.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

3. Wait for at least 1 minute before reinstalling the system battery and reconnecting power to the server.
4. Power up the server and resume normal operations.

## 234-DIMM Initialization Error – Memory cannot be initialized

**Symptom**

234-DIMM Initialization Error – Memory cannot be initialized. Action: Re-seat DIMMs. If issue persists, re-seat processors. If issue still persists, contact HP service. System halted.

**Cause**

- DIMMs are not seated correctly.
- Processors are not seated correctly.

**Action**

1. Reseat the DIMMs.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).



**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

2. If the issue persists, reseal the processors.
3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 235-DIMM Configuration Error – Only 2 DIMMs can be installed on a channel with UDIMMs

### Symptom

235-DIMM Configuration Error – Only 2 DIMMs can be installed on a channel with UDIMMs.

– System Halted!

### Cause

A channel with UDIMMs has more than two DIMMs installed.

### Action

Install DIMMs in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 236-DIMM Configuration Error – Ultra-Low Voltage DIMMs installed

### Symptom

236-DIMM Configuration Error – Ultra-Low Voltage (1.25V) DIMMs installed on Processor X. These DIMMs are not supported. Action: Remove Ultra-Low Voltage DIMMs.

### Cause

Ultra-low voltage (1.25 V) DIMMs are not supported.

### Action

1. Remove all ultra-low voltage DIMMs from the server.
2. Install the correct DIMM type.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 238-DIMM Configuration Error – Processor X, DIMM Y

### Symptom

238-DIMM Configuration Error – Processor X, DIMM Y – Quad Rank DIMMs must be installed in the first socket of any memory channel in which they are populated.

– System Halted!

### Cause

Quad-rank DIMMs are installed on the memory channel after SR or DR DIMMs.

### Action

Install quad-rank DIMMs in the first slot of any memory channel. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 239-DIMM Configuration Error – Mismatched DIMM types

### Symptom

239-DIMM Configuration Error – X and Y are installed in the system. The system cannot have both types of DIMMs installed.

– System Halted!

### Cause

A DIMM configuration error exists with mismatched DIMMs. In this message, X and Y can be RDIMMs, UDIMMs, or LRDIMMs. Mixing DIMM types is not supported.

**Action**

Make sure that all DIMMs are of the same type. For more information about the DIMMs supported on the server, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 240-Unsupported Expansion Riser Board Detected

**Symptom**

240-Unsupported Expansion Riser Board Detected – One or more of the installed expansion riser boards is not supported by this server. Action: Replace the installed riser board with one supported by this server.

– System Halted!

**Cause**

The installed expansion riser board is not supported by this server.

**Action**

1. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).
2. Replace the riser board with a supported option.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 241-Expansion Riser Board Detected in Incorrect Slot

**Symptom**

241-Expansion Riser Board Detected in Incorrect Slot – An expansion riser board is installed in a riser slot in which it is not supported. Action: Please move the expansion riser board to a slot in which it is supported. Refer to server documentation for any requirements regarding the installation of expansion riser boards.

– System Halted!

**Cause**

The expansion riser board is installed in an unsupported slot.

**Action**

Move the expansion riser board to a supported slot. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 242-Unsupported Processor Configuration Detected

**Symptom**

242-Unsupported Processor Configuration Detected - System does not support booting with three processors installed. Action: Install an additional processor or remove one processor.

– System Halted!

**Cause**

The system does not support booting with three processors.

**Action**



**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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Do one of the following:

- Install an additional processor.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- Remove one of the processors.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 243-Unsupported Option Card configuration

### Symptom

243-Unsupported Option Card configuration. The option card installed in Slot X is not supported in that slot with the current server configuration. Action: Move the Option Card to a different slot.

### Cause

The option card is installed in an unsupported configuration.

### Action

1. Remove the option card from the indicated slot.
2. Install the option card in a supported slot.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 244-IMPORTANT: PCIe Slot X only supports 8 functions for a SR-IOV capable Expansion Card.

### Symptom

244-IMPORTANT: PCIe Slot X only supports 8 functions for an SR-IOV capable Expansion Card. Action: HP recommends moving this Expansion Card to another available slot to avoid possible SR-IOV limitations.

### Cause

The present PCIe slot supports only eight functions for an SR-IOV-capable expansion card.

### Action

Move the expansion card to another slot to avoid SR-IOV limitations. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 245-Processor Power-on Issue

### Symptom

245-Processor Power-on Issue: Processor X did not power up. Action: Confirm installed processors are the same model. If so, power cycle. If not resolved, reseal or swap processors. If the issue persists, contact HP service.



**Cause**

- Processors with different model numbers are installed.
- The processor is not seated correctly.

**Action**

1. Be sure that the processors installed on the server have the same model number. Replace any processors that are not of the same model number.
2. If the issue persists, reboot the server.
3. If the issue persists, reseal the processors.
4. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 246-IMPORTANT: The system has exceeded the amount of available Option ROM space

**Symptom**

246-IMPORTANT: The system has exceeded the amount of available Option ROM space. The Option ROM for one or more devices cannot be executed. Action: Disable unneeded Option ROMs (such as PXE).

**Cause**

The amount of available Option ROM space has been exceeded.

**Action**

Disable any unnecessary option ROMs (such as PXE). For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 247-Memory Initialization Error

**Symptom**

247-Memory Initialization Error – Ultra-Low Voltage (1.25V) and Standard Voltage (1.5V) DIMMs are mixed in the same system. No common voltage available. Action: Remove 1.25V or 1.5V DIMMs as mixing is not supported.

**Cause**

Ultra-low voltage and Standard voltage DIMMs are both installed in the server.

**Action**

1. Remove either the 1.25 V or the 1.5 V DIMMs.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. Install DIMMs in a supported configuration.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 248-Unsupported Option Card configuration

### Symptom

248-Unsupported Option Card configuration. The option card installed in Slot X is only supported in Slot Y. Action: Move the option card from Slot X to Slot Y.

### Cause

The option card is not supported in slot X.

### Action

Remove the option card from Slot X and move it to Slot Y. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 249-Unsupported Option Card configuration

### Symptom

249-Unsupported Option Card configuration. The option card installed in Slot X is not supported unless Slot Y is unpopulated. Action: Move the Option Card in Slot X to a different slot or remove the card in Slot Y.

### Cause

The option card is installed in an unsupported configuration.

### Action

Do one of the following:

- Remove the option card in Slot X and move it to a different slot.
- Remove the card from Slot Y.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 250-Unsupported Processor Configuration Detected

### Symptom

250-Unsupported Processor Configuration Detected. The installed processors are only supported in single processor configurations. Action: Remove Processor 2.

### Cause

Two processors are installed in a server configured for a single processor.

### Action

Remove Processor 2. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 251-IMPORTANT: Switches SW1 and SW3 are ON

### Symptom

251-IMPORTANT: Switches SW1 and SW3 are ON. This is only used to recover iLO functionality. Action: Power down the server and put these switches in the OFF position (SW1 in the ON position disables iLO Security).

### Cause

SW1 in the ON position disables iLO Security.

**Action**

1. Power down the server.
2. Set switches SW1 and SW3 to the OFF position.

To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 252-Unsupported Processor Configuration Detected

**Symptom**

252-Unsupported Processor Configuration Detected. The installed processors do not all have the same FlexCompute capabilities. Action: Ensure all installed processors have the same level of FlexCompute support.

**Cause**

Processors with various levels of FlexCompute support are installed in the server.

**Action**

Verify that all installed processors have the same level of FlexCompute support. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 253-IMPORTANT: The PCI-e Device installed in Slot X has no corresponding processor installed and will not function

**Symptom**

253-IMPORTANT: The PCI-e Device installed in Slot X has no corresponding processor installed and will not function. Action: Move the PCI-e Device to another slot or install Processor Y.

**Cause**

A PCIe device is installed in an unsupported slot.

**Action**

Do one of the following:

1. Remove the PCIe device and install it in another supported slot.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Install Processor Y.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 254-IMPORTANT: A FlexCompute license is installed that cannot be utilized by installed processor(s)

**Symptom**

254-IMPORTANT: A FlexCompute license is installed that cannot be utilized by installed processor(s).

**Cause**

The processor cannot use the installed FlexCompute license.

**Action**

Do one of the following:

- Install a processor that supports the installed license.

- Install a license supported by the installed processors.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 255-An attempt to increase the frequency or core count of a FlexCompute capable processor without installing the appropriate license has been detected

### Symptom

255-An attempt to increase the frequency or core count of a FlexCompute capable processor without installing the appropriate license has been detected. The processor's frequency has been reduced to the minimum supported.

### Cause

The current license does not support the increase in processor frequency or core count.

### Action

Do one of the following:

- Change the frequency or core count of the processor to match the support of the current license.
- Install a license with increased frequency or core count support.

## 256-IMPORTANT: A PCI-e Riser Card is installed that requires 2 processors to function

### Symptom

256-IMPORTANT: A PCI-e Riser Card is installed that requires 2 processors to function. Slots on this riser are unusable with the current configuration. Action: Install a second processor to use this riser.

### Cause

The riser card installed is supported only when two processors are installed.

### Action

Install a supported second processor. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 257-Memory Initialization Error

### Symptom

257-Memory Initialization Error - Memory on Processor X failed to initialize. The operating system may not have access to all installed memory. Action: Replace the failed processor.

### Cause

The processor has failed.

### Action



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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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Replace the processor. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 258-Unsupported Processor Configuration Detected

### Symptom

258-Unsupported Processor Configuration Detected. This system supports either 2 processor or 4 processor configurations and is currently configured with <1 or 3> processor(s). Action: Install either 2 or 4 processors.

### Cause

An incorrect number of processors are installed.

### Action



**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

Do one of the following:

- Install an additional processor.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- Remove one of the processors.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 259-Unsupported Processor Configuration Detected

### Symptom

259-Unsupported Processor Configuration Detected. All installed processors do not have the same model number. Action: Only install processors with the same model number.

### Cause

Processors with different model numbers are installed.

### Action

Replace any processors that are not of the same model number. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 260-Configuration Error

### Symptom

260-Configuration Error – Online Spare (OLS) Mode and Combined Channel (CC) Mode are both Enabled. This is not supported. CC Mode will be disabled so OLS can be enabled. Action: Disable OLS mode if CC Mode is desired.

### Cause

Online Spare Mode and Combined Channel Mode are both enabled.

### Action

Disable either Online Spare mode or Combined Channel Mode. For more information, see the *HPE UEFI System Utilities User Guide for HPE ProLiant Gen9 Servers* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/UEFI/docs>).

## 261-Server Platform Services Firmware requires update

### Symptom

261-Server Platform Services Firmware requires update. Action: Please run the Server Platform Services Firmware Flash Component to update this firmware.

### Cause

A firmware update is available.

### Action

Update the firmware. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 262-Redundant ROM Error

### Symptom

262-Redundant ROM Error: The Backup System ROM is invalid. The system is operating on the Primary System ROM. Action: No action required, but flashing the System ROM will restore System ROM Redundancy.

### Cause

The backup System ROM is corrupt or invalid.

### Action

Flash the System ROM to restore redundancy. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 263-Redundant ROM Error

### Symptom

263-Redundant ROM Error: The Primary System ROM is invalid. The system is operating on the Backup System ROM. Action: Flash the System ROM to the desired revision to restore System ROM Redundancy.

### Cause

The primary System ROM is corrupt or invalid.

### Action

Flash the System ROM to restore redundancy. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 264-Fatal System ROM Error

### Symptom

264-Fatal System ROM Error: The System ROM is not programmed properly. Action: Replace the System ROM part.

– System halted

### Cause

The System ROM is not correctly programmed.

**Action**

Replace the physical ROM part.

## 265-Fatal System ROM Error

**Symptom**

265-Fatal System ROM Error: The programming of the System ROM cannot be verified. Action: Reset iLO and cold boot the system.

**Cause**

System ROM programming cannot be verified.

**Action**

1. Reset iLO.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

2. Reboot the server.

## 266-Non-Volatile Memory Corruption Detected

**Symptom**

266-Non-Volatile Memory Corruption Detected. Configuration settings restored to defaults. If enabled, Secure Boot security settings may be lost. Action: Restore configuration settings. Contact support if issue persists.

**Cause**

An HPE ProLiant c-Class server blade was interrupted while writing to NVRAM by:

- A sudden removal of power
- Pressing the power button
- Pressing the iLO virtual power button

**Action**

1. Reset any configuration settings that differ from the default settings.
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 267-IMPORTANT: Default configuration settings have been restored

**Symptom**

267- IMPORTANT: Default configuration settings have been restored at the request of the user. Action: Restore any desired configuration settings which differ from defaults.

**Cause**

Configuration settings were reset to the default settings.

**Action**

Reset any configuration settings that differ from the default settings.

## 268-iLO FW Not Responding

### Symptom

268- iLO FW Not Responding – Unable to communicate with iLO FW. Certain management functionality is not available.

### Cause

The system cannot communicate with the iLO firmware.

### Action

1. Remove power from the server.
2. If the issue persists, update the iLO firmware.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 269-IMPORTANT: Default configuration settings have been restored

### Symptom

269-IMPORTANT: Default configuration settings have been restored per user request. If Secure Boot was enabled, related security settings may have been lost. Action: Restore any desired configuration settings.

### Cause

Configuration settings were reset to the default settings.

### Action

Reset any configuration settings that differ from the default settings.

## 270-iLO FW Communication Issue

### Symptom

270-iLO FW Communication Issue – Unable to communicate with iLO FW. Certain management functionality is not available. Action: Remove power. If issue persists, update iLO FW. If issue still persists, call HP service.

### Cause

The system cannot communicate with the iLO firmware.

### Action

1. Remove power from the server.
2. If the issue persists, update the iLO firmware.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 271-Processor X, DIMM Y could not be authenticated

### Symptom

271-Processor X, DIMM Y could not be authenticated as genuine HP SmartMemory. Enhanced and extended HP SmartMemory features will not be active.



**Cause**

Unsupported DIMMs are installed.

**Action**

1. Remove all DIMMs.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Install DIMMs in a supported configuration.

For a list of supported options, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 273-Unsupported Option Card Configuration

**Symptom**

273-Unsupported Option Card Configuration. The option card installed in Slot Y is not supported in Slot 3 or Slot 4. Action: Move the option card to a different slot.

– System Halted!

**Cause**

The option card is installed in an unsupported configuration.

**Action**

Remove the option card and move it to a different slot. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 274-Unsupported DIMM Configuration Detected

**Symptom**

274-Unsupported DIMM Configuration Detected. LRDIMMs are not supported with Xeon E5-2600 v2 processors with this System ROM revision. Action: Remove LRDIMMs or update to a System ROM w/ support (if available).

**Cause**

The current System ROM does not support the DIMM configuration.

**Action**

Do one of the following:

- Remove LRDIMMs from the server.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

- Update to a System ROM with support, if available.

For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 275-Unsupported Processor Detected

**Symptom**

275-Unsupported Processor Detected - Processor stepping not supported.

– System halted!

**Cause**

The current system ROM version does not support processor stepping.

**Action**

If available, update the System ROM to a version supporting processor stepping using iLO's out-of-band firmware update interface. For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

## 276-Option Card Configuration Error

**Symptom**

276-Option Card Configuration Error. One or more option cards are requesting more memory mapped I/O than is available. Action: Remove one or more option cards to allow the system to boot.

– System halted!

**Cause**

One or more option cards are requesting more memory mapped I/O than is available.

**Action**

Remove one or more option cards to allow the system to boot. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 277-Secure Boot Authentication Failure

**Symptom**

277-Secure Boot Authentication Failure. One or more UEFI drivers or applications failed authentication and was not executed.

**Cause**

The current system firmware version does not support Secure Boot.

**Action**

Confirm the system has firmware or software that supports Secure Boot and has not been compromised. For more information, see "Secure Boot Configuration" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 278-Secure Boot Authentication Failure

**Symptom**

278- Secure Boot Authentication Failure. One or more UEFI drivers or applications was not authorized due to revoked certificate(s) and was not executed. Action: Update the SW/FW to a revision with a valid certificate.

**Cause**

The current software or firmware revision does not have a valid certificate.

**Action**

Update the software or firmware to a revision with a valid certificate. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 279-Cable Error

### Symptom

279-Cable Error - An internal cable routed to the LED Board is not plugged in or plugged in incorrectly. Action: Plug in the internal cable correctly.

### Cause

The LED board cable is not connected correctly.

### Action

Install and route in the internal LED board cable correctly. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 280-Cable Error

### Symptom

280-Cable Error - An internal cable routed to the SUV connector is not plugged in or plugged in correctly. Action: Plug in the internal cable correctly.

### Cause

An internal cable is not connected correctly.

### Action

Connect and route the internal cable correctly. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 281-IMPORTANT: SW12 is ON indicating physical presence

### Symptom

281-IMPORTANT: SW12 is ON indicating physical presence. This switch should only be ON to override certain security protections. Action: Power down the server and put SW12 OFF if physical presence is not required.

### Cause

The SW12 switch is set to ON.

### Action

If physical presence is not required, power down the server and set the SW12 switch to the OFF position. To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 282-Invalid Server Serial Number and Product ID

### Symptom

282-Invalid Server Serial Number and Product ID. The Serial Number and/or Product ID have been corrupted or lost. Action: Enter the correct values for these fields in Platform Configuration (RBSU).

### Cause

The serial number, the Product ID, or both are invalid, corrupted, or lost.

### Action

Enter the correct values for these fields in BIOS/Platform Configuration (RBSU). For more information, see "Re-entering the server serial number and Product ID" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 283-Memory Address/Command Parity Error Detected

### Symptom

283-Memory Address/Command Parity Error Detected – Processor X, Channel Y. Action: Reseat the DIMMs. If the issue persists, contact HP service.

### Cause

DIMMs are not correctly installed.

### Action

1. Reseat the DIMMs.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 284-DIMM Failure – Memory Board X, DIMM Y

### Symptom

284-DIMM Failure – Uncorrectable Memory Error – Memory Board X, DIMM Y. Action: Replace Failed DIMM.

### Cause

A DIMM has failed.

### Action

Replace the DIMM. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 284-DIMM Failure – Processor X, DIMM Y

### Symptom

284-DIMM Failure – Uncorrectable Memory Error – Processor X, DIMM Y. Action: Replace Failed DIMM.

### Cause

A DIMM has failed.

### Action

Replace the DIMM. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 285-DIMM Failure

### Symptom

285-DIMM Failure – Uncorrectable Memory Error – Memory Board X, DIMM Y or Processor X, DIMM Z (exact DIMM could not be determined). Action: Attempt to isolate which DIMM is failed and replace it.

### Cause

A DIMM has failed.

### Action

Attempt to isolate the DIMM experiencing the error and replace it. For more information, see "General memory issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 285-DIMM Failure

### Symptom

285-DIMM Failure – Uncorrectable Memory Error – Processor X, DIMM Y or Processor X, DIMM Z (exact DIMM could not be determined). Action: Attempt to isolate which DIMM is failed and replace it.

### Cause

A DIMM has failed.

### Action

Attempt to isolate the DIMM experiencing the error and replace it. For more information, see "General memory issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 286-IMPORTANT: The removal of a storage device has been detected

### Symptom

286-IMPORTANT: The removal of a storage device has been detected. The device has been removed from the Boot Controller Order. Action: No action required.

### Cause

A storage device was removed from the server.

### Action

No action is required.

## 287-IMPORTANT: The removal of a network device has been detected

### Symptom

287-IMPORTANT: The removal of a network device has been detected. The device has been removed from the Standard Boot Order (IPL). Action: No action required.

### Cause

A network device was removed.

### Action

No action is required.

## 288-IMPORTANT: A new storage device has been detected

### Symptom

288-IMPORTANT: A new storage device has been detected and has been added to the end of the Boot Controller Order. Action: No action required.

### Cause

A new storage device was connected to the server.

### Action

No action is required.

## 289-IMPORTANT: A new network or storage device has been detected

### **Symptom**

289-IMPORTANT: A new network or storage device has been detected. This device will not be shown in the Legacy BIOS Boot Order options in RBSU until the system has booted once. Action: No action required.

### **Cause**

A new network or storage device has been connected to the server.

### **Action**

No action is required.

## 290-IMPORTANT: The Boot Mode for the system has been changed

### **Symptom**

290-IMPORTANT: The Boot Mode for the system has been changed to Legacy Boot Mode. The Legacy BIOS Boot Order options are not configurable until the system has booted once. Action: No action required.

### **Cause**

The server was changed to boot in Legacy Boot Mode.

### **Action**

No action is required.

## 291-IMPORTANT: The Standard Boot Order (IPL) has been detected as corrupted

### **Symptom**

291-IMPORTANT: The Standard Boot Order (IPL) has been detected as corrupted and has been restored to default values. Action: No action required.

### **Cause**

The Standard Boot Order (IPL) is corrupted.

### **Action**

No action is required. Configure the Standard Boot Order (IPL) in RBSU if changes are required.

## 292-Invalid HP Software RAID Configuration

### **Symptom**

292-Invalid HP Software RAID Configuration. HP B140i SW RAID Mode is NOT supported when the Boot Mode is configured for Legacy BIOS Mode.

### **Cause**

The server is configured for Legacy BIOS Mode.

### **Action**

Configure the Boot Mode to UEFI Mode if using SW RAID. For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

## 293-A critical error occurred resulting in a reboot of the system

### Symptom

293-A critical error occurred resulting in a reboot of the system. The source of the error could not be identified. Action: Check hardware and software for issues. Contact HP service if the issue persists.

### Cause

A hardware or software issue exists.

### Action

1. Check the hardware and software for issues.  
For more information, see "POST issues flowchart" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 294-Memory Board X Training Failure

### Symptom

294-Memory Board X Training Failure. DIMMs on this Memory Board are not available to the operating system. Action: Reseat the Memory Board. If the issue persists, contact HP Support.

### Cause

The memory board is not installed correctly.

### Action

1. Reseat the memory board.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 295-DIMM Failure – Memory Board X, DIMM Y

### Symptom

295-DIMM Failure – Uncorrectable Memory Error – Memory Board X, DIMM Y. This memory will not be available to the operating system. Action: Replace the failed DIMM to restore the full amount of memory.

### Cause

A DIMM has failed.

### Action

Replace the DIMM to restore the full amount of memory. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 295-DIMM Failure – Processor X, DIMM Y

### Symptom

295-DIMM Failure – Uncorrectable Memory Error – Processor X, DIMM Y. This memory will not be available to the operating system. Action: Replace the failed DIMM to restore the full amount of memory.

**Cause**

A DIMM has failed.

**Action**

Replace the DIMM to restore the full amount of memory. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 296-DIMM Configuration Error – Processor X, DIMM Y

**Symptom**

296-DIMM Configuration Error – Processor X, DIMM Y – Non-production DIMM detected. Action: Remove non-production DIMM.

– System halted!

**Cause**

A non-production DIMM has been installed.

**Action**

1. Remove the non-production DIMM.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Install a supported DIMM.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>). To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 297-IMPORTANT: The iLO Security switch is set to the ON position

**Symptom**

297-IMPORTANT: The iLO Security switch is set to the ON position. Platform security is DISABLED.

**Cause**

The iLO Security switch is set to ON.

**Action**

Set the switch to the OFF position for normal operation. To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 298-IMPORTANT: The Boot Mode has been changed to Legacy Boot Mode for this boot only

**Symptom**

298-IMPORTANT: The Boot Mode has been changed to Legacy Boot Mode for this boot only. On the next reboot, the Boot Mode will return to UEFI Boot Mode. Action: No action required.

**Cause**

The server is temporarily configured to boot in Legacy Boot Mode.

**Action**

No action is required.



## 299-IMPORTANT: The Boot Mode has been changed to UEFI Boot Mode for this boot only

### Symptom

299-IMPORTANT: The Boot Mode has been changed to UEFI Boot Mode for this boot only. On the next reboot, the Boot Mode will return to Legacy Boot Mode. Action: No action required.

### Cause

The server is temporarily configured to boot in UEFI Boot Mode.

### Action

No action is required.

## 300 Series

### 300-IMPORTANT: Unable to log an entry to the Integrated Management Log (IML)

#### Symptom

300-IMPORTANT: Unable to log an entry to the Integrated Management Log (IML). Action: Remove power. If issue persists, update iLO FW. If issue still persists, call HP service.

#### Cause

The iLO firmware is not the latest version.

#### Action

1. Power down and remove all power from the server.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. If the issue persists, update the iLO firmware.  
For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).
3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 301-Keyboard Error

### Symptom

301-Keyboard Error

### Cause

- The keyboard is not connected correctly.
- Keys are depressed or stuck.
- The keyboard has failed.

### Action

1. Be sure that the keyboard is in working order.  
For more information, see "Mouse and keyboard issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, replace the keyboard.

## 301-Keyboard Error or Test Fixture Installed

### Symptom

301-Keyboard Error or Test Fixture Installed.

### Cause

- The keyboard is not connected correctly.
- Keys are depressed or stuck.
- The keyboard has failed.

### Action

1. Be sure that the keyboard is in working order.

For more information, see "Mouse and keyboard issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. If the issue persists, replace the keyboard.

## 304-Keyboard or System Unit Error

### Symptom

304-Keyboard or System Unit Error.

### Cause

- The keyboard is not connected correctly.
- The keyboard has failed.
- The mouse is not connected correctly.
- The mouse has failed.
- An issue exists with the system board.

### Action

1. Verify that the keyboard and mouse are connected.

For more information, see "Mouse and keyboard issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).



**CAUTION:** Only authorized technicians trained by Hewlett Packard Enterprise should attempt to remove the system board. If you believe the system board requires replacement, contact Hewlett Packard Enterprise technical support before proceeding. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

2. Run Insight Diagnostics and replace failed components as indicated.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 303-Keyboard controller error

### Symptom

303-Keyboard controller error.

### Cause

- The keyboard is not connected correctly.
- The keyboard has failed.

- The mouse is not connected correctly.
- The mouse has failed.
- An issue exists with the system board.

#### Action

1. Verify that the keyboard and mouse are connected.

For more information, see "Mouse and keyboard issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).



**CAUTION:** Only authorized technicians trained by Hewlett Packard Enterprise should attempt to remove the system board. If you believe the system board requires replacement, contact Hewlett Packard Enterprise technical support before proceeding. For more information, see "Accessing Hewlett Packard Enterprise Support (on page 409)."

2. Run Insight Diagnostics and replace failed components as indicated.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 305-Redundant ROM Error

#### Symptom

305-Redundant ROM Error: Both the Primary and Backup System ROMs are invalid. Action: Flash the Primary and Backup System ROMs to the desired revisions. If the server fails to boot, perform the flash update via iLO.

#### Cause

The primary and backup system ROMs are invalid or corrupted.

#### Action

1. Flash the Primary and Backup System ROMs to the appropriate revisions.

For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. If the server fails to boot, perform the flash update via iLO.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

## 306-Redundant ROM Error

#### Symptom

306-Redundant ROM Error: iLO FW did not set the Primary System ROM. The error has been corrected. iLO FW may have an issue. Action: Remove power. If issue persists, update iLO FW. If issue still persists, call HP service.

#### Cause

An error prevented the setting of the primary system ROM.

#### Action

1. Power down and remove all power from the server.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. If the issue persists, update the iLO firmware.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 307-Fan Failure Detected

### Symptom

307-Fan Failure Detected – Fan X Failed.

### Cause

A fan has failed.

### Action

Remove and replace the indicated fan. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 308-Required Fan NOT Installed

### Symptom

308-Required Fan NOT Installed – Fan X Missing.

### Cause

A required fan is missing.

### Action

Install the indicated fan. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 309-Insufficient Fan Solution

### Symptom

309-Insufficient Fan Solution. The system does not have the minimum required number of operating fans.

Some instances of this message will be followed by "System Halted" when the system is halted during POST.

### Cause

The number of fans installed in the server does not meet minimum requirements.

### Action

Install the minimum required fans to prevent possible damage to system components. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 310-IMPORTANT: Fan Solution Not Redundant

### Symptom

310- IMPORTANT: Fan Solution Not Redundant. The system does not have the minimum required operating fans for redundancy.

### Cause

The number of fans installed in the server does not meet minimum requirements for redundancy.

**Action**

Install additional fans if redundancy is required. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 311-HP Smart Storage Battery Configuration Error

**Symptom**

311-HP Smart Storage Battery Configuration Error – The system has exceeded the installed battery capacity.

**Cause**

The battery capacity is not sufficient to support the current server configuration.

**Action**

Do one of the following:

- Install a battery with larger capacity.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- Remove battery-backed devices.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 312-HP Smart Storage Battery X Failure

**Symptom**

312-HP Smart Storage Battery X Failure – Communication with the battery failed and its output may not be enabled. Action: Verify battery is properly installed. Refer to user guide. Contact HP support if condition persists.

**Cause**

- The HPE Smart Storage battery is not installed correctly.
- The HPE Smart Storage battery is degraded or has failed.

**Action**

1. Verify that the battery is installed correctly.  
For more information, see "HPE Smart Storage Battery issues flowchart" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 313-HP Smart Storage Battery X Failure

**Symptom**

313-HP Smart Storage Battery X Failure – Battery Shutdown Event Code: XXXX. Action: Remove power. If issue persists, update iLO FW. If issue still persists, call HP service.

**Cause**

- The HPE Smart Storage battery might lose charge when left shelved for long periods.
- The HPE Smart Storage battery is degraded or has failed.
- The iLO firmware is not the latest version.

**Action**

1. Power down and remove all power from the server.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. If the issue persists, update the iLO firmware.  
For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).
3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 314-A critical error occurred prior to this system boot

**Symptom**

314-A critical error occurred prior to this system boot.

**Cause**

A critical error occurred.

**Action**

Check the Integrated Management Log for additional information. For more information, see "Integrated Management Log" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 315-An uncorrectable memory error was detected prior to this system boot

**Symptom**

315-An uncorrectable memory error was detected prior to this system boot.

**Cause**

An uncorrectable memory error occurred.

**Action**

Check the Integrated Management Log for additional information. For more information, see "Integrated Management Log" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 316-Chassis Firmware Error

**Symptom**

316-Chassis Firmware Error – The Chassis Firmware is in Recovery Mode. Action: Update the Chassis Firmware.

**Cause**

The chassis firmware needs to be updated.

**Action**

Update the chassis firmware. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 317-Chassis Firmware Error

### Symptom

317-Chassis Firmware Error – Unable to communicate with the Chassis Firmware. Action: Reset iLO FW. If issue persists reset Chassis FW (remove AC to chassis). If issue persists attempt to update the Chassis FW.

### Cause

A communication issue exists within iLO or the chassis firmware.

### Action

1. Reset the iLO firmware.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

2. If the issue persists, remove power from the chassis.
3. If the issue persists, update the chassis firmware.

For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 318-Trusted Platform Module (TPM) Self-Test Error

### Symptom

318-Trusted Platform Module (TPM) Self-Test Error.

### Cause

- The TPM is unavailable to the server.
- The TPM has failed.

### Action

1. Reboot the server.
2. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 319-An unexpected shutdown was detected prior to this boot

### Symptom

319-An unexpected shutdown was detected prior to this boot.

### Cause

The server shut down unexpectedly.

### Action

No action is required.

## 320-IMPORTANT: Enclosure Power Event detected

### Symptom

320-IMPORTANT: Enclosure Power Event detected. Boot delayed until condition resolved.

### Cause

A power event occurred within the enclosure.

**Action**

Check the enclosure status and resolve the indicated issues. For more information, see the following:

- "Using Onboard Administrator for remote troubleshooting of server blades" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/proliantgen9/docs>).
- *HPE BladeSystem c-Class Enclosure Troubleshooting Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/bladeSystem/docs>).

## 321-HP Dual microSD Device Unsupported Configuration

**Symptom**

321-HP Dual microSD Device Unsupported Configuration – A microSD card is not installed in Slot X.

**Cause**

- A microSD card is missing.
- The microSD device has failed.

**Action**

1. Install the microSD card that came with the device.
2. If the issue persists, replace the HPE Dual microSD device.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 322-HP Dual microSD Device Unsupported Configuration

**Symptom**

322-HP Dual microSD Device Unsupported Configuration – No microSD cards are installed.

**Cause**

- A microSD card is missing.
- The microSD device has failed.

**Action**

1. Install both of the microSD cards that came with the device.
2. If the issue persists, replace the HPE Dual microSD device.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 323-HP Dual microSD Device Error

**Symptom**

323-HP Dual microSD Device Error – The microSD card in Slot X has failed.

**Cause**

The microSD device has failed.

**Action**

1. Replace the HPE Dual microSD device.
2. Install the good microSD card from the original device in the new device to preserve data.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).



## 324-HP Dual microSD Device Error

### Symptom

324-HP Dual microSD Device Error – Both microSD cards have failed.

### Cause

The microSD device has failed.

### Action

Replace the HPE Dual microSD device. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 325-HP Dual microSD Device Error

### Symptom

325-HP Dual microSD Device Error – microSD cards have conflicting metadata. Configuration required.

### Cause

A microSD card is not configured correctly.

### Action

Enter System Utilities and configure the primary microSD card using the System Configuration options. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 326-HP Dual microSD Device Error

### Symptom

326-HP Dual microSD Device Error – The microSD card in Slot X has failed. A microSD card is not installed in Slot Y.

### Cause

The microSD device has failed.

### Action

Replace the HPE Dual microSD device. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 327-AMP Configuration Error

### Symptom

327-AMP Configuration Error – An installed processor does NOT support the configured AMP Mode. System will operate in Advanced ECC Mode.

### Cause

The processor installed does not support the current AMP mode.

### Action

1. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).
2. Install a processor that supports the configured AMP mode.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 328-Power Management Controller Firmware Error

### Symptom

328-Power Management Controller Firmware Error – The firmware is in Recovery Mode. Action: Update the Power Management Controller Firmware.

### Cause

The power management controller firmware needs to be updated.

### Action

Update the power management controller firmware. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 329-Power Management Controller FW Error

### Symptom

329-Power Management Controller FW Error – Unable to communicate with the FW. Action: Reset iLO FW. If issue persists reset the Power Management Controller FW (remove AC). If issue persists attempt to update the FW.

### Cause

A communication issue exists within iLO or the power management controller firmware.

### Action

1. Reset the iLO firmware.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

2. If the issue persists, reset the power management controller firmware by removing AC power.
3. If the issue persists, update the power management controller firmware.

For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 330-Unsupported Processor Configuration Detected

### Symptom

330–Unsupported Processor Configuration Detected – Processors are installed in the incorrect order.

### Cause

Processors are not installed in the correct order.

### Action

Install the processors sequentially starting with Processor 1. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 331-Memory Board Configuration Error

### Symptom

331-Memory Board Configuration Error – The system contains multiple types of memory boards. Mixing types is NOT supported.

– System Halted

**Cause**

More than one type of memory board is installed.

**Action**

Install only one type of memory board. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 332-Memory Board Configuration Error

**Symptom**

332-Memory Board Configuration Error – One or more installed memory boards is of a type NOT supported by the installed processor.

– System Halted

**Cause**

An unsupported memory board is installed.

**Action**

Remove any memory boards not supported by the installed processor. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 333-HP RESTful API Error

**Symptom**

333-HP RESTful API Error – Unable to communicate with iLO FW. BIOS configuration resources may not be up-to-date.

**Cause**

A file transfer to or from iLO timed out, causing an error during the communication.

**Action**

1. Reset the iLO firmware.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

2. Reboot the server.

3. If the issue persists, remove AC power to the server.

## 334-HP RESTful API Error

**Symptom**

334-HP RESTful API Error – RESTful API GET request failed (HTTP Status Code = NNN). BIOS configuration resources were not consumed.

**Cause**

The iLO RESTful API returned an HTTP Error Status (other than 200-Success, 204-No Content, 304-Not Modified, or 401-Unauthorized) as a response to a GET request from the BIOS.

**Action**

Restore Manufacturing Defaults in RBSU. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 335-HP RESTful API Error

### Symptom

335-HP RESTful API Error – RESTful API PUT request failed (HTTP Status Code = NNN). BIOS configuration resources may not be up-to-date.

### Cause

The iLO RESTful API returned an HTTP Error Status (other than 200-Success, 412-Precondition Failed, or 401-Unauthorized) as a response to a PUT request from the BIOS.

### Action

1. Reset the RESTful API.
2. If the issue persists, reset the iLO API.

For more information, see *Managing Hewlett Packard Enterprise Servers Using the RESTful API* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/restfulinterface/docs>).

## 336-HP RESTful API Error

### Symptom

336-HP RESTful API Error – One or more configuration settings could not be applied.

### Cause

The BIOS configuration change was consumed through the RESTful API and one or more of the requested changes resulted in an error. For example, attempting to set an attribute to an invalid or unsupported value.

### Action

For more information, see the SettingsResult property in the RESTful API. For more information, see *Managing Hewlett Packard Enterprise Servers Using the RESTful API* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/restfulinterface/docs>).

## 337-HP RESTful API Error

### Symptom

337-HP RESTful API Error – Unable to communicate with iLO FW due to datacenter configuration lock being enabled. BIOS configuration resources may not be up-to-date.

### Cause

The iLO RESTful API returns an HTTP Error Status of 401-Unauthorized for any BIOS GET or PUT request. This occurs when the iLO security settings prevent BIOS communication with iLO.

### Action

Disable the datacenter configuration lock.

## 338-HP RESTful API Error

### Symptom

338-HP RESTful API Error – Unable to communicate with iLO FW. BIOS configuration resources may not be up-to-date.

### Cause

The iLO RESTful API returned an HTTP Error Status other than 200-OK or 201-Created for a BIOS POST request to register or refresh the BIOS REST provider.

**Action**

Restore Manufacturing Defaults in RBSU. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 340-NVDIMM Error – Backup Error

**Symptom**

Persistent data backup failed and data is not available. Action: Replace NVDIMM if error persists.

**Cause**

The last backup operation, copying data from NVDIMM-N DRAM to NVDIMM-N flash memory, did not complete successfully after a power loss or a server reset.

**Action**

1. Sanitize the NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

2. If the error persists, replace the NVDIMM.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 341-NVDIMM Error – Restore Error

**Symptom**

341-NVDIMM Error – Restore Error - Processor X, DIMM Y. Persistent data restore failed and data is not available.

**Cause**

- The restore operation, copying data from NVDIMM-N flash memory to NVDIMM-N DRAM, did not complete successfully.
- The NVDIMM has failed.

**Action**

Replace the NVDIMM. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 342-NVDIMM Error – Uncorrectable Memory Error

**Symptom**

342-NVDIMM Error – Uncorrectable Memory Error - Processor X, DIMM Y. This NVDIMM will not be available to the operating system. Action: Replace the NVDIMM.

**Cause**

Backup data on the NVDIMM contains uncorrectable memory errors.

**Action**

1. Sanitize the NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

2. If the error persists, replace the NVDIMM.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 343-NVDIMM Error – Backup Power Error

### Symptom

343-NVDIMM Error – Backup Power Error – Processor X, DIMM Y. Backup power is not available and a future backup is not possible.

### Cause

- The Smart Storage battery has not fully recharged in a server with an NVDIMM-N Backup Power Policy of Continue Boot Without Backup Power.
- The Smart Storage battery is disconnected, has lost charge, or has failed.
- The NVDIMM has failed.

### Action

1. Be sure that the Smart Storage battery is installed and functioning.

For more information, see "HPE Smart Storage Battery issues flowchart" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. Reseat the NVDIMM.
3. Reseat all NVDIMMs and DIMMs.
4. If the error persists, replace the NVDIMM.

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 344-NVDIMM Error – NVDIMM Controller Error

### Symptom

344-NVDIMM Error – NVDIMM Controller Error - Processor X, DIMM Y. An error was found with the NVDIMM controller. The OS will not use the NVDIMM. Action: Update the NVDIMM FW. If issue persists, replace the NVDIMM.

### Cause

- An NVDIMM controller firmware update was interrupted.
- The NVDIMM controller has failed.

### Action

If the error persists, replace the NVDIMM. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 345-NVDIMM Error – Erase Error

### Symptom

345-NVDIMM Error – Erase Error - Processor X, DIMM Y. NVDIMM could not be erased and future backups are not possible. Action: Save NVDIMM contents to other media to preserve data and then replace the NVDIMM.

### Cause

The last erase operation failed and the NVDIMM contains the only copy of the restored data. If the server is reset or powered down, the backup will not complete and data will be lost.

### Action



**CAUTION:** Contents of the NVDIMM must be saved to another media source immediately. If the server is reset or powered down prior to preserving the data, the data will be lost.

1. Save the contents of the NVDIMM to other media to preserve the data.
2. Replace the NVDIMM.
3. Sanitize the new NVDIMM.
4. Copy the preserved data to the new NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 346-NVDIMM Error – Arming Error

### Symptom

346-NVDIMM Error – Arming Error - Processor X, DIMM Y. NVDIMM could not be armed and future backups are not possible. Action: Save NVDIMM contents to other media to preserve data and then replace the NVDIMM.

### Cause

The restore operation succeeded but the NVDIMM cannot be armed for backup due to an NVDIMM controller failure. As a result, the NVDIMM is reported to the operating system as read-only.

### Action

1. Save the contents of the NVDIMM to other media to preserve the data.
2. Replace the NVDIMM.
3. Sanitize the new NVDIMM.
4. Copy the preserved data to the new NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 347-NVDIMM Population Error

### Symptom

347-NVDIMM Population Error – X NVDIMMs are present in the system. Only Y NVDIMMs are supported. Action: Install a maximum of Y NVDIMMs in the system.

– System Halted!

- X = Number of NVDIMMs currently installed.
- Y= Maximum number of NVDIMMs supported.

### Cause

An unsupported number of NVDIMMs are installed in the server.

### Action

Reduce the number of NVDIMMs in the server to Y or fewer. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 348-NVDIMM Population Error

### Symptom

348-NVDIMM Population Error – NVDIMMs are not supported in Processor X, DIMM Y. Action: Remove the NVDIMM from Processor X, DIMM Y.

– System Halted!

### Cause

- The server does not support NVDIMMs.

- The server does not support NVDIMMs installed in the indicated DIMM slot.

**Action**

Remove the NVDIMM from Processor X, slot Y. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

For more information about the types of memory supported in the server, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 349-NVDIMM Population Error

**Symptom**

349-NVDIMM Population Error – NVDIMMs and LRDIMMs are installed in this system. NVDIMMs are only supported with RDIMMs on this system. Action: Remove all LRDIMMs from the system.

– System Halted!

**Cause**

The server contains an unsupported mixture of DIMM types.

**Action**

Do one of the following:

- Remove all LRDIMMs from the server.
- Remove all NVDIMMs from the server.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

For more information about the types of memory supported in the server, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 350-NVDIMM Population Error

**Symptom**

350-NVDIMM Population Error – Processor X, DIMM Y. NVDIMMs and RDIMMs are in the incorrect order on Channel Z. NVDIMMs on the channel should be closest to the CPU. Action: Install DIMMs in correct order.

– System Halted!

**Cause**

NVDIMMs and RDIMMs are not installed in the correct order.

**Action**

Follow the population guidelines for installing DIMMs and NVDIMMs in a server. For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 351-IMPORTANT: HP Smart Storage Battery is not charged sufficiently

**Symptom**

351-IMPORTANT: HPE Smart Storage Battery is not charged sufficiently to support the NVDIMMs installed in the system.

**Cause**

The system is configured to wait for the battery to charge but the system does not have enough battery to handle all NVDIMMs.



**Action**

- Wait for the battery to charge sufficiently so that the server will continue to boot.
- Alternately, press the **ESC** key to skip waiting for the battery to charge.

## 352-IMPORTANT: HPE Smart Storage Battery is not charged sufficiently

**Symptom**

352-IMPORTANT: HPE Smart Storage Battery is not charged sufficiently to support the NVDIMMs installed in the system. Action: System configured to not wait for battery to charge. NVDIMMs not armed to support backup.

**Cause**

- The system is not configured to wait for the HPE Smart Storage Battery to charge.
- The **ESC** key was pressed to skip waiting for the battery to charge.

**Action**

Wait for the battery to charge sufficiently so that the server will continue to boot.

## 353-IMPORTANT: Possible Password Corruption

**Symptom**

353-IMPORTANT: Possible Password Corruption. The PW authentication algorithm detected an issue which has been corrected. Action: If a PW was not previously configured, remove the PW using the Password Disable Switch.

**Cause**

A password was lost or corrupted.

**Action**

Set the Password Disable Switch (S5) to the ON position to remove the password. To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 354-LRDIMM Memory Configuration Issue

**Symptom**

354-LRDIMM Memory Configuration Issue – The current BIOS requires all memory channels to be populated with the same number of LRDIMMs. Action: Populate all channels with the same number of LRDIMMs.

**Cause**

An incorrect number of LRDIMMs is installed on a memory channel.

**Action**

Install the same number of LRDIMMs on all memory channels. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 355-Processor X, DIMM Y

**Symptom**

355-Processor X, DIMM Y – This NVDIMM-N was selected for Sanitizing/Erasing. All data saved in the NVDIMM has been erased. Action: No action required.

**Cause**

The NVDIMM was selected for sanitization and the server was rebooted.

**Action**

No action is required. The server reboots according to the Sanitize/Erase on Next Reboot Policy settings.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 356-NVDIMM Error – Sanitization Error

**Symptom**

356-NVDIMM Error – Sanitization Error - Processor X, DIMM Y – This NVDIMM-N was selected for Sanitizing/Erasing but this process was not successful. Action: Retry Sanitization. Replace NVDIMM if issue persists.

**Cause**

The NVDIMM has failed.

**Action**

1. Retry sanitizing the NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

2. If the error persists, replace the NVDIMM.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 357-IMPORTANT: Processor X, DIMM Y

**Symptom**

357-IMPORTANT: Processor X, DIMM Y – This NVDIMM is NOT an HPE SmartMemory NVDIMM. Only HPE SmartMemory NVDIMMs are supported. NVDIMM will be used as a standard DIMM. Action: Use HPE NVDIMM for persistency.

**Cause**

An unsupported NVDIMM is installed. The operating system will recognize the unsupported NVDIMM only as a standard DIMM.

**Action**

Replace the unsupported NVDIMM with an HPE SmartMemory NVDIMM. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 358-IMPORTANT: Processor X, DIMM Y

**Symptom**

358-IMPORTANT: Processor X, DIMM Y – The installed NVDIMM has a Supercap attached. This is not supported. Action: Remove the Supercap from Processor X, DIMM Y.

– System Halted!

**Cause**

An unsupported capacitor pack is attached to an installed NVDIMM. In HPE ProLiant servers, power is provided to the NVDIMMs by the HPE Smart Storage battery.

**Action**

Remove the unsupported capacitor pack from the NVDIMM in Processor X, slot Y.

## 359-NVDIMM Population Error

**Symptom**

359-NVDIMM Population Error – Processor 1 must have at least one RDIMM installed when NVDIMMs are present in the system. Action: Install an RDIMM on Processor 1.

– System Halted!

**Cause**

At least one standard DIMM is not installed on Processor 1, as required in the population guidelines.

**Action**

Install a regular DIMM on Processor 1. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

When HPE 8 GB NVDIMMs are installed in a server, all regular DIMMs in the server must be RDIMMs. For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 360-IMPORTANT: The System Programmable Logic Device revision in this system does not meet minimum requirements for operation with NVDIMMs

**Symptom**

360-IMPORTANT: The System Programmable Logic Device revision in this system does not meet minimum requirements for operation with NVDIMMs. All NVDIMM functionality has been disabled.

Action: Remove all NVDIMMs from the system.

**Cause**

NVDIMMs are not supported in this server.

**Action**

Remove all NVDIMMs from the server. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

For more information about the types of memory supported in the server, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 361-IMPORTANT: The Processor RAPL wattage value is configured to an invalid value

**Symptom**

361-IMPORTANT: The Processor RAPL wattage value is configured to an invalid value. The closest available valid value will be used. Action: Configure the DRAM RAPL wattage to the desired valid value.

**Cause**

The Processor RAPL wattage value is incorrect or invalid.

**Action**

Set the Processor RAPL wattage to the appropriate value.

## 362-IMPORTANT: The DRAM RAPL wattage value is configured to an invalid value

### Symptom

362-IMPORTANT: The DRAM RAPL wattage value is configured to an invalid value. The closest available valid value will be used. Action: Configure the DRAM RAPL wattage to the desired valid value.

### Cause

The DRAM RAPL wattage value is incorrect or invalid.

### Action

Configure the DRAM RAPL wattage to the appropriate value.

## 363-Memory Initialization Error

### Symptom

363-Memory Initialization Error – Processor X, DIMM Y failed initialization. Action: Reseat the processor and DIMM. Call Service if issue persists.

– System Halted!

### Cause

The processor or DIMM is installed incorrectly.

### Action



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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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1. Reseat the processor.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. Reseat the DIMM.
3. If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 364-NVDIMM Controller Error

### Symptom

364-NVDIMM Error – NVDIMM Controller Error - Processor X, DIMM Y. The NVDIMM controller firmware has been corrupted. The OS will not use the NVDIMM. Action: Re-program the firmware to restore NVDIMM functionality.

### Cause

The NVDIMM controller firmware is corrupt.

### Action

Update the firmware. For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 365-Backplane Configuration Error

### Symptom

365-Backplane Configuration Error – A storage controller is installed in the incorrect drive backplane. The controller will not be usable. Action: Install the storage controller in drive backplane X.

### Cause

A storage controller is installed incorrectly.

### Action

Install the storage controller in drive backplane X. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 366-Backplane Configuration Error

### Symptom

366-Backplane Configuration Error – Unsupported drive backplane configuration detected. Action: Install the drive backplanes in a supported configuration.

### Cause

The drive backplane is installed in an unsupported configuration.

### Action

Install the drive backplane in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 371-NVDIMM Error – Processor X, DIMM Y

### Symptom

371-NVDIMM Error – Processor X, DIMM Y. New NVDIMM detected and has been disabled. Action: Sanitize all NVDIMMs on Processor X to enable the NVDIMM.

### Cause

The NVDIMM is new to this server and the server has NVDIMM-N Memory Interleaving enabled.

### Action

Do one of the following:

- Remove the NVDIMM-N.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

- Sanitize all NVDIMMs on Processor X to begin using the NVDIMM in this server.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 372-NVDIMM Error – Processor X, DIMM Y

### Symptom

372-NVDIMM Error – Processor X, DIMM Y. New NVDIMM detected and has been disabled. Action: Sanitize the NVDIMM to enable the NVDIMM.

### Cause

The NVDIMM is new to this server and the server has NVDIMM-N Memory Interleaving disabled.

### **Action**

Do one of the following:

- Remove the NVDIMM-N.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- Sanitize the NVDIMM to begin using it in this server.  
For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## **373-NVDIMM Error**

### **Symptom**

373-NVDIMM Error – NVDIMM(s) have been removed from Processor X. All NVDIMMs on Processor X have been disabled. Action: Re-install missing NVDIMM or sanitize all NVDIMMs on Processor X.

### **Cause**

One or more NVDIMMs were removed from this server and the server has NVDIMM-N Memory Interleaving enabled.

### **Action**

Do one of the following:

- Reinstall the missing NVDIMMs.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- Sanitize all NVDIMMs on Processor X to begin using the smaller interleaved set.  
For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## **374-NVDIMM Error**

### **Symptom**

374-NVDIMM Error – Processor X, DIMM Y received a memory initialization or uncorrectable error. All NVDIMMs on Processor X are disabled. Action: Sanitize all NVDIMMs on Processor X. If problem persists, replace the NVDIMM.

### **Cause**

The server has NVDIMM-N Memory Interleaving enabled and one of the following occurred:

- The NVDIMM experienced an uncorrectable error and caused the server to reboot.
- The server could not initialize the NVDIMM during POST.

### **Action**

1. Reseat the NVDIMMs and all DIMMs in the server.
2. Sanitize all NVDIMMs on Processor X.
3. If the error persists, replace the NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>). For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 375-NVDIMM Error – Processor X, DIMM Y

### Symptom

375-NVDIMM Error – Processor X, DIMM Y. NVDIMM has received a memory initialization or uncorrectable error. NVDIMM has been disabled. Action: Sanitize the NVDIMM. If problem persists, replace the NVDIMM.

### Cause

The server has NVDIMM-N Memory Interleaving disabled and one of the following occurred:

- The NVDIMM experienced an uncorrectable error and caused the server to reboot.
- The server could not initialize the NVDIMM during POST.

### Action

1. Reseat the NVDIMMs and all DIMMs in the server.
2. Sanitize the NVDIMM.
3. If the error persists, replace the NVDIMM.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>). For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 376-NVDIMM Error – Processor X, DIMM Y

### Symptom

376-NVDIMM Error – Processor X, DIMM Y. NVDIMM set for interleaving disabled but system configured for interleaving enabled. All NVDIMMs on Processor X are disabled. Action: Sanitize all NVDIMMs on Processor X.

### Cause

The NVDIMM was previously being used in a server with NVDIMM-N Memory Interleaving disabled, but this server is configured for NVDIMM-N Memory Interleaving enabled.

### Action

Do one of the following:

- Disable NVDIMM-N Memory Interleaving and reboot the server. Data on the NVDIMM will be available after rebooting.
- Sanitize all NVDIMMs on Processor X. The data on the NVDIMM will not be available after sanitization.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 377-NVDIMM Error – Processor X, DIMM Y

### Symptom

377-NVDIMM Error – Processor X, DIMM Y. NVDIMM set for interleaving enabled but system configured for interleaving disabled. NVDIMM has been disabled. Action: Sanitize the NVDIMM.

### Cause

The NVDIMM was previously used in a server with NVDIMM-N Memory Interleaving disabled, but the server is now configured for NVDIMM-N Memory Interleaving enabled.

**Action**

Do one of the following:

- Enable NVDIMM-N Memory Interleaving and reboot the server.  
If all the other NVDIMMs in the interleave set are still installed, the data on the NVDIMM will be available after rebooting.  
If any of the other NVDIMMs in the interleave set are missing, a different error message might occur.
- Sanitize the NVDIMM. The data on the NVDIMM will not be available after sanitization.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 378-NVDIMM Error – Processor X, DIMM Y

**Symptom**

378-NVDIMM Error – Processor X, DIMM Y. NVDIMM is configured for a different processor type. All NVDIMMs on Processor X are disabled. Action: Sanitize all NVDIMMs on Processor X.

**Cause**

The server does not match the original server in which the NVDIMM was used, and NVDIMM-N Memory Interleaving is enabled.

**Action**

1. Save the contents of the NVDIMM to other media to preserve the data.
2. Remove the processor and replace it with the previously installed processor type.
3. Restore data to the NVDIMM.
4. If the error persists, sanitize the NVDIMM. The data on the NVDIMM will not be available after sanitization.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>). For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 379-NVDIMM Error – Processor X, DIMM Y

**Symptom**

379-NVDIMM Error – Processor X, DIMM Y. NVDIMM is configured for a different processor type. NVDIMM has been disabled. Action: Sanitize the NVDIMM.

**Cause**

The server does not match the original server in which the NVDIMM was used, and NVDIMM-N Memory Interleaving is disabled.

**Action**

1. Copy data from the NVDIMM to a storage device or another NVDIMM.
2. Remove the processor and replace it with the previously installed processor type.
3. Restore data to the NVDIMM.
4. If the error persists, sanitize the NVDIMM. The data on the NVDIMM will not be available after sanitization.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>). For removal and replacement procedures, see the



server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 380-NVDIMM Error – Processor X, DIMM Y

### Symptom

380-NVDIMM Error – Processor X, DIMM Y. NVDIMM location changed. All NVDIMMs on Processor X are disabled. Action: Install NVDIMM in Processor A, DIMM B or sanitize all NVDIMMs on Processor X.

### Cause

The NVDIMM was moved or installed in the wrong location, and NVDIMM-N Memory Interleaving is enabled.

### Action

Do one of the following:

- Install the NVDIMM in Processor A, DIMM B to preserve data.
- Sanitize all NVDIMMs on Processor X. The data on the NVDIMM will not be available after sanitization.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 381-NVDIMM Error – Processor X, DIMM Y

### Symptom

381-NVDIMM Error – Processor X, DIMM Y. NVDIMM location changed. NVDIMM has been disabled. Action: Install NVDIMM in Processor A, DIMM B or sanitize the NVDIMM.

### Cause

The NVDIMM was moved or installed in the wrong location, and NVDIMM-N Memory Interleaving is disabled.

### Action

Do one of the following:

- Install the NVDIMM in Processor A, DIMM B to preserve data.
- Sanitize the NVDIMM. The data on the NVDIMM will not be available after sanitization.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 382-NVDIMM Error – Processor X, DIMM Y

### Symptom

382-NVDIMM Error – Processor X, DIMM Y is NOT configured for Cluster On Die (CoD) but system is configured for CoD. All NVDIMMs on Proc X are disabled. Action: Disable CoD or Sanitize all NVDIMMs on Proc X.

### Cause

The NVDIMM was previously used in a server that had a QPI Snoop Configuration of Cluster on Die. The current server has a different QPI Snoop Configuration setting.

### Action

Do one of the following:

- Change the QPI Snoop Configuration setting to Early Snoop or Home Snoop.

- Sanitize all NVDIMMs on Processor X.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 383-NVDIMM Error

### Symptom

383-NVDIMM Error – Proc X, DIMM Y is configured for Cluster On Die (CoD) but system is NOT configured for CoD. All NVDIMMs on Proc X are disabled. Action: Enable CoD or Sanitize all NVDIMMs on Proc X.

### Cause

The NVDIMM was previously used in a server that did not have a QPI Snoop Configuration of Cluster on Die. The current server has a different QPI Snoop Configuration setting.

### Action

Do one of the following:

- Change the QPI Snoop Configuration setting to Cluster on Die.
- Sanitize all NVDIMMs on Processor X.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 384-NVDIMM Error – Processor X, DIMM Y

### Symptom

NVDIMM Error – Processor X, DIMM Y. NVDIMM set for Channel Interleaving disabled but system configured for enabled. All NVDIMMs on Processor X are disabled. Action: Sanitize all NVDIMMs on Proc X.

### Cause

The NVDIMM was previously installed in a server that had Channel Interleaving disabled. The current server has Channel Interleaving enabled.

### Action

Do one of the following:

- Enable Channel Interleaving in System Utilities.
- Sanitize all NVDIMMs on Processor X.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 385-NVDIMM Error – Processor X, DIMM Y

### Symptom

385-NVDIMM Error – Processor X, DIMM Y. NVDIMM set for Channel Interleaving enabled but system configured for disabled. All NVDIMMs on Processor X are disabled. Action: Sanitize all NVDIMMs on Proc X.

### Cause

The NVDIMM was previously installed in a server that had Channel Interleaving enabled. The current server has Channel Interleaving disabled.

**Action**

Do one of the following:

- Disable Channel Interleaving in System Utilities.
- Sanitize all NVDIMMs on Processor X.

For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 386-NVDIMM Error – Processor X, DIMM Y

**Symptom**

386-NVDIMM Error – Processor X, DIMM Y. NVDIMM Metadata is corrupted. All NVDIMMs on Processor X are disabled. Action: Sanitize all NVDIMMs on Processor X.

**Cause**

The data on the NVDIMM metadata that defines how the NVDIMM is used in the server is corrupt, and the server has NVDIMM-N Memory Interleaving enabled.

**Action**

Sanitize all NVDIMMs on Processor X. For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 387-NVDIMM Error – Processor X, DIMM Y

**Symptom**

387-NVDIMM Error – Processor X, DIMM Y. NVDIMM Metadata is corrupted. NVDIMM is disabled. Action: Sanitize the NVDIMM.

**Cause**

The data on the NVDIMM metadata that defines how the NVDIMM is used in the server is corrupt, and the server has NVDIMM-N Memory Interleaving disabled.

**Action**

Sanitize the NVDIMM. For more information, see the *HPE 8GB NVDIMM User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/NVDIMM-docs>).

## 388-Memory Failure – Uncorrectable Memory Error

**Symptom**

388-Memory Failure – Uncorrectable Memory Error – The failed memory module could not be determined. Action: Inspect the IML for another event that may indicate what memory module has failed.

**Cause**

An uncorrectable error occurred on a DIMM or NVDIMM.

**Action**

Review the Integrated Management Log for information on which DIMM or NVDIMM failed. For more information, see "Integrated Management Log" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 389-Unexpected Shutdown and Restart

### Symptom

389-Unexpected Shutdown and Restart – An undetermined error type resulted in a reboot of the server. Action: If issue persists, contact HPE service.

### Cause

The server shut down unexpectedly.

### Action

If the issue persists, contact Hewlett Packard Enterprise support. For more information, see "Accessing Hewlett Packard Enterprise support (on page 409)."

## 390-On Package High-Bandwidth Memory Failure

### Symptom

390-On Package High-Bandwidth Memory Failure – Uncorrectable Memory Error – Processor X. Action: Replace processor.

### Cause

The processor has failed.

### Action



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**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in "Performing Processor Procedures in the Troubleshooting Process" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting*. Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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Replace the processor. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 400 Series

### 40X-Parallel Port X Address Assignment Conflict

#### Symptom

40X-Parallel Port X Address Assignment Conflict.

#### Cause

Both external and internal ports are assigned to parallel port X.

#### Action

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

### 404-Parallel Port Address Conflict Detected

#### Symptom

404-Parallel Port Address Conflict Detected. A hardware conflict in your system is keeping some system components from working correctly. If you have recently added new hardware remove it to see if

it is the cause of the conflict. Alternatively, use Computer Setup or your operating system to insure that no conflicts exist.

**Cause**

A hardware conflict in the system is preventing the parallel port from working correctly.

**Action**

1. If you have recently added new hardware, remove it to see if the hardware is the cause of the conflict.

For more information, see "New hardware issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. Run the server setup utility to reassign resources for the parallel port and manually resolve the resource conflict.

For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

3. Run Insight Diagnostics and replace failed components as indicated.

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 500 Series

### 501-PCI card needs to be in alternate slot

**Symptom**

501-PCI card needs to be in alternate slot.

**Cause**

A PCI card is installed in an incorrect slot.

**Action**

Move the PCI card to the correct slot. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1500 Series

### 1500-iLO 4 configuration is temporarily unavailable

**Symptom**

1500-iLO 4 configuration is temporarily unavailable.

**Cause**

iLO is busy or unresponsive to the software that is running on the system.

**Action**

1. Reboot the iLO processor.
2. Update the iLO firmware.
3. Reset the iLO NVRAM.

For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

## 1501-iLO 4 Security Override Switch is set

### Symptom

1501-iLO 4 Security Override Switch is set. iLO 4 security is DISABLED!

### Cause

The iLO security override switch is set to the ON position.

### Action

Set the iLO security override switch to the OFF position. To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1502-iLO 4 is disabled

### Symptom

1502-iLO 4 is disabled. Use the Security Override Switch and iLO 4 F8 ROM-Based Setup Utility to enable iLO functionality.

### Cause

The iLO security override switch is set to the ON position.

### Action

1. Set the iLO security override switch to the OFF position.  
To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. Use the iLO RBSU to enable and reset iLO.  
For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

## 1503-iLO 4 ROM-based Setup Utility is disabled

### Symptom

1503-iLO 4 ROM-based Setup Utility is disabled.

### Cause

The RBSU or iLO is disabled and the Security Override Switch is set to the OFF position.

### Action

Do one of the following:

- Enable the RBSU through RIBCL.
- Set the security override switch to the ON position and enable iLO.  
To locate the system maintenance switch bank, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>). For more information, see the iLO user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo-docs>).

# 1600 Series

## 1609-Battery Failure message

### Symptom

1609-Battery Failure message. This is detected by checking the RTC Lost Power bit in CMOS (Byte 0Dh - Bit 7).

### Cause

The real-time clock system battery has lost power.

### Action

Replace the system battery. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1610-Temperature violation detected

### Symptom

1610-Temperature violation detected. Waiting 5 Minutes for System to Cool. Press Esc key to resume booting without waiting for the system to cool. **WARNING: Pressing Esc is NOT recommended as the system may shutdown unexpectedly.**

### Cause

The temperature measured by one of the system temperature sensors has exceeded acceptable levels. In many cases, this is due to the ambient inlet air temperature exceeding acceptable levels.

### Action

Be sure to follow all the environmental, space, airflow, and temperature requirements for the server. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1611-CPU Zone Fan Assembly Failure Detected

### Symptom

1611-CPU Zone Fan Assembly Failure Detected. Either the Assembly is not installed or multiple fans have failed in the CPU zone.

### Cause

Required fans are missing or not spinning.

### Action

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-CPU Zone Fan Assembly Failure Detected

### Symptom

1611-CPU Zone Fan Assembly Failure Detected. Single fan failure. Assembly will provide adequate cooling.

### Cause

A redundant fan is missing or not spinning.

**Action**

Replace the fan to provide redundancy, if applicable. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1611-Fan failure detected

**Symptom**

1611-Fan failure detected.

**Cause**

A required fan is missing or not spinning.

**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-Fan X Failure Detected (Fan Zone CPU)

**Symptom**

1611-Fan X Failure Detected (Fan Zone CPU).

**Cause**

A required fan is missing or not spinning.

**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-Fan X Failure Detected (Fan Zone I/O)

**Symptom**

1611-Fan X Failure Detected (Fan Zone I/O).

**Cause**

A required fan is missing or not spinning.

**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-Fan X Not Present (Fan Zone CPU)

**Symptom**

1611-Fan X Not Present (Fan Zone CPU).

**Cause**

A required fan is missing or not spinning.



**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-Fan X Not Present (Fan Zone I/O)

**Symptom**

1611-Fan X Not Present (Fan Zone I/O).

**Cause**

A required fan is missing or not spinning.

**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-Power Supply Zone Fan Assembly Failure Detected

**Symptom**

1611-Power Supply Zone Fan Assembly Failure Detected. Either the Assembly is not installed or multiple fans have failed.

**Cause**

A required fan is missing or not spinning.

**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1611-Power Supply Zone Fan Assembly Failure Detected

**Symptom**

1611-Power Supply Zone Fan Assembly Failure Detected. Single fan failure. Assembly will provide adequate cooling.

**Cause**

A required fan is missing or not spinning.

**Action**

Replace the fan to provide redundancy, if applicable. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1611-Primary Fan Failure (Fan Zone System)

**Symptom**

1611-Primary Fan Failure (Fan Zone System).

**Cause**

A required fan is missing or not spinning.

**Action**

Replace the fan. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1611-Redundant Fan Failure (Fan Zone System)

**Symptom**

1611-Redundant Fan Failure (Fan Zone System).

**Cause**

A redundant fan is missing or not spinning.

**Action**

Replace the fan. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1612-Primary Power Supply Failure

**Symptom**

1612-Primary power supply failure.

**Cause**

The power supply has failed.

**Action**

Replace the power supply. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1613-Low System Battery warning

**Symptom**

1613-Low System Battery warning.

**Cause**

The real-time clock system battery is running low on power.

**Action**

Replace the system battery. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1614-Redundant Fan Failure

**Symptom**

1614-Redundant Fan Failure.

**Cause**

A redundant fan is missing or not spinning.

**Action**

Make sure that all required fans are installed correctly and spinning. For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1616-Power Supply Configuration Failure

### Symptom

1616-Power Supply Configuration Failure

- A working power supply must be installed in Bay 1 for proper cooling.
- System Halted!

### Cause

- The power supply is missing.
- The power supply has failed.

### Action

Do one of the following:

- Install the power supply.
- Replace the power supply.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1623-Power Supply Failure

### Symptom

1623-Power Supply Failure – Power Supply X is failed. Action: Replace the power supply.

### Cause

The power supply has failed.

### Action

Replace the power supply. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1624-Power Supply Unplugged

### Symptom

1624- Power Supply Unplugged – Power Supply X is unplugged. Action: Ensure the Power Supply is plugged in.

### Cause

- The power supply is missing.
- The power supply has failed.

### Action

Do one of the following:

- Install the power supply.
- Replace the power supply.

For more information, see "Power supply issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1625-Unsupported Power Supply Configuration

### Symptom

1625-Unsupported Power Supply Configuration – Unsupported Power Supply Mismatch. Action: Ensure the Power Supply configuration is valid.

### Cause

The server does not support the current power supply configuration.

### Action

Install the power supplies in a supported configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1626-Unsupported Power Supply Configuration

### Symptom

1626-Unsupported Power Supply Configuration – Unsupported Power Supply detected. Action: Replace the unsupported Power Supply.

### Cause

An unsupported power supply is installed in the server.

### Action

1. Remove the power supply.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Install a supported power supply.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 1627-Power Supply Configuration Insufficient

### Symptom

1627-Power Supply Configuration Insufficient. Install one or more power supplies to meet power requirements, or press the **F9** key to enter System Utilities to override requirements if Power Advisor indicates this is possible.

### Cause

The current power supply is not sufficient to operate the server.

### Action

For more information, see "Insufficient power supply configuration" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1628-IMPORTANT: The system contains multiple types of power supplies

### Symptom

1628-IMPORTANT: The system contains multiple types of power supplies. Certain features are not supported and power redundancy may be limited.

**Cause**

More than one type of power supply is installed in the server.

**Action**

No action is required. This message can be disabled in RBSU. For more information on RBSU, see the *HPE ROM-Based Setup Utility User Guide* on the RBSU Information Library (<http://www.hpe.com/info/rbsu/docs>).

## 1700 Series

### 1700-Slot # Drive Array – Please replace battery

**Symptom**

1700-Slot # Drive Array – Please replace battery. Caching will be enabled once the battery has been replaced and charged.

**Cause**

The HPE Smart Storage battery is degraded or has failed.

**Action**

1. Replace the HPE Smart Storage Battery.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. Charge the HPE Smart Storage Battery.

### 1701-Slot # Drive Array – Please install battery

**Symptom**

1701-Slot # Drive Array – Please install battery. Caching will be enabled once the battery is installed and charged.

**Cause**

The HPE Smart Storage Battery has not been installed.

**Action**

Install and charge the HPE Smart Storage Battery. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

### 1702-SCSI Cable Error Detected

**Symptom**

1702-SCSI Cable Error Detected.

**Cause**

- Bent pins exist on the cable connectors.
- A cable is not installed correctly.
- A cable has failed.

**Action**

1. Examine the cable connectors for bent pins.
2. Be sure all cable connections are secure.

For more information, see "Resolving loose connections" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

3. If the issue persists, replace the cables.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1703-Slot X Drive Array controller - Memory Self-Test Error

### Symptom

1703-Slot X Drive Array controller - Memory Self-Test Error. Access to all storage has been disabled. Action: Replace Flash Backed Write Cache module. If error persists, replace controller.

### Cause

- The cache module or controller is experiencing a fault.
- The cache module or controller has failed.

### Action

1. Replace the cache module.
2. If the issue persists, replace the controller.

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1704-Slot X System Halted

### Symptom

1704-Slot X System Halted. Unsupported Virtual Mode Disk Operation. Action: Install proper DOS driver.

### Cause

The operating system that is currently running does not support virtual service.

### Action

Install a driver that supports virtual service. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1705-Slot X Drive Array

### Symptom

1705-Slot # Drive Array – Please replace Cache Module Super-Cap. Caching will be enabled once Super-Cap has been replaced and charged.

### Cause

The HPE Smart Storage battery is degraded or has failed.

### Action

1. Replace the HPE Smart Storage Battery.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Charge the HPE Smart Storage Battery.

## 1706-The Extended BIOS Data Area in Server Memory has been Overwritten

### Symptom

1706-The Extended BIOS Data Area in Server Memory has been Overwritten. Smart Array Interrupt 13h BIOS Cannot Continue.

– System Halted

### Cause

An application has overwritten memory reserved by the Smart Array controller.

### Action

If this occurs when a particular application is loaded, check for an updated version of that application. For more information, see "Software issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1707-Slot X Drive Array Controller

### Symptom

1707-Slot X Drive Array Controller - Bootstrap NVRAM checksum invalid. Action: Re-flash Smart Array controller. If error persists, replace controller.

### Cause

The Bootstrap NVRAM on the specified Smart Array controller is corrupt or invalid.

### Action

1. Reflash the Smart Array controller.
2. If the issue persists, replace the controller.

For more information, see "General controller issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1708-Slot X Drive Array Controller

### Symptom

1708-Slot X Drive Array Controller - Bootstrap NVRAM restored from backup. System restart required.

### Cause

The specified Smart Array controller Bootstrap NVRAM was restored in one of the following ways:

- It was detected as corrupt, and the backup copy was restored.
- It was automatically updated because a newer version was available.

### Action

1. Reboot the server.
2. If the issue persists, update the controller firmware.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1709-One or more attached hard drives could not be authenticated

### Symptom

1709-One or more attached hard drives could not be authenticated as a genuine HP hard drive. Smart Array will not control the LEDs to these drives. Please run ACU or ADU to learn which drives could not be validated as genuine.

### Cause

One or more physical drives could not be validated as genuine.

### Action

To determine which drives cannot be validated as genuine, run HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1710-Slot X Drive Array – Non-Array Controller Drives Detected

### Symptom

1710-Slot X Drive Array – Non-Array Controller Drives Detected Warning: possible data loss may occur. Physical drive(s) detected which had been previously attached to a non-array controller. Any non-array data on these drives will be lost unless they are removed. To save data, turn off system power immediately and remove the drives.

### Cause

One or more physical drives were attached to a non-array controller.

### Action

1. Power down the server.
2. Remove the drive.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1711-Slot # Drive Array – Stripe size too large

### Symptom

1711-Slot # Drive Array – Stripe size too large for RAID 5/6 logical drive(s). This configuration is not recommended due to transfer buffer usage. Consider migrating to lower stripe size via Array Configuration Utility.

### Cause

The stripe size is too large for RAID 5 or 6 logical drives.

### Action

Perform RAID migration to a smaller stripe size using HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1712-Slot X Drive Array – RAID 5 volume(s) present

### Symptom

1712-Slot X Drive Array – RAID 5 volume(s) present with 56 drives or more, but cache size <= 32MB. This configuration is not recommended. Consider configuring volume(s) to RAID 0 or 1, reducing the number of drives, or upgrading the Array Accelerator module.



**Cause**

The cache size is smaller than recommended for the current configuration.

**Action**

Do one of the following:

- Migrate logical drives to RAID 0 or 1.
- Reduce the number of drives in the array.
- Upgrade to a larger-sized cache module.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1713-Slot X Array Controller – Redundant ROM Reprogramming Failure

**Symptom**

1713-Slot X Array Controller – Redundant ROM Reprogramming Failure. Replace the controller if this error persists after restarting system.

**Cause**

Flash ROM is failing. The controller detects a checksum failure, but is unable to reprogram the backup ROM.

**Action**

1. Update the controller to the latest firmware version.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. If the issue persists, replace the controller.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1714-Slot X Array Controller – Redundant ROM Checksum Error

**Symptom**

1714-Slot X Array Controller – Redundant ROM Checksum Error. Backup ROM has automatically been activated; check firmware version.

**Cause**

The controller flash operation is interrupted by a power cycle, or flash ROM is failing. The controller detects a ROM checksum error and automatically switches to the backup ROM image.

**Action**

If this backup ROM image is a lower version than the originally running image, update the controller to the latest firmware version. For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1715-Slot # Drive Array Controller – Memory Error(s) Occurred

**Symptom**

1715-Slot # Drive Array Controller – Memory Error(s) Occurred. Warning: Corrected Memory Error(s) were detected during controller memory self-test. Upgrade to the latest firmware. If the problem persists, replace the Cache Module or controller.

**Cause**

- The controller firmware is outdated.
- The cache module has failed.
- The controller has failed.

**Action**

1. Update the firmware.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. If the issue persists, replace the cache module.
3. If the issue persists, replace the controller.

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1716-Slot # Drive Array – Unrecoverable Media Errors Detected on Drives

**Symptom**

1716-Slot # Drive Array – Unrecoverable Media Errors Detected on Drives during previous Rebuild or Background Surface Analysis (ARM) scan. Errors will be fixed automatically when the sector(s) are overwritten. Backup and Restore recommended.

**Cause**

A media error is detected on a drive and cannot be corrected because of degraded fault tolerance or a media error at the same location on another drive in the same array. An unrecoverable read error is returned to the operating system when this block address is read.

**Action**

Back up and restore the data on the drive. Sequential write operations to the affected blocks should resolve the media errors.

## 1717-Slot X Drive Array – Disk Drive(s) Reporting OVERHEATED Condition

**Symptom**

1717-Slot X Drive Array – Disk Drive(s) Reporting OVERHEATED Condition: Port X Box Y Bay(s) Z.

**Cause**

The drives listed in this message are currently in an overheated state.

**Action**

1. Check the fans and be sure the air flows over the drive.

For more information, see "Fan issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. Install the access panel, if removed.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1718-Slot X Drive Array – Device discovery found more devices attached

**Symptom**

1718-Slot X Drive Array – Device discovery found more devices attached to this controller than firmware currently supports. Some devices are ignored.

**Cause**

The firmware does not support the number of devices currently attached to the controller.

**Action**

Do one of the following:

- If release notes indicate that support for additional devices has been added, upgrade to the latest version of controller firmware.  
For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
- Remove some of the devices attached to the controller.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1719-A controller failure event occurred

**Symptom**

1719-A controller failure event occurred prior to this power-up. (Previous lock up code = 0x####)

**Cause**

A controller failure event occurred before the server powered up.

**Action**

1. Update the controller to the latest firmware version.  
For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. If the issue persists, replace the controller.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1720-Slot X Drive Array – S.M.A.R.T. Hard Drive(s) Detect imminent failure

**Symptom**

1720-Slot X Drive Array – S.M.A.R.T. Hard Drive(s) Detect imminent failure: Port X Box Y Bay(s) Z. Do not replace drive unless all other drives in the array are online! Back up data before replacing drive(s) if using RAID 0.

**Cause**

A hard drive SMART predictive failure condition was detected. The drive might need to be replaced in the future.

**Action**

- If this drive is part of a non-fault-tolerant configuration, back up all data before replacing the drive and restore all data afterward.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- If this drive is part of a fault-tolerant configuration, do not replace this drive unless all other drives in the array are online.

## 1721-Slot # Drive Array – Drive Parameter Tracking Predicts Imminent Failure

### Symptom

1721-Slot # Drive Array – Drive Parameter Tracking Predicts Imminent Failure. The following drives should be replaced when conditions permit:

Port # Box # Bay(s) #

### Cause

A drive predictive failure condition was detected.

### Action

Replace the drives when conditions permit. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1723-Slot X Drive Array – Improving signal integrity

### Symptom

1723-Slot X Drive Array – To improve signal integrity, internal SCSI connector should be removed if external drives are attached to the same SCSI port.

### Cause

A cabling issue exists.

### Action

1. Power down the server.
2. Remove or replace the connector daughter board and external cables connected to the Smart Array Controller board. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1724-Slot # Drive Array – Physical Drive Position Change(s) Detected

### Symptom

1724-Slot # Drive Array – Physical Drive Position Change(s) Detected. Logical drive configuration has automatically been updated.

(Sometimes followed by:)

Inactive spare drive assignments have been lost due to invalid movement.

### Cause

The logical drive configuration has been updated automatically following physical drive position changes.

### Action

Reassign spare drives using HPE SSA. This action is required only if there are inactive spare assignments.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1726-Slot X Drive Array – Cache Memory Size or Battery Presence Has Changed

### Symptom

1726-Slot X Drive Array – Cache Memory Size or Battery Presence Has Changed. Cache Module configuration has automatically been updated.

**Cause**

The cache module configuration has been updated automatically due to replacement of the cache module (or controller) with one having different cache memory size. This message might also appear following removal or installation of the cache battery back.

**Action**

To change the default cache read or write allocation ratio, run HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1727-Slot X Drive Array – New (or Previously Failed) Logical Drive(s) Attachment Detected

**Symptom**

1727-Slot X Drive Array - New (or Previously Failed) Logical Drive(s) Attachment Detected.

(Sometimes followed by:)

- Auto-configuration failed: Too many logical drives
- Auto-configuration failed: RAID 5/6 Drive Array migrated

**Cause**

The controller has detected an additional array of drives that was connected when the power was off. The logical drive configuration information has been updated to add the new logical drives. The maximum number of logical drives supported is 64. Additional logical drives cannot be added to the configuration.

**Action**

Confirm the logical drive configuration using HPE SSA. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1728-Slot # Drive Array – Abnormal Shut-Down Detected

**Symptom**

1728-Slot # Drive Array – Abnormal Shut-Down Detected with Write Cache Enabled.

**Cause**

The HPE Smart Storage Battery is not installed or is not connected correctly, but caching was enabled. Any data that might have been in the cache module memory has been lost due to the controller power loss.

**Action**

Restore data from backup. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1729-Slot # Drive Array – Disk Performance Optimization Scan in Progress

**Symptom**

1729-Slot # Drive Array – Disk Performance Optimization Scan in Progress. RAID 5/6 performance may be higher after completion.

(Sometimes followed by:)

Automatic RAID 6 parity data reinitialization in progress after migration from another controller model – multiple drive failure is not tolerated until this background initialization process completes.

**Cause**

Automatic RAID 6 parity data reinitialization is in progress after drive migration from another controller model, if you receive the "(sometimes followed by:)" message.

**Action**

No action is required.

## 1730-Fixed Disk 0 Does Not Support DMA Mode

**Symptom**

1730-Fixed Disk 0 does not support DMA Mode.

**Cause**

A fixed drive error was detected.

**Action**

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1731-Fixed Disk 1 Does Not Support DMA Mode

**Symptom**

1731-Fixed Disk 1 does not support DMA Mode.

**Cause**

A fixed drive error was detected.

**Action**

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1732-Slot # Drive Array – Cache Module Battery Pack Missing

**Symptom**

1732-Slot # Drive Array – Cache Module Battery Pack Missing. Posted-Write Cache is disabled until additional battery packs are installed.

**Cause**

- The battery pack has not been installed.
- The battery pack is degraded or has failed.

**Action**

Be sure that the battery is connected and functioning. For more information, see "HPE Smart Storage Battery issues flowchart" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1733-Slot # Drive Array – Storage Enclosure Firmware Upgrade Problem Detected

**Symptom**

1733-Slot # Drive Array – Storage Enclosure Firmware Upgrade Problem Detected. Port # Box #

(Followed by one of the following:)

- Enclosure firmware upgrade needed - run Flash Components.
- Unable to read firmware version of one or more components.

**Cause**

- An incorrect enclosure firmware version is installed.
- An enclosure firmware upgrade is needed.
- An enclosure component has failed.

**Action**

1. Upgrade the enclosure firmware and the controller firmware.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. If the issue persists, replace the affected enclosure components.

## 1734-Slot # Drive Array – Disk Drive(s) Responding to Incorrect SCSI ID

**Symptom**

1734-Slot # Drive Array – Disk Drive(s) Responding to Incorrect SCSI ID. Back up data, Replace faulty drive, Reconfigure array, and Restore.

**Cause**

The drive has failed.

**Action**

1. Back up the data on the hard drive.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Replace the drive.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

3. Reconfigure the array.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

4. Restore data to the new hard drive.

## 1735-Slot # Drive Array – Unsupported Redundant Cabling Configuration Detected

**Symptom**

1735-Slot # Drive Array – Unsupported Redundant Cabling Configuration Detected. Multiple paths to the same enclosure/drives are not supported by this Smart Array firmware version. Access to all drives has been disabled until redundant SAS cable(s) are detached, or firmware is updated to a version that supports dual-domain.

**Cause**

The Smart Array firmware version does not support the redundant cabling configuration.

**Action**

Do one of the following:

- Disconnect the redundant SAS cables.
- Update the firmware.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1736-Trusted Platform Module Error

### Symptom

1736-HP Trusted Platform Module Error.

### Cause

A TPM is installed, but the System ROM is unable to communicate with the TPM.

### Action

Request a new system board and TPM board from an authorized service provider ("[Accessing Hewlett Packard Enterprise Support](#)" on page 409). For more information, see "HP Trusted Platform Module issues" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1737-Slot X Drive Array – Redundant Cabling Configuration has excess Device Paths

### Symptom

1737-Slot X Drive Array – Redundant Cabling Configuration has excess Device Paths. Redundant I/O paths to some of the devices attached to the controller are exceeding per device limit by firmware. These excess paths are ignored.

### Cause

The redundant cabling configuration creates more redundant I/O paths than the firmware allows.

### Action

Do one of the following:

- Verify the redundant cabling configuration.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
- Update the firmware.  
For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1738-Slot # Drive Array – Storage Enclosure Redundant Cabling Problem Detected

### Symptom

1738-Slot # Drive Array – Storage Enclosure Redundant Cabling Problem Detected. Check storage box I/O module and cable to restore redundant paths to the following disk drive(s):

Port # Box # Bay(s) #

Select "F1" to persist with this message on reboots until failed paths are restored

Select "F2" to disable this message on reboots – no further POST message for recurring path failure with logical drive(s) corresponding to these disk drives



**Cause**

An issue exists with the storage enclosure redundant cabling. A single path was found to drives that were previously connected redundantly.

**Action**

Check the storage box I/O module and cable to restore redundant paths to the drives, and then do one of the following:

- If the redundant cables/paths were not purposefully removed, press the **F1** key to display this message on reboot until the issue is resolved. The drives should be accessible through the remaining path.
- If the redundant paths were purposefully removed, press the **F2** key to disable this message on all subsequent reboots.

## 1739-Slot # Drive Array – Redundant Cabling is not as recommended

**Symptom**

1739-Slot # Drive Array – Redundant Cabling is not as recommended (followed by one or more of the following:)

- Storage box has multiple paths from same controller port
- I/O modules are not cabled for good fault tolerance
- Redundant I/O paths exist due to direct loopback of controller ports
- Redundant I/O module supported and unsupported storage boxes are cabled together
- Refer to product user guide

**Cause**

Incorrect redundant cabling configuration.

**Action**

For information on how to cable the device in a supported manner for dual-domain redundant path support, see the product user guide.

## 1740-Fixed Disk 0 failed set Block Mode

**Symptom**

1740-Fixed Disk 0 failed set Block Mode.

**Cause**

A fixed drive error was detected.

**Action**

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1741-Fixed Disk 1 failed set Block Mode

**Symptom**

1741-Fixed Disk 1 failed set Block Mode.

**Cause**

A fixed drive error was detected.

**Action**

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1742-Slot X Drive Array - Previously Ejected Drive(s) Detected

**Symptom**

1742- Slot X Drive Array - Previously Ejected Drive(s) Detected. The logical drive(s) will remain unavailable until re-enabled by the Array Configuration Utility. Port x Box y Bay(s) z.

**Cause**

The system detects that the drives are still present during POST and that the user previously requested the drives to be removed from the controller configuration information.

**Action**

Do one of the following:

- If the drives will be removed at a later time, to continue ignoring the physical drives, press the **F1** key.
- To cancel the remove request and add these physical and logical drives back to the controller, press the **F2** key.
- To re-enable the drives, use HPE SSA.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1743-Slot # Drive Array – Logical Drive Erase Operation in Progress

**Symptom**

1743-Slot # Drive Array – Logical Drive Erase Operation in Progress. Logical drives being erased are temporarily offline.

**Cause**

Drives are temporarily unavailable during an erase operation or when queued for erase.

**Action**

Do one of the following:

- Wait for the erase process to complete before using the logical drive.
- Abort the erase process using HPE SSA.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1743-Slot # Drive Array – Logical Drive Erase Operation(s) are Queued

**Symptom**

1743-Slot # Drive Array – Logical Drive Erase Operation(s) are Queued. Logical drives will temporarily go offline while being erased.

**Cause**

Drives are temporarily unavailable during an erase operation or when queued for erase.

**Action**

Do one of the following:

- Wait for the erase process to complete before using the logical drive.
- Abort the erase process using HPE SSA.  
For more information, see the HPE *Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1744-Slot X Drive Array – Drive Erase Operation In Progress

### Symptom

1744-Slot X Drive Array – Drive Erase Operation In Progress (or Queued). The following disk drive(s) will be blank upon completion: (followed by a list of drives).

### Cause

A drive erase operation was previously initiated by the user and is in progress or is scheduled for all drives in the list.

### Action

No action is required.

## 1745-Slot X Drive Array - Drive Erase Operation Completed

### Symptom

1745- Slot X Drive Array - Drive Erase Operation Completed. The following disk drive(s) have been erased and will remain offline until hot-replaced or re-enabled by the Array Configuration Utility:

(Followed by a list of drives)

### Cause

The drive erase operation was successfully completed, and the drives are being held in an offline state to ensure that the drives remain blank until re-enabled by the user.

### Action

Replace each drive in the list or re-enable each drive in the list using one of the following methods:

- Use HPE SSA.  
For more information, see the HPE *Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).
- Perform hot-plug removal and reinstallation (hot-plug hard drives only).  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1746-Slot X Drive Array – Unsupported Storage Connection Detected

### Symptom

1746-Slot X Drive Array – Unsupported Storage Connection Detected. SAS connection via expander is not supported on this controller model. Access to all storage has been disabled until the expander and connections beyond it are detached or controller is upgraded.

### Cause

The controller or firmware version does not support the attached drive enclosure.

### Action

Do one of the following:

- Upgrade the controller.

- Update the firmware.  
For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
- Detach the expander-based storage connections.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1747-Slot # Drive Array – Unsupported Array Configuration Detected

### Symptom

1747-Slot # Drive Array – Unsupported Array Configuration Detected (followed by one of the following:)

- More logical drive(s) configured than what this controller model can support when the memory module is detached
- One or more logical drive(s) are configured in positions that this controller does not support when the memory module is detached.
- One or more logical drive(s) are configured for RAID fault tolerance level(s) that are not supported when the memory module is detached.
- Configuration information indicates one or more hard drive(s) are located in drive bays that are inaccessible when the memory module is detached.
- Capacity Expansion operation(s) are pending but cannot continue because the Cache Module has been detached.
- ALL logical drive(s) have been disabled. To avoid data loss, upgrade controller or move the drives back to the original controller. Run Array Configuration Utility to discard the current array and create new configuration
- Access to the following disk drive(s) has been disabled:

Select "F1" to continue disabling these drives until a new array configuration is created on them. To avoid data loss, move these drives back to the original controller.

Select "F2" to reset configuration in these disk drives now.

### Cause

- The cache module was removed or is defective.
- The drives were moved to a controller that does not have a cache module attached.

### Action

1. Attach a cache module to this controller, or move the drives back to the original controller. If Capacity Expansion operations are pending, be sure that the original cache module is attached.
2. If all logical drives have been disabled, upgrade the controller or move the drives back to the original controller to avoid data loss.
3. Run HPE SSA to discard the current array and create a new configuration.  
For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).
4. If access to specific drives has been disabled, do one of the following:
  - Press the **F1** key to continue disabling the drives until a new array configuration has been created. To avoid data loss, move the drives back to the original controller.
  - Press the **F2** key to reset the configuration for the drives.

## 1748-Slot # Drive Array – Unsupported Cache Module Battery Attached

### Symptom

1748-Slot # Drive Array – Unsupported Cache Module Battery Attached. Please install battery pack(s) with the correct part number.

### Cause

The current HPE Smart Storage Battery is not supported on this cache module.

### Action

1. Use the part number to verify that the component is supported.  
For a list of supported options, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).
2. Install a supported HPE Smart Storage Battery.  
For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1749-Slot X Drive Array – Cache Module Flash Memory being erased

### Symptom

1749-Slot X Drive Array – Cache Module Flash Memory being erased. Caching will be re-enabled when flash memory erase has completed.

### Cause

The cache module flash memory is being erased.

### Action

No action is required.

## 1750-Fixed Disk 0 failed ID command

### Symptom

1750-Fixed Disk 0 failed ID command.

### Cause

A fixed drive error was detected.

### Action

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1751-Fixed Disk 1 failed ID command

### Symptom

1751-Fixed Disk 1 failed ID command.

### Cause

A fixed drive error was detected.

### Action

Run the server setup utility and correct the configuration. For more information, see "HPE UEFI System Utilities" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1752-Slot X Drive Array – Controller not supported in this server model

### Symptom

1752-Slot X Drive Array – Controller not supported in this server model.

### Cause

An unsupported controller is installed.

### Action

Replace the Smart Array controller with a supported model. For a list of supported options, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 1753-Slot X Drive Array – Array Controller Maximum Operating Temperature Exceeded

### Symptom

1753-Slot X Drive Array – Array Controller Maximum Operating Temperature Exceeded During Previous Power Up.

### Cause

The controller is overheating.

### Action

Be sure adequate system cooling and sufficient airflow across the controller are available. For more information on optimal space and airflow requirements, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1754-Slot X Drive Array – One or more RAID levels are configured

### Symptom

1754-Slot X Drive Array – One or more RAID levels are configured but are not supported due to controller model or an inactive/missing license key. Please re-attach drives to original controller or enter license key.

### Cause

- The controller model does not support the configuration on the drives.
- The license key is inactive or missing.

### Action

Do one of the following:

- Re-attach the drives to the original controller.
- Enter a valid license key.

## 1762-Slot X Drive Array – Controller Firmware Upgrade Needed

### Symptom

1762-Slot X Drive Array – Controller Firmware Upgrade Needed (Unsupported Cache Module Attached). Caching is disabled.

### Cause

The current controller firmware does not support the attached cache module type.

**Action**

1. Update the firmware.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. If the issue persists, replace the cache module.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>). To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

## 1763-Slot X Drive Array – Cache module is detached

**Symptom**

1763-Slot X Drive Array – Cache module is detached; please reattach.

**Cause**

The cache module is loose, missing, or defective.

**Action**

Be sure the cache module is installed correctly and working. For more information, see "Cache module issues flowchart" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1764-Slot X Drive Array – Capacity Expansion Process is Temporarily Disabled

**Symptom**

1764-Slot X Drive Array – Capacity Expansion Process is Temporarily Disabled (followed by one of the following:)

- Expansion will resume when Cache Module has been reattached.
- Expansion will resume when Cache Module has been replaced.
- Expansion will resume when Cache Module RAM allocation is successful.
- Expansion will resume when Cache Module battery/capacitor reaches full charge.
- Expansion will resume when Automatic Data Recovery has been Completed.
- Expansion will resume when Cache Module battery/capacitor is connected.

**Cause**

- The cache module has been detached.
- The cache module has been replaced.
- The cache module RAM allocation was unsuccessful.
- The HPE Smart Storage Battery is not fully charged.
- Automatic Data Recovery has not yet completed.
- The HPE Smart Storage Battery is disconnected.

**Action**

Follow the action that is displayed onscreen to resume the capacity expansion process.

## 1766-Slot X Drive Array requires System ROM Upgrade

### Symptom

1766-Slot X Drive Array requires System ROM Upgrade.

### Cause

The System ROM is not the latest version.

### Action

Run the FWUPDATE utility. For more information, see "FWUPDATE utility" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1768-Slot X Drive Array – Resuming logical drive expansion process

### Symptom

1768-Slot X Drive Array – Resuming logical drive expansion process.

### Cause

- Power was lost while a logical expansion operation was performed.
- A controller reset or power cycle occurred while array expansion was in progress.

### Action

No action is required.

## 1769-Slot X Drive Array – Drive(s) Disabled

### Symptom

1769- Slot X Drive Array – Drive(s) Disabled due to Failure During Expansion

(Possibly followed by one of the following additional details):

- Cache Module Removed or Failed; Expansion Progress Data Lost.
- Expansion Progress Data Could Not Be Read From Cache Module.
- Expansion Aborted due to Unrecoverable Drive Errors.
- Expansion Aborted due to Cache Module Errors.

Select "F1" to continue with logical drives disabled

Select "F2" to accept data loss and to re-enable logical drives

### Cause

Data was lost while the array was expanded; therefore, the drives have been temporarily disabled. Capacity expansion failed as:

- Cache module or hard drive failed or was removed; expansion progress data was lost.
- Expansion progress data could not be read from cache module.
- Expansion was aborted due to unrecoverable drive errors.
- Expansion was aborted due to cache module errors.

### Action

Do one of the following:

- Press the **F1** key to continue with the logical drives disabled.



- Press the **F2** key to accept the data loss and re-enable the logical drives. Restore data from backup, if necessary.

#### **Additional actions for specific errors**

- **Cache Module Removed or Failed; Expansion Progress Data Lost.** Verify that the cache module is seated correctly. Replace if necessary.
- **Expansion Progress Data Could Not Be Read From Cache Module.** Verify that the cache module is seated correctly. Replace if necessary.
- **Expansion Aborted due to Unrecoverable Drive Errors.** Verify failed disks using HPE SSA and replace as necessary.
- **Expansion Aborted due to Cache Module Errors.** Verify that the cache module is seated correctly. Replace if necessary.

Restore data from backup, if necessary.

## **1770-Slot X Drive Array – Disk Drive Firmware Update Recommended**

### **Symptom**

1770-Slot X Drive Array – Disk Drive Firmware Update Recommended. Please upgrade firmware on the following drive model(s) using ROM Flash Components: Model XYZ (minimum version = #####)

### **Cause**

Drive firmware update needed.

### **Action**

Update all drives to the latest firmware version. For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## **1774-Slot X Drive Array – Obsolete data found in Cache Module**

### **Symptom**

1774-Slot X Drive Array – Obsolete data found in Cache Module. Data Found in Cache Module was Older Than Data Found on Drives. Obsolete Data has been Discarded.

### **Cause**

Drives were used on another controller and reconnected to the original controller while data was in the original controller cache. Data found in the cache module is older than data found on the drives and has been automatically discarded.

### **Action**

No action is required.

## **1775-Slot X Drive Array – Storage Enclosure Cabling Problem Detected**

### **Symptom**

1775-Slot X Drive Array – Storage Enclosure Cabling Problem Detected: SAS Port Y: OUT port of this box is attached to OUT port of previous box. Turn system and storage box power OFF and check cables. Drives in this box and connections beyond it will not be available until the cables are attached correctly.

### **Cause**

Cables are not connected correctly.

**Action**

1. Power down the server.
2. Power down the storage enclosure.
3. Correct the storage enclosure cabling.

For more information, see the storage enclosure documentation.

## 1776-Slot X Drive Array – Shared SAS Port Connection Conflict Detected

**Symptom**

1776-Slot X Drive Array – Shared SAS Port Connection Conflict Detected - Ports 1I, 1E: Storage connections detected on both shared internal and external ports. Controller selects internal port until connection is removed from one of the ports.

**Cause**

Cables are not connected correctly.

**Action**

Remove internal and external storage connections from any ports with both connected. For cable configuration information, see the controller documentation.

## 1777-Slot X Drive Array – Storage Enclosure Problem Detected

**Symptom**

1777-Slot X Drive Array – Storage Enclosure Problem Detected

(followed by one or more of the following):

- Cooling Fan Malfunction Detected
- Overheated Condition Detected
- Side-Panel must be Closed to Prevent Overheating
- Redundant Power Supply Malfunction Detected
- Unsupported ROM Type Installed on Backplane
- Enclosure Processor Not Detected or Responding – Turn system and storage enclosure power OFF and turn them back ON to retry. If this error persists, upgrade the enclosure firmware or replace the I/O module.
- Link Errors Detected by Expander
- Incorrect Bay Information Received from Enclosure
- Installed drives not detected, only I/O module 2 present

**Cause**

An environment threshold was violated on the drive enclosure.

**Action****Cooling Fan Malfunction Detected**

1. Check the cooling fan operation by placing a hand over the fan.
2. Reseat the fan.
3. Close the side panel.
4. If the issue persists, replace the fan.

**Overheated Condition Detected**

1. Check for obstructions.
2. Check all internal connections.
3. Check the cooling fan operation by placing a hand over the fan.
4. Reseat the fan.
5. Close the side panel.
6. If the issue persists, replace the fan.

**Side-Panel must be Closed to Prevent Overheating**

1. Check for obstructions.
2. Check all internal connections.
3. Close the side panel.

**Redundant Power Supply Malfunction Detected**

1. Check the LEDs. If the ProLiant Storage System power LED is amber instead of green, this indicates that a redundant power supply has failed.
2. Reseat the power supply.
3. If the issue persists, replace the power supply.

**Unsupported ROM Type Installed on Backplane**

1. Reseat the controller.
2. Reseat the cache module.
3. Update the controller firmware.
4. If the issue persists:
  - a. Replace the controller.
  - b. Update the firmware.

**Enclosure Processor Not Detected or Responding**

1. Power off the system and storage enclosure.
2. Power on the system and storage enclosure.
3. If the issue persists, do one of the following:
  - o Upgrade the enclosure firmware.
  - o Replace the I/O module.

**Link Errors Detected by Expander**

1. Reseat the I/O modules.
2. Reseat the I/O module cables.
3. Replace the cables, if damaged.
4. If the issue persists, replace the I/O modules.

**Incorrect Bay Information Received from Enclosure**

1. Reseat the I/O modules.
2. Reseat the I/O module cables.
3. Replace the cables, if damaged.
4. If the issue persists, replace the I/O modules.

**Installed drives not detected, only I/O module 2 present**

1. Reseat the I/O modules.
2. Reseat the I/O module cables.
3. Replace cables, if damaged.

4. If the issue persists, replace I/O module 1.

## 1778-Slot X Drive Array resuming Automatic Data Recovery (Rebuild) process

### Symptom

1778-Slot X Drive Array resuming Automatic Data Recovery (Rebuild) process.

### Cause

A controller reset or power cycle occurred while Automatic Data Recovery was in progress.

### Action

No action is required.

## 1779-Slot X Drive Array – Replacement drive(s) detected

### Symptom

1779-Slot X Drive Array – Replacement drive(s) detected OR previously failed drive(s) now appear to be operational: Port X Box Y Bay(s) Z

Restore data from backup if replacement drive(s) have been installed.

### Cause

- More drives failed (or were replaced) than what the fault-tolerance level allows. The array cannot be rebuilt. If drives have not been replaced, this message indicates an intermittent drive failure.
- The system was not powered up or down correctly.

### Action

1. Resolve any issues that disabled the drive.
2. If the drive is replaced, restore data from the backup.

Be sure the system is always powered up and down correctly:

- When powering up the system, all external storage systems must be powered up before (or at the same time as) the server.
- When powering down the system, the server must be powered down before powering down any external storage systems.

## 1779-Slot X Drive Array – Logical drive(s) previously failed

### Symptom

1779-Slot X Drive Array – Logical drive(s) previously failed.

Select "F1" to continue with logical drives disabled

Select "F2" to accept data loss and to re-enable logical drives

(Followed by one of the following:)

- Logical drive(s) disabled due to possible data loss.
- Logical drive(s) reenabled.

Restore data from backup if replacement drive(s) have been installed.

### Cause

- Previously failed logical drives are attached to the controller.
- The system was not powered up or down correctly.

### Action

1. Do one of the following:
  - Press the **F1** key to continue with logical drives disabled.
  - Press the **F2** key to accept data loss and re-enable logical drives.
2. Resolve any issues that disabled the drive.
3. If the drive is replaced, restore data from the backup.

Be sure the system is always powered up and down correctly:

- When powering up the system, all external storage systems must be powered up before (or at the same time as) the server.
- When powering down the system, the server must be powered down before powering down any external storage systems.

## 1783-Slot X Drive Array Controller Failure

### Symptom

1783-Slot X Drive Array Controller Failure

(followed by one of the following:)

- [Board ID not programmed (replace ROMs or replace controller)]
- [I2C read error]
- [Image checksum error]
- [Inconsistent volume count2]
- [Inconsistent volume count (B)]
- [Unexpected hardware revision – hardware rework needed]
- [Unsupported Flash ROM type installed]
- [iLO communication mechanism self-test error]
- [PROGRAM BUG! Insufficient padding bytes (cmd=##h)]
- [Incorrect EEPROM type]
- [Init failure (cmd=##h, err=##h)]
- [Command failure (cmd=##h, err=##h)]
- [Self-test failure (ErrCode=####h)]
- [I2C NVRAM reconfiguration failure]
- [PCI bridge missing]
- [PCI bridge disabled; check System ROM version]
- [PDPI not found]
- [PDPI disabled; check System ROM version]
- [Board ID not programmed]

### Cause

- The cache module is not installed correctly.
- The controller is not installed correctly.
- The controller firmware is outdated.

- The controller has failed.

#### **Action**

1. Reseat the cache module.
2. Reseat the controller in the PCI slot.
3. Update the controller to the latest firmware version.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

4. If the issue persists, replace the controller.

For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1784-Slot X Drive Array – Logical Drive Failure

### **Symptom**

1784-Slot X Drive Array – Logical Drive Failure

### **Cause**

- A drive is not installed correctly or has failed.
- A cable is not installed correctly.

### **Action**

1. Be sure all cables are connected properly and securely.

For more information, see "Resolving loose connections" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. Be sure all drives are fully seated.

3. Determine which drive is defective using HPE SSA. Then, replace the defective cables, drive, or both.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>). For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1784-Slot X Drive Array – Drive Failure

### **Symptom**

1784-Slot X Drive Array – Drive Failure. The following disk drive(s) should be replaced:

Port X Box Y Bay(s) Z

### **Cause**

- A cable is not installed correctly.
- A drive is not installed correctly or has failed.

### **Action**

1. Be sure all cables are connected properly and securely.

For more information, see "Resolving loose connections" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

2. Be sure all drives are fully seated.

3. Determine which drive is defective using HPE SSA. Then, replace the defective cables, drive, or both.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>). For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1785-Slot XX Not Configured

### Symptom

1785-Slot XX Not Configured. SAS cable configuration is invalid. Action: See User's Guide for supported cabling guidelines.

### Cause

Connections between the drives or controllers are missing or incorrect.

### Action

Verify connections between the drives, backplanes, and controller. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1786-Slot X Drive Array Recovery Needed

### Symptom

1786-Slot X Drive Array Recovery Needed. The following drive(s) need Automatic Data Recovery (Rebuild): Port x Box y Bay(s) z

Select F1 to continue with recovery of data to drive. Select F2 to continue without recovery of data to drive.

### Cause

A failed or replacement drive has not yet been rebuilt.

### Action

1. Do one of the following:
  - o Press the **F1** key to continue with recovery of data to the drive. Data will be automatically restored to the drive when a failed drive has been replaced, or to the original drive if it is working again without errors.
  - o Press the **F2** key to continue without recovery of data to the drive. The failed drive will not be rebuilt and the system will continue to operate in a failed state of Interim Data Recovery Mode.
2. Replace the failed drive and press the **F1** key to rebuild the array. If the drive rebuild is not successful or is aborted because the system rebooted before the rebuild of the drive completed, another version of the 1786 POST error message is displayed.

## 1787-Slot X Drive Array Operating in Interim Recovery (Degraded) Mode

### Symptom

1787-Slot X Drive Array Operating in Interim Recovery (Degraded) Mode.

(Followed by one or more of the following:)

- The following disk drive(s) are failed and should be replaced
- The following disk drive(s) are insufficient size and should be replaced
- The following disk drive(s) are mismatched type and should be replaced
- The following disk drive(s) are unsupported type and should be replaced

- The following disk drive(s) are offline due to the erase process  
(Additionally followed by one of the following if a spare drive is activated:)
- On-Line Spare Drive is being Activated
- On-Line Spare Drive Active
- On-Line Spare Drive Failed

#### **Cause**

- The drive has failed.
- The drives are of insufficient size.
- The drives are of different types.
- The drives are not supported.
- The drives are offline.
- A cable is not installed correctly.
- A cable has failed.

Following a system restart, this message notes that the drive is defective and the logical drive might not be fault tolerant and may fail if another physical drive fails.

#### **Action**

1. Be sure all cables are connected properly and securely.  
For more information, see "Resolving loose connections" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).
2. Be sure all drives are fully seated.
3. Determine which drive is defective using HPE SSA. Then, replace the defective cables, drive, or both. Depending on the fault-tolerance level, all data might be lost if another drive fails.  
For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>). For removal and replacement procedures, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1788-Slot X Drive Array Reports Incorrect Drive Replacement

#### **Symptom**

1788-Slot X Drive Array Reports Incorrect Drive Replacement. The following drive(s) should have been replaced: Port x Box y Bay(s) z

The following drive(s) were incorrectly replaced: Port x Box y Bay(s) z

Select "F1" to continue – drive array will remain disabled.

Select "F2" to reset configuration – all data will be lost.

#### **Cause**

- Replacement drives might have been installed in incorrect drive bays.
- A bad power cable connection to the drive, noise on the data cable, or defective SAS cable exists.

#### **Action**

- If replacement drives are installed in the wrong bays, correctly reinstall the drives as indicated, and then do one of the following:
  - Press the **F1** key to restart the server with the drive array disabled.



- o Press the **F2** key to use the drives as configured and lose all the data on them.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

- If a bad power cable connection exists:

- a. Repair the connection and then press the **F2** key.

- b. If the issue persists, run HPE SSA.

For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

- Be sure the cable is routed correctly.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1789-Slot X Drive Array Disk Drive(s) Not Responding

### Symptom

1789-Slot X Drive Array Disk Drive(s) Not Responding. Check cables or replace the following drive(s):  
Port x Box y Bay(s) z

Select "F1" to continue - drive array will remain disabled

Select "F2" to fail drive(s) that are not responding - Interim Recovery Mode will be enabled if configured for fault tolerance.

### Cause

- A drive is not installed correctly or has failed.
- A cable is not installed correctly.
- A cable has failed.
- The system was not powered up or down correctly.

### Action

1. Power down the system.
2. Be sure all cables are correctly connected.
3. Be sure all drives are fully seated.
4. Power cycle any external enclosures while the system is off.
5. Power up the server to see if the issue still exists.
6. If configured for fault-tolerant operation and the RAID level can sustain failure of all indicated drives:
  - a. Press the **F2** key to fail the drives that are not responding.
  - b. Replace the drives.
7. Press the **F1** key to start the system with all logical drives on the controller disabled.

Be sure the system is always powered up and down correctly:

- When powering up the system, all external storage systems must be powered up before (or at the same time as) the server.
- When powering down the system, the server must be powered down before powering down any external storage systems.

## 1792-Slot X Drive Array – Valid Data Found in Write-Back Cache

### Symptom

1792-Slot X Drive Array – Valid Data Found in Write-Back Cache. Data will automatically be written to drive array.

### Cause

Power was interrupted while data was in the write-back cache. Power was then restored within several days, and the data in the write-back cache was flushed to the drive array.

### Action

No action is required. No data has been lost. Perform orderly system shutdowns to avoid leaving data in the write-back cache.

## 1793-Slot X Drive Array – Data in Cache has been lost

### Symptom

1793-Slot X Drive Array – Data in Cache has been lost.

(Followed by one of the following:)

- Cache Module Battery Depleted
- Cache Module Battery Disconnected
- Cache Data Backup Failed
- Cache Backup Data Restore Failed

### Cause

- Power was interrupted while data was in the cache.
- The HPE Smart Storage battery is degraded or has failed.

### Action

1. Verify the integrity of the data stored on the drive. Power was not restored within enough time to save the data.
2. Perform orderly system shutdowns to avoid leaving data in the cache.
3. If the data is corrupt, restore previous backup data.

## 1794-Slot X Drive Array – Cache Module Battery is Charging

### Symptom

1794-Slot X Drive Array – Cache Module Battery is Charging. Caching will be enabled once the battery has been charged. No action is required.

### Cause

The Cache Module battery is charging.

### Action

No action is required.

## 1795-Slot X Drive Array – Cache Module Configuration Error

### Symptom

1795-Slot X Drive Array – Cache Module Configuration Error. Data does not correspond to this drive array. Caching is temporarily disabled.

**Cause**

- Power was interrupted while data was in the cache.
- Data stored in the cache does not correspond to this drive array.

**Action**

Do one of the following:

- Match the cache to the correct drive array.
- Run HPE SSA to clear the data in the cache.

For more information, see the HPE *Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1796-Slot X Drive Array – Flash Backed Write Cache module is not responding

**Symptom**

1796-Slot X Drive Array - Flash Backed Write Cache module is not responding. Action: Turn off power and reseal the Flash Backed Write Cache Module. If error persists, replace module.

**Cause**

- The cache module is missing.
- The cache module has failed.

Depending on the array controller model, the cache might be disabled or the controller might not be usable until the issue is corrected.

**Action**

1. Reseat the cache module.
2. If the issue persists, replace the cache module.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1797-Slot X Drive Array – Write-Back Cache Backup Previously Failed

**Symptom**

1797-Slot X Drive Array - Flash Backed Write Cache module read or backup error occurred. Action: Replace Flash Backed Write Cache module.

**Cause**

- HPE Smart Storage Battery pack was not sufficiently charged to provide backup power for the cache module.
- The data could not be copied to the Write-Back Cache.
- The metadata stored in the Write-Back Cache could not be read or written.

**Action**

1. Use iLO to check the HPE Smart Storage Battery charge. Verify that the battery charge is sufficient to enable caching.
2. Be sure the cache module is seated properly.
3. Reseat the cache module.
4. Replace the cache module.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1797-Slot X Drive Array – Write-Back Cache Read Error Occurred

### Symptom

1797-Slot X Drive Array – Write-Back Cache Read Error Occurred. Data in Cache has been lost. Caching is disabled.

### Cause

Hard parity error detected while reading data from posted-writes memory.

### Action

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1797-Slot X Drive Array – Write-Back Cache Restore Previously Failed

### Symptom

1797-Slot X Drive Array – Write-Back Cache Restore Previously Failed. Caching is disabled.

### Cause

- An issue occurred with reading from the Write-Back Cache.
- A failure occurred with writing to the DDR memory.
- A failure occurred with reading or writing to the metadata stored in the Write-Back Cache.

### Action

1. Use iLO to check the HPE Smart Storage Battery charge. Verify that the battery charge is sufficient to enable caching.
2. Be sure the cache module is seated properly.
3. Reseat the cache module.
4. Replace the cache module.
5. If the data is corrupt, restore previous backup data.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1798-Slot X Drive Array – Cache Module Self-Test Error Occurred

### Symptom

1798-Slot X Drive Array - Flash Backed Write Cache Self-Test Error Occurred. Action: Replace Flash Backed Write Cache module.

### Cause

The cache module failed self-test. Depending on the array controller model, the cache might be disabled or the controller might not be usable until the issue is corrected.

### Action

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1799-Slot X Drive Array – Drive(s) Disabled due to Cache Data Loss

### Symptom

1799-Slot # Drive Array - Drive(s) Disabled due to Cache Data Loss.

Select “F1” to continue with logical drives disabled.

Select "F2" to accept data loss and to re-enable logical drives.

**Cause**

One or more logical drives failed due to loss of data in posted-writes memory.

**Action**

Do one of the following:

- Press the **F1** key to continue with the logical drives disabled.
- Press the **F2** key to accept data loss and re-enable logical drives.

After pressing the **F2** key, check the integrity of the file system and restore lost data from backup.

## 1799-Slot X Drive Array – Drive(s) Disabled due to Write-Back Cache Data Loss

**Symptom**

1799-Slot X Drive Array – Drive(s) Disabled due to Write-Back Cache Data Loss.

Select "F1" to continue with logical drives disabled.

Select "F2" to accept data loss and to re-enable logical drives.

**Cause**

One or more logical drives failed due to loss of data in posted-writes memory.

**Action**

Do one of the following:

- Press the **F1** key to continue with the logical drives disabled.
- Press the **F2** key to accept data loss and re-enable logical drives.

After pressing the **F2** key, check the integrity of the file system and restore lost data from backup.

## 179A-Slot X Drive Array – Flash Backed Write Cache has been disabled

**Symptom**

179A-Slot X Drive Array - Flash Backed Write Cache has been disabled due to operation error. Action: Replace Flash Backed Write Cache module.

**Cause**

The cache module has failed.

**Action**

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1800 Series

### 1802-Slot # Drive Array – Dual domain configured or detected

**Symptom**

1802-Slot # Drive Array – Dual domain configured or detected but is not supported due to a missing or expired license key. Action: Enter HP Smart Array Advanced Pack License Key.

**Cause**

A license key is missing or has expired.

**Action**

Enter a new or valid HPE Smart Array Advanced Pack License Key.

## 1803-Slot X Drive Array – Cache Module is not installed

**Symptom**

1803-Slot X Drive Array – Cache Module is not installed. IMPORTANT: Unsupported Configuration: Controller performance and supported configurations are limited. Action: Install the Cache Module to remove these limitations.

**Cause**

The cache module is not installed.

**Action**

Install the cache module to remove the limitations. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1804-Slot X Drive Array – Cache Module critical error

**Symptom**

1804-Slot X Drive Array – Cache Module critical error. Action: Replace Cache Module (Controller is disabled until this problem is resolved).

**Cause**

The cache module has failed.

**Action**

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1806-Slot X Drive Array – Cache Module flash memory is not installed

**Symptom**

1806-Slot # Drive Array – Cache Module flash memory is not installed. IMPORTANT: Unsupported Configuration: Cache Module functionality is limited. Action: Install the flash memory to remove these limitations.

**Cause**

The cache module flash memory is not installed.

**Action**

Install the flash memory. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1807-Slot X Drive Array – Cache Module incompatible with this controller

**Symptom**

1807-Slot X Drive Array – Cache Module incompatible with this controller. IMPORTANT: Access to all storage has been disabled. Action: Replace the Cache Module to re-enable all storage.

**Cause**

The cache module is incompatible with the controller.

**Action**

1. To locate a supported option, review the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).
2. Replace the cache module with a supported option.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1808-Slot X Drive Array – Cache Module critical error

**Symptom**

1808-Slot X Drive Array – Cache Module critical error. IMPORTANT: Access to all storage has been disabled. Action: Replace the Cache Module to re-enable all storage.

**Cause**

The cache module has failed.

**Action**

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1809-Slot X Encryption Failure

**Symptom**

1809-Slot X Encryption Failure-Communication issue prevents drive keys from being retrieved. Encrypted logical drives are offline. System may not boot. Action: See iLO Key Manager Page to troubleshoot.

**Cause**

A communication issue exists.

**Action**

Reset the controller by rebooting the server. For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1810-Slot X Encryption Failure

**Symptom**

1810-Slot X Encryption Failure-Master Key is incorrect or not retrieved from Remote Key Manager. Encrypted logical drives may be offline. System may not boot. Action: Correct problem on the Key Manager.

**Cause**

The master key is incorrect or was not retrieved from the remote key manager.

**Action**

Use the HPE Enterprise Secure Key Manager to correct the issue. For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1811-Slot X Encryption Failure

### Symptom

1811-Slot X Encryption Failure-Drive Keys not retrieved from the Remote Key Manager. Dependent encrypted logical drives are offline. System may not boot. Action: Correct the problem on the Key Manager.

### Cause

Drive keys could not be retrieved from the remote key manager.

### Action

Use the HPE Enterprise Secure Key Manager to correct the issue. For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1812-Slot X Encryption Failure

### Symptom

1812-Slot X Encryption Failure-Invalid Drive Keys on Remote Key Manager. Encrypted logical drives may be offline. System may not boot. Action: Restore correct version of the Drive Key(s) on the Key Manager.

### Cause

Incorrect or invalid drive keys were entered in the Remote Key Manager.

### Action

Restore the correct version of the drive keys in Remote Key Manager. For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1813-Slot X Drive Array – Cache Module critical error

### Symptom

1813-Slot X Drive Array – Cache Module critical error. The Cache Module charging circuit is not functional. IMPORTANT: Caching has been disabled. Action: Replace Cache Module.

### Cause

The cache module has failed.

### Action

Replace the cache module. For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1814-Slot X Encryption Failure

### Symptom

1814-Slot X Encryption Failure-Communication issue prevents keys from being retrieved. Dependent encrypted logical drives are offline. System may not boot. Action: Reset controller by rebooting server.

### Cause

A communication issue exists.



**Action**

Reset the controller by rebooting the server. For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1815-Slot X Encryption Failure

**Symptom**

1815-Slot X Encryption Failure – All encrypted logical drives are offline due to failure to enter proper Controller Password. Action: Reboot the server and enter the proper password.

**Cause**

Incorrect controller password entered.

**Action**

Do one of the following:

- Reboot the server, and then enter the correct controller password.  
For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).
- Use HPE SSA to unlock the controller.  
For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1816-Slot X Encryption Failure

**Symptom**

1816- Slot X Encryption Failure- Encrypted logical drives are present but encryption is not yet enabled. Encrypted logical drives are offline. Action: Use HP Smart Storage Administrator to enable encryption.

**Cause**

Controller encryption is not enabled.

**Action**

Use HPE SSA to enable encryption. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1817-Slot X Encryption Failure

**Symptom**

1817-Slot X Encryption Failure-Encryption is enabled for the controller but the Master Key name is not set. Action: Use HP Smart Storage Administrator to set Master Key name for the controller and reboot.

**Cause**

The controller master key name is not set.

**Action**

1. Set the controller master key name in Encryption Manager.  
For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).
2. Reboot the server.

## 1818-Slot X Encryption Failure

### Symptom

1818-Slot X Encryption Failure-Key Management Mode mismatch between controller and drives. Dependent encrypted drives offline. Action: Use HP Smart Storage Administrator to match key management modes.

### Cause

There is a mismatch between key management modes.

### Action

Use Encryption Manager to match the key management modes. For more information, see the *HPE Secure Encryption Installation and User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage-docs>).

## 1819-Slot X Encryption Failure

### Symptom

1819-Slot X Encryption Failure-Unsupported System ROM detected. Encrypted logical drives may be offline. System may not boot. Action: Update the System ROM to a version supporting encryption.

### Cause

The server is running an unsupported system ROM.

### Action

Update the system ROM to a version that supports encryption. For more information, see "Keeping the system current" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1820-Slot X Encryption Failure

### Symptom

1820-Slot X Encryption Failure-Encrypted logical drives are offline. Encryption feature is not available on this controller. Action: Move drives to a controller with encryption or delete the logical drives.

### Cause

Drives are connected to a controller that does not support encryption.

### Action

Do one of the following:

- Move drives to a controller with encryption.
- Delete the logical drives.

## 1821-Slot X Encryption Failure

### Symptom

1821-Slot X Encryption Failure – FW version for this controller does not support HP Secure Encryption. Encrypted logical drives are offline. System may not boot. Action: Upgrade the FW on this controller.

### Cause

The firmware installed does not support HPE Secure Encryption.

**Action**

Upgrade the firmware on this controller. For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1822-Slot X Encryption Failure

**Symptom**

1822-Slot X Encryption Failure – Imported encrypted logical drives are offline. Matching Local Master Key required. System may not boot. Action: Use HP Smart Storage Administrator to enter Local Master Key.

**Cause**

Encrypted logical drives are offline due to a missing Local Master Key.

**Action**

Use HPE SSA to enter the Local Master Key. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1823-Slot X Encryption Failure

**Symptom**

1823-Slot X Encryption Failure-Unsupported iLO FW detected. Encrypted logical drives may be offline. System may not boot. Action: Update iLO FW to a version supporting encryption.

**Cause**

Current version of iLO firmware does not support encryption.

**Action**

Update iLO firmware to a version supporting encryption. For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

## 1824-Slot X One or more storage cables has failed

**Symptom**

1824-Slot X One or more storage cables have failed preventing discovery of attached storage. Action: Turn OFF power and re-attach the failed cables (run SSA to determine failed cables). Replace the cables if errors persist.

**Cause**

- A cable is not installed correctly.
- A cable has failed.

**Action**

1. Use HPE SSA to determine which cables need to be reattached.  
For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).
2. Power down the server.
3. Reattach the cables.
4. If the issue persists, replace the cables.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1825-Slot X Encryption Failure

### Symptom

1825-Slot X Encryption Failure-Non-volatile storage corrupted: Critical Security Parameters erased per policy. Encrypted drives offline. Action: Use HP Smart Storage Administrator to reestablish CSPs.

### Cause

Non-volatile storage is corrupt.

### Action

Use HPE SSA to re-establish Critical Security Parameters. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1826-Slot X Encryption Failure

### Symptom

1826-Slot X Encryption Failure-Encryption engine hardware failure. Encrypted logical drives offline. Encrypted logical drives are offline until the problem is corrected. Action: Replace the controller to bring encrypted drives online.

### Cause

The controller has failed.

### Action

1. Replace the controller.

For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

2. Update the firmware.

For more information, see "Firmware updates" in the *HPE ProLiant Gen9 Troubleshooting Guide, Volume I* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>).

3. Configure the controller encryption to bring the encrypted drives online.

## 1827-Slot X Drive Array – Please install cache module battery pack

### Symptom

1827-Slot X Drive Array – Please install cache module battery pack. Caching will be enabled once Battery Pack is installed and charged.

### Cause

The HPE Smart Storage Battery is not installed or not connected correctly.

### Action

Do one of the following:

- Be sure that the HPE Smart Storage Battery is installed and connected correctly.
- Install and charge the HPE Smart Storage Battery.

For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1828-Slot X Drive Array – Cache Module Battery Pack is not installed

### Symptom

1828-Slot X Drive Array – Cache Module Battery Pack is not installed. IMPORTANT: Unsupported Configuration: Cache Module functionality is limited. Action: Install the Battery Pack to remove these limitations.

### Cause

The HPE Smart Storage Battery is not installed.

### Action

Install and charge the HPE Smart Storage Battery. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1829-Slot # Drive Array – Please replace cache module battery pack

### Symptom

1829-Slot # Drive Array – Please replace cache module battery pack. Caching will be enabled once the Battery Pack has been replaced and charged.

### Cause

The HPE Smart Storage Battery is not functioning or is not charged.

### Action

1. Replace the HPE Smart Storage Battery.  
For more information, see the server maintenance and service guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).
2. Charge the HPE Smart Storage Battery.

## 1830-Slot X Drive Array – Incorrect cache module power source detected

### Symptom

1830-Slot X Drive Array – Incorrect cache module power source detected. Caching will be enabled when Cache Module Battery Pack is installed and charged. Action: Remove the Super-cap. Install a Battery Pack.

### Cause

An FBWC capacitor pack was installed.

### Action

1. Remove the FBWC capacitor pack.
2. Install an HPE Smart Storage Battery. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

## 1831-Slot X Drive Array – Data in Write-Back Smart Cache has been lost

### Symptom

1831- Slot X Drive Array – Data in Write-Back Smart Cache has been lost. Action: Restore data from backup.

### Cause

Power was interrupted while data was in the cache.

### Action

Restore data from backup.

## 1832-Slot X One or more physical drives are not exposed

### Symptom

1832-Slot X One or more physical drives are not exposed to the host due to presence of logical unit metadata. Action: Run HPE SSA to manage these drives.

### Cause

Drives contain logical unit metadata.

### Action

Use HPE SSA to manage the drives. For more information, see the *HPE Smart Storage Administrator User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/smartstorage/docs>).

## 1833-Slot X Drive Array – Unsupported Array Configuration Detected

### Symptom

1833-Slot X Drive Array – Unsupported Array Configuration Detected. One or more logical drive(s) are configured for RAID fault tolerance level(s) that are not supported.

### Cause

An array is configured with an unsupported RAID fault-tolerance level.

### Action

Correct the array configuration. For more information, see the server user guide on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise/docs>).

# Integrated Management Log error messages

## Introduction to Integrated Management Log error messages

The IML provides a record of historical events that have occurred on the server. Events are generated by the system ROM and by services such as the iLO health driver. This section contains error messages recorded in the IML, which can be viewed through different tools. The error messages in this section might be worded slightly different than as displayed by the server. For more information on the IML, see the *HPE iLO 4 User Guide* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/ilo/docs>).



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**WARNING:** To avoid potential issues, ALWAYS read the warnings and cautionary information in the product documentation before removing, replacing, reseating, or modifying system components.

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**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.

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## Automatic operating system shutdown initiated due to fan failure

**Event Type:** Fan failure

**Action:** Replace the fan.

## Automatic Operating System Shutdown Initiated Due to Overheat Condition...

...Fatal Exception (Number X, Cause)

**Event Type:** Overheating condition

**Action:** Check fans. Also, be sure the server is properly ventilated and the room temperature is set within the required range.

## Operating System failure: Cause [NT]

...Kernel Panic: Cause [UNIX]

Abnormal Program Termination: Cause [NetWare]

**Event Type:** System lockup

**Action:** See the operating system documentation.

## Corrected Memory Error Threshold exceeded (Processor X, Memory Module Y)

...Corrected Memory Error Threshold Exceeded (System Memory)

Corrected Memory Error Threshold Exceeded (Memory Module Unknown)

**Event Type:** Correctable error threshold exceeded

**Action:** Continue normal operation, and then replace the memory module during the next scheduled maintenance to ensure reliable operation.

## Uncorrectable PCI Express Error (Slot X, Bus Y, Device Z, Function W, Error status <hex value>)

**Event Type:** Expansion bus error

**Action:** Replace the PCI board.

## Uncorrectable Machine Check Exception (Board X, Processor Y, APIC ID <hex value>, Bank <hex value> Status <hex value>)

**Event Type:** Uncorrectable error

**Action:**



**CAUTION:** Before removing or replacing any processors, be sure to follow the processor troubleshooting guidelines in *HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting* on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/Gen9-troubleshooting>). Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

Replace the processor.

## System Fan Failure (Fan X, Location)

**Event Type:** Fan failure

**Action:** Replace the fan.

## System Fans Not Redundant

**Event Type:** Fans not redundant

**Action:** Add a fan or replace the failed fan.

## System Overheating (Zone X, Location)

**Event Type:** Overheating condition

**Action:** Check fans.

## System Power Supplies Not Redundant

**Event Type:** Power supply not redundant

**Action:** Add a power supply or replace the failed power supply.

## System Power Supply Failure (Power Supply X)

**Event Type:** Power supply failure

**Action:** Replace the power supply.

## Uncorrectable Memory Error (Slot X, Memory Module Y)...

...Uncorrectable Memory Error (System Memory)

Uncorrectable Memory Error (Memory Module Unknown)

**Event Type:** Uncorrectable error

**Action:** Replace the memory module. If the problem persists, replace the memory board.



# HPE ProLiant Gen9 power fault codes

## Front panel LED power fault codes

When a power fault occurs, the following front panel LEDs flash simultaneously:

- System power LED
- Health LED
- NIC LED
- UID LED

For more information about the LED locations on your server, see the server user guide in the Hewlett Packard Enterprise Information Library (<http://www.hpe.com/info/enterprise/docs>).

The number of flashes in each sequence corresponds to the subsystem impacted by the power fault. The following table provides a list of power fault codes, and the subsystems that are affected. Not all power faults are used by all servers.

Subsystem	Front panel LED behavior
System board	1 flash
Processor	2 flashes
Memory	3 flashes
Riser board PCIe slots	4 flashes
FlexibleLOM	5 flashes
Removable HPE Flexible Smart Array controller/Smart SAS HBA controller	6 flashes
System board PCIe slots	7 flashes
Power backplane or storage backplane	8 flashes
Power supply	9 flashes

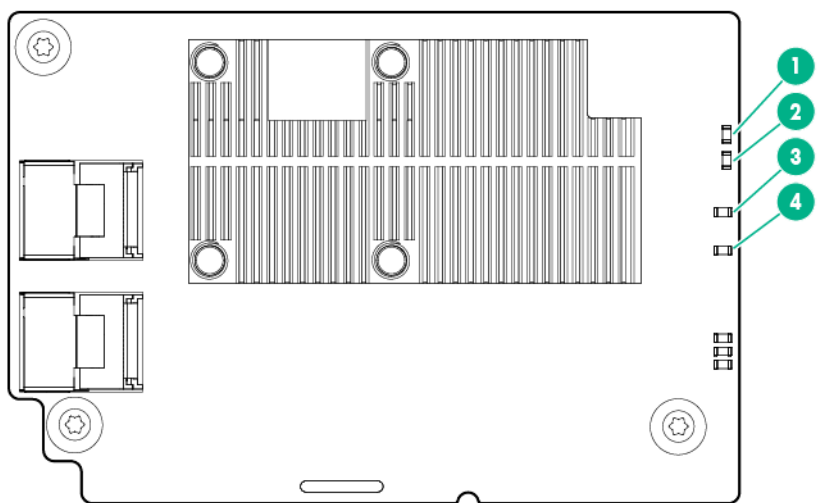
# HPE Smart Array errors

## Controller runtime LEDs

To determine the controller status, see the appropriate controller-specific section.

### P440ar controller LEDs

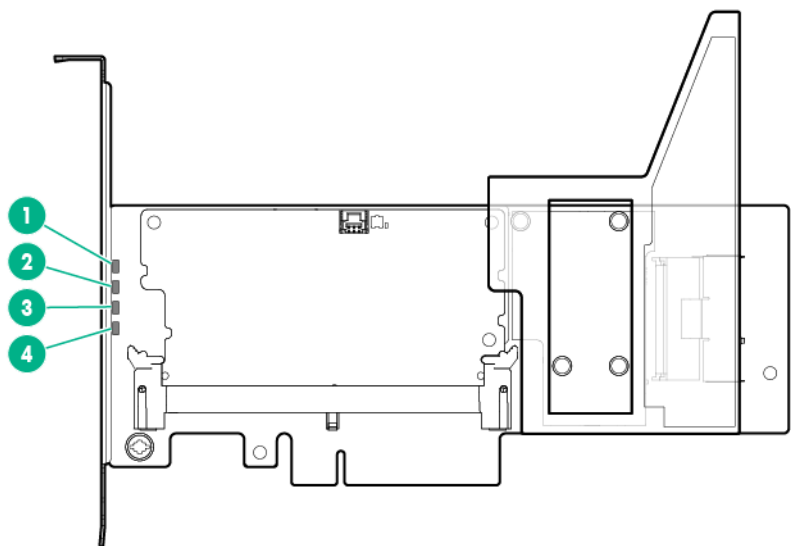
Immediately after you power up the server, the controller runtime LEDs illuminate briefly in a predetermined pattern as part of the POST sequence. At all other times during server operation, the illumination pattern of the runtime LEDs indicates the status of the controller.



Item	Color	Name	Interpretation
1	Green	Heartbeat	When the controller is in good health, this LED flashes at 1 Hz. During power up, this LED is solid for up to 2 seconds.
2	Amber	Fault	When an error occurs, this LED is on. During power up, this LED is solid for up to 2 seconds.
3	Green	Crypto	On = All attached volumes are encrypted. Off = All attached volumes are plaintext. Flashing = Both encrypted and plaintext volumes are present.
4	Amber	Debug	On = Controller is in reset state. Off = Controller is in an idle or runtime state. Flashing 5 Hz = Controller and cache are performing a backup.

# P440 controller LEDs

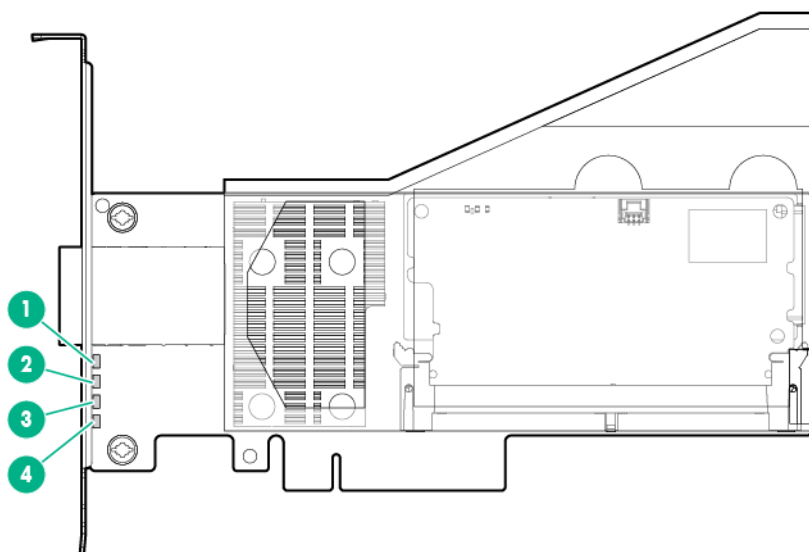
Immediately after you power up the server, the controller runtime LEDs illuminate briefly in a predetermined pattern as part of the POST sequence. At all other times during server operation, the illumination pattern of the runtime LEDs indicates the status of the controller.



Item	Color	Name	Interpretation
1	Green	Heartbeat	When the controller is in good health, this LED flashes at 1 Hz. During power up, this LED is solid for up to 2 seconds.
2	Amber	Fault	When an error occurs, this LED is on. During power up, this LED is solid for up to 2 seconds.
3	Green	Crypto	On = All attached volumes are encrypted. Off = All attached volumes are plaintext. Flashing = Both encrypted and plaintext volumes are present.

# P441 controller LEDs

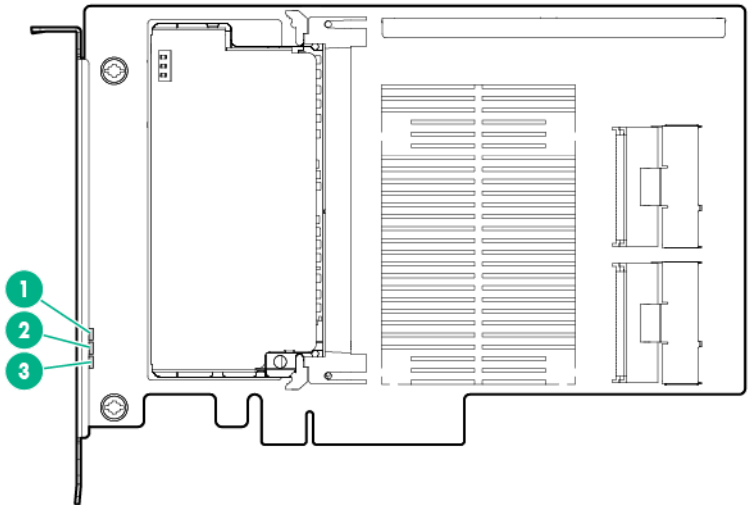
Immediately after you power up the server, the controller runtime LEDs illuminate briefly in a predetermined pattern as part of the POST sequence. At all other times during server operation, the illumination pattern of the runtime LEDs indicates the status of the controller.



Item	Color	Name	Interpretation
1	Green	Heartbeat	When the controller is in good health, this LED flashes at 1 Hz. During power up, this LED is solid for up to 2 seconds.
2	Amber	Fault	When an error occurs, this LED is on. During power up, this LED is solid for up to 2 seconds.
3	Green	Crypto	On = All attached volumes are encrypted. Off = All attached volumes are plaintext. Flashing = Both encrypted and plaintext volumes are present.
4	Green	Reserved	Reserved for future use

# P840 controller LEDs

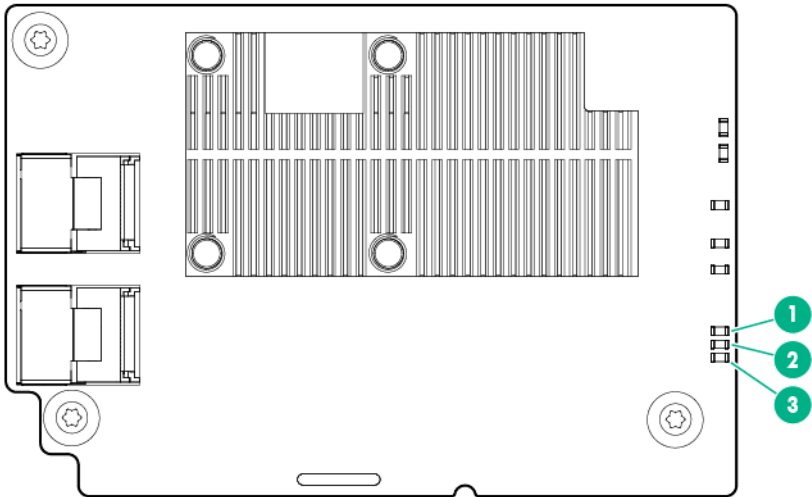
Immediately after you power up the server, the controller runtime LEDs illuminate briefly in a predetermined pattern as part of the POST sequence. At all other times during server operation, the illumination pattern of the runtime LEDs indicates the status of the controller.



Item	Color	Name	Interpretation
1	Green	Heartbeat	When the controller is in good health, this LED flashes at 1 Hz. During power up, this LED is solid for up to 2 seconds.
2	Amber	Fault	When an error occurs, this LED is on. During power up, this LED is solid for up to 2 seconds.
3	Green	Crypto	On = All attached volumes are encrypted. Off = All attached volumes are plaintext. Flashing = Both encrypted and plaintext volumes are present.

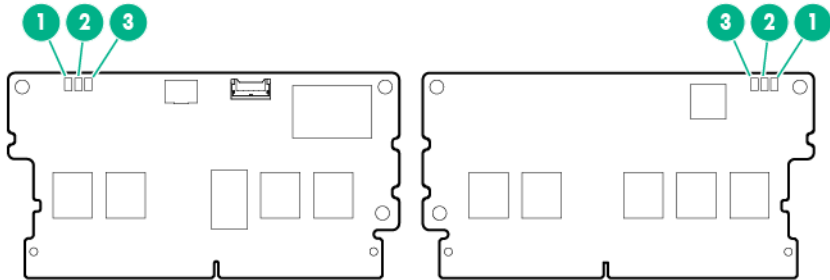
# Cache module LEDs

## P440ar cache module LEDs



### Cache module LEDs (For standup Smart Array controllers)

The cache module has three single-color LEDs (one amber and two green). The LEDs are duplicated on the reverse side of the cache module to facilitate status viewing.



1 - Amber	2 - Green	3 - Green	Interpretation
Off	Off	Off	The cache module is not powered.
Off	Flashing once every 2 seconds	Flashing once every 2 seconds	The cache microcontroller is executing from within its boot loader and receiving new flash code from the host controller.
Off	Flashing once per second	Flashing once per second	The cache module is powering up, and the battery is charging.
Off	Off	Flashing once per second	The cache module is idle, and the battery is charging.
Off	Off	On	The cache module is idle, and the battery is charged.
Off	On	On	The cache module is idle, the battery is charged, and the cache contains data that has not yet been written to the drives.
Off	Flashing once per second	Off	A backup of the DDR content on the cache module is in progress.
Off	On	Off	The current backup is complete with no errors.

1 - Amber	2 - Green	3 - Green	Interpretation
Flashing once per second	Flashing once per second	Off	The current backup failed, and data has been lost.
Flashing once per second	Flashing once per second	On	A power error occurred during the previous or current boot. Data may be corrupt.
Flashing once per second	On	Off	An overtemperature condition exists.
Flashing twice per second	Flashing twice per second	Off	The battery is not connected to the system board.
Flashing twice per second	Flashing twice per second	On	The battery has been charging for 10 minutes, but has not reached sufficient charge to perform a full backup.
On	On	Off	The current backup is complete, but power fluctuations occurred during the backup.
On	On	On	The cache module microcontroller has failed.

# Smart Array Windows Event Log messages

## Message identifiers 24578-24599

### Message ID: 24578

Severity: Informational

Log message: The Smart Array SAS/SATA event notification service version %1.

### Message ID: 24579

Severity: Informational

Log message: An event queue overflow has occurred for the array controller <controller name / slot information>. At least one event has been lost. This controller will only queue up to 100 events.

### Message ID: 24580

Severity: Error

Log Message: The Smart Array SAS/SATA Event Notification Service needs to be upgraded and cannot process events at this time. The service is being stopped and processing of Smart Array controller events to the Windows system event log, ProLiant Integrated Management Log (IML) and Integrity System Event Log (SEL) will not occur until the software is updated.

To upgrade your software, please visit <http://www.hpe.com/support/drivers>

### Message ID: 24581

Severity: Informational

Log message: The Smart Array SAS/SATA event notification service <status message>.

<status message> values:

- "has encountered an error and has stopped"
- "has stopped due to a message file error"
- "was not able to update the service control manager with updated status"

- “cannot open a registry parameter key”
- “cannot start due to system event logging being disabled”

**Message ID: 24582**

Severity: Informational

**Log message:** A <drive type> physical drive located in bay <bay number> was <inserted / removed>. The drive can be found in box <box number> which is attached to port <port number> of array controller <controller name / slot information>.

**Message ID: 24583**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has detected more than one cable with active drives attached.

**Message ID: 24584**

Severity: Warning

**Log message:** Too many runtime ECC errors have been received from the array controller <controller name / slot information>. The controller has restarted without utilizing its DIMM.

**Message ID: 24585**

Severity: Warning

**Log message:** The <drive type> physical drive located in bay <bay number> is offline but operational. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>. The offline reason received from the Smart Array firmware is: <firmware error code>.

<firmware error code> values:

- TOO\_SMALL\_IN\_LOAD\_CONFIG - Replacement drive is too small for configured volume(s).
- ERROR\_ERASING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- ERROR\_SAVING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- FAIL\_DRIVE\_COMMAND - “Fail Drive” command received from host.
- MARK\_BAD\_FAILED - Unable to create media defect after multiple retries.
- MARK\_BAD\_FAILED\_IN\_FINISH\_REMAP - Unable to create media defect after multiple retries.
- TIMEOUT - Too many SCSI command timeouts.
- AUTONSENSE\_FAILED - Drive is failing commands but is not returning SCSI sense data after multiple retries.
- MEDIUM\_ERROR\_1 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape and its data may be corrupt.
- MEDIUM\_ERROR\_2 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape; retries did not help.



- NOT\_READY\_BAD\_SENSE - Drive is returning unrecognized Not Ready sense codes.
- NOT\_READY - Drive is not ready and will not spin up.
- HARDWARE\_ERROR - Drive is returning a Hardware Error sense key; controller unable to get drive back online.
- ABORTED\_COMMAND - Drive is returning an Aborted Command sense key; controller unable to get drive back online.
- WRITE\_PROTECTED - Drive is returning a sense key indicating it is write protected.
- SPIN\_UP\_FAILURE\_IN\_RECOVER - "Start Unit" command failed during error recovery
- REBUILD\_WRITE\_ERROR - Drive failed write command after multiple retries during rebuild.
- TOO\_SMALL\_IN\_HOT\_PLUG - Replacement drive is too small for configured volume(s).
- BUS\_RESET\_RECOVERY\_ABORTED - Unable to communicate with drive after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- REMOVED\_IN\_HOT\_PLUG - Drive has been hot-removed.
- INIT\_REQUEST\_SENSE\_FAILED - "Request Sense" command failed during device discovery/initialization.
- INIT\_START\_UNIT\_FAILED - "Start Unit" command failed during device discovery/initialization.
- INQUIRY\_FAILED - "Inquiry" command failed after multiple retries.
- NON\_DISK\_DEVICE - Attached device is not a hard disk per its inquiry data.
- READ\_CAPACITY\_FAILED - "Read Capacity" command failed after multiple retries.
- INVALID\_BLOCK\_SIZE - Drive indicates it is not formatted for 512 bytes per sector.
- HOT\_PLUG\_REQUEST\_SENSE\_FAILED - "Request Sense" command failed after drive hot-added.
- HOT\_PLUG\_START\_UNIT\_FAILED - "Start Unit" command failed after drive hot-added)
- WRITE\_ERROR\_AFTER\_REMAP - After reassigning a media error reported during a write command, the write command failed with another media error.
- INIT\_RESET\_RECOVERY\_ABORTED - Unable to communicate with drive during initialization after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- DEFERRED\_WRITE\_ERROR - Drive with write cache enabled reported that it could not complete a write command that it previously indicated was successful [lost data].

- MISSING\_IN\_SAVE\_RIS - Could not write to reserved configuration sectors after multiple retries.
- WRONG\_REPLACE - A hot-plug tape drive was plugged in as a replacement into a drive bay that a hard disk was removed from.
- GDP\_VPD\_INQUIRY\_FAILED - Could not read drive serial number after multiple retries.
- GDP\_MODE\_SENSE\_FAILED - Could not read certain mode pages after multiple retries.
- DRIVE\_NOT\_IN\_48BIT\_MODE - SATA drive is not supported in 48-bit LBA mode.
- DRIVE\_TYPE\_MIX\_IN\_HOT\_PLUG - Attempt to hot-add a SATA drive as a replacement in a SAS-only volume, or vice versa.
- DRIVE\_TYPE\_MIX\_IN\_LOAD\_CFG - attempt to use a SATA drive as a replacement in a SAS-only volume, or vice versa.
- PROTOCOL\_ADAPTER\_FAILED - Protocol layer reports that the protocol hardware has failed; may be a controller failure.
- FAULTY\_ID\_BAY\_EMPTY - Drive responds to SCSI ID, but the corresponding bay is empty.
- FAULTY\_ID\_BAY\_OCCUPIED - Bay is occupied by a drive that does not respond to the corresponding SCSI ID.
- FAULTY\_ID\_INVALID\_BAY - Drive responds to an ID that doesn't have a valid corresponding bay.
- WRITE\_RETRIES\_FAILED - Unable to complete a write operation after several retries.
- QUEUE\_FULL\_ON\_ZERO - Drive indicates that its queue is full when we have no requests outstanding to the drive.
- SMART\_ERROR\_REPORTED - Drive has reported a predictive-failure error when controller is configured to automatically fail [instead of reporting imminent failure of] drives that report this error.
- PHY\_RESET\_FAILED - Phy reset request failed.
- FR\_CHKBLK\_FAILED\_WRITE - Drive failed write command while checking for media errors.
- FR\_ATI\_TEST\_FAILED\_WRITE - Drive failed write command while checking for errors.
- OFFLINE\_ERASE - Drive is offline due to a Secure Erase operation.
- OFFLINE\_TOO\_SMALL - Drive is offline because it's a replacement drive that is too small.
- OFFLINE\_DRIVE\_TYPE\_MIX - Drive is offline because it is not the correct type for this array [SATA vs SAS].
- OFFLINE\_ERASE\_COMPLETE - Drive is offline because a Secure Erase operation has completed on it but it hasn't been replaced yet.

**Message ID: 24586**

Severity: Informational

**Log message:** The <drive type> physical drive located in bay <bay number> is now online. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>.

**Message ID: 24587**

Severity: Warning

**Log message:** The <drive type> physical drive located in bay <bay number> is in a SMART trip state that indicates the drive has reached 0 percent usage left. Indicates that the drive has a SMART wear error and is approaching the maximum usage limit for writes (wear out). The drive should be replaced as soon as possible. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>.

**Message ID: 24588**

Severity: Warning

**Log message:** Sensor number <sensor number> has reported that the internal temperature has exceeded the preset limit. This sensor is located in box <box number> which is connected to port <port number> of array controller <controller name / slot information>. The array controller may attempt to shut down power to the attached box and/or spin down the installed disk drive(s).

**Message ID: 24589**

Severity: Warning

**Log message:** Sensor number <sensor number> has reported that the internal temperature is nearing the preset temperature limit. This sensor is located in box <box number> which is connected to port <port number> of array controller <controller name / slot information>. The array controller may enact precautionary measures to prevent data loss should the temperature reach the operating limit.

**Message ID: 24590**

Severity: Informational

**Log message:** Sensor number <sensor number> has reported that a previously existing temperature condition has been corrected. This sensor is located in box <box number> which is connected to port <port number> of array controller <controller name / slot information>. All of the temperature sensors in the attached box are now reporting acceptable temperature levels.

**Message ID: 24591**

Severity: Warning

**Log message:** Redundant power supply number <power supply number> has reported a fault. This power supply is located in box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message ID: 24592**

Severity: Informational

**Log message:** Redundant power supply number <power supply number> is no longer sensed as being in a failed state. Some possible reasons that would cause this state change to occur include:

1. The previously failed power supply has returned to an operational state.

2. The previously failed power supply was removed from the chassis.

The power supply state change occurred in box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message ID: 24593**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that more physical devices were detected than the controller is currently capable of supporting. Some physical drives will not be accessible.

**Message ID: 24594**

Severity: Warning

**Log message:** Redundant path number <path number> for the <drive type> physical drive located in bay <bay number> has either failed or been removed. The drive can be found in box <box number> which is attached to port <port number> of array controller <controller name / slot information>.

**Message ID: 24595**

Severity: Error

**Log message:** A drive failure notification has been received for the <drive type> physical drive located in bay <bay number>. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>. The failure reason received from the Smart Array firmware is: <firmware error code>.

<firmware error code> values:

- TOO\_SMALL\_IN\_LOAD\_CONFIG - Replacement drive is too small for configured volume(s).
- ERROR\_ERASING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- ERROR\_SAVING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- FAIL\_DRIVE\_COMMAND - "Fail Drive" command received from host.
- MARK\_BAD\_FAILED - Unable to create media defect after multiple retries.
- MARK\_BAD\_FAILED\_IN\_FINISH\_REMAP - Unable to create media defect after multiple retries.
- TIMEOUT - Too many SCSI command timeouts.
- AUTONSENSE\_FAILED - Drive is failing commands but is not returning SCSI sense data after multiple retries.
- MEDIUM\_ERROR\_1 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape and its data may be corrupt.
- MEDIUM\_ERROR\_2 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape; retries did not help.
- NOT\_READY\_BAD\_SENSE - Drive is returning unrecognized Not Ready sense codes.
- NOT\_READY - Drive is not ready and will not spin up.

- `HARDWARE_ERROR` - Drive is returning a Hardware Error sense key; controller unable to get drive back online.
- `ABORTED_COMMAND` - Drive is returning an Aborted Command sense key; controller unable to get drive back online.
- `WRITE_PROTECTED` - Drive is returning a sense key indicating it is write protected.
- `SPIN_UP_FAILURE_IN_RECOVER` - "Start Unit" command failed during error recovery
- `REBUILD_WRITE_ERROR` - Drive failed write command after multiple retries during rebuild.
- `TOO_SMALL_IN_HOT_PLUG` - Replacement drive is too small for configured volume(s).
- `BUS_RESET_RECOVERY_ABORTED` - Unable to communicate with drive after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- `REMOVED_IN_HOT_PLUG` - Drive has been hot-removed.
- `INIT_REQUEST_SENSE_FAILED` - "Request Sense" command failed during device discovery/initialization.
- `INIT_START_UNIT_FAILED` - "Start Unit" command failed during device discovery/initialization.
- `INQUIRY_FAILED` - "Inquiry" command failed after multiple retries.
- `NON_DISK_DEVICE` - Attached device is not a hard disk per its inquiry data.
- `READ_CAPACITY_FAILED` - "Read Capacity" command failed after multiple retries.
- `INVALID_BLOCK_SIZE` - Drive indicates it is not formatted for 512 bytes per sector.
- `HOT_PLUG_REQUEST_SENSE_FAILED` - "Request Sense" command failed after drive hot-added.
- `HOT_PLUG_START_UNIT_FAILED` - "Start Unit" command failed after drive hot-added)
- `WRITE_ERROR_AFTER_REMAP` - After reassigning a media error reported during a write command, the write command failed with another media error.
- `INIT_RESET_RECOVERY_ABORTED` - Unable to communicate with drive during initialization after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- `DEFERRED_WRITE_ERROR` - Drive with write cache enabled reported that it could not complete a write command that it previously indicated was successful [lost data].
- `MISSING_IN_SAVE_RIS` - Could not write to reserved configuration sectors after multiple retries.
- `WRONG_REPLACE` - A hot-plug tape drive was plugged in as a replacement into a drive bay that a hard disk was removed from.

- GDP\_VPD\_INQUIRY\_FAILED - Could not read drive serial number after multiple retries.
- GDP\_MODE\_SENSE\_FAILED - Could not read certain mode pages after multiple retries.
- DRIVE\_NOT\_IN\_48BIT\_MODE - SATA drive is not supported in 48-bit LBA mode.
- DRIVE\_TYPE\_MIX\_IN\_HOT\_PLUG - Attempt to hot-add a SATA drive as a replacement in a SAS-only volume, or vice versa.
- DRIVE\_TYPE\_MIX\_IN\_LOAD\_CFG - attempt to use a SATA drive as a replacement in a SAS-only volume, or vice versa.
- PROTOCOL\_ADAPTER\_FAILED - Protocol layer reports that the protocol hardware has failed; may be a controller failure.
- FAULTY\_ID\_BAY\_EMPTY - Drive responds to SCSI ID, but the corresponding bay is empty.
- FAULTY\_ID\_BAY\_OCCUPIED - Bay is occupied by a drive that does not respond to the corresponding SCSI ID.
- FAULTY\_ID\_INVALID\_BAY - Drive responds to an ID that doesn't have a valid corresponding bay.
- WRITE\_RETRIES\_FAILED - Unable to complete a write operation after several retries.
- QUEUE\_FULL\_ON\_ZERO - Drive indicates that its queue is full when we have no requests outstanding to the drive.
- SMART\_ERROR\_REPORTED - Drive has reported a predictive-failure error when controller is configured to automatically fail [instead of reporting imminent failure of] drives that report this error.
- PHY\_RESET\_FAILED - Phy reset request failed.
- FR\_CHKBLK\_FAILED\_WRITE - Drive failed write command while checking for media errors.
- FR\_ATI\_TEST\_FAILED\_WRITE - Drive failed write command while checking for errors.
- OFFLINE\_ERASE - Drive is offline due to a Secure Erase operation.
- OFFLINE\_TOO\_SMALL - Drive is offline because it's a replacement drive that is too small.
- OFFLINE\_DRIVE\_TYPE\_MIX - Drive is offline because it is not the correct type for this array [SATA vs SAS].
- OFFLINE\_ERASE\_COMPLETE - Drive is offline because a Secure Erase operation has completed on it but it hasn't been replaced yet.

**Message ID: 24596**

Severity: Error

Log message: The <drive type> physical drive located in bay <bay number> is in a SMART predictive failure state. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>.

**Message ID: 24597**

**Severity: Warning**

**Log message:** The <drive type> physical hard drive located in bay <bay number> is not supported <not supported reason>. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>.

<not supported reason> values:

- “because it is a singled ported drive”
- “because it is a SATA drive”
- “because it is smaller than the drive it is replacing”
- “because it is of an unrecognized type”
- “because it contains an unsupported RIS configuration”

**Message ID: 24598**

**Severity: Informational**

**Log message:** Logical drive <logical drive number> of array controller <controller name / slot information> has encountered a status change from:

Status: <previous status>

to

Status: <current status>

<previous status> and <current status> values:

- “OK”
- “FAILED”
- “NOT CONFIGURED”
- “INTERIM RECOVERY MODE”
- “READY FOR RECOVERY”
- “RECOVERING”
- “WRONG PHYSICAL DRIVE REPLACED”
- “PHYSICAL DRIVE NOT PROPERLY CONNECTED”
- “HARDWARE IS OVERHEATING”
- “HARDWARE HAS OVERHEATED”
- “EXPANDING”
- “NOT YET AVAILABLE”
- “QUEUED FOR EXPANSION”
- “DISABLED DUE TO SCSI ID CONFLICT”
- “EJECTED”
- “ERASING”
- “UNKNOWN”

**Message ID: 24599**

**Severity: Warning**

**Log message:** Logical drive <logical drive number> of array controller <controller name / slot information> has encountered a status change from:  
Status: <previous status>  
to  
Status: <current status>  
<previous status> and <current status> values:

- "OK"
- "FAILED"
- "NOT CONFIGURED"
- "INTERIM RECOVERY MODE"
- "READY FOR RECOVERY"
- "RECOVERING"
- "WRONG PHYSICAL DRIVE REPLACED"
- "PHYSICAL DRIVE NOT PROPERLY CONNECTED"
- "HARDWARE IS OVERHEATING"
- "HARDWARE HAS OVERHEATED"
- "EXPANDING"
- "NOT YET AVAILABLE"
- "QUEUED FOR EXPANSION"
- "DISABLED DUE TO SCSI ID CONFLICT"
- "EJECTED"
- "ERASING"
- "UNKNOWN"

## Message identifiers 24600-24624

### Message ID: 24600

Severity: Error

**Log message:** Logical drive <logical drive number> of array controller <controller name / slot information> has encountered a status change from:  
Status: <previous status>  
to  
Status: <current status>  
<previous status> and <current status> values:

- "OK"
- "FAILED"
- "NOT CONFIGURED"
- "INTERIM RECOVERY MODE"



- "READY FOR RECOVERY"
- "RECOVERING"
- "WRONG PHYSICAL DRIVE REPLACED"
- "PHYSICAL DRIVE NOT PROPERLY CONNECTED"
- "HARDWARE IS OVERHEATING"
- "HARDWARE HAS OVERHEATED"
- "EXPANDING"
- "NOT YET AVAILABLE"
- "QUEUED FOR EXPANSION"
- "DISABLED DUE TO SCSI ID CONFLICT"
- "EJECTED"
- "ERASING"
- "UNKNOWN"

#### **Message ID: 24601**

Severity: Informational

**Log message:** Logical drive <logical drive number> configured on array controller <controller name / slot information> is in a failed state but has had one or more drive replacements and is now ready to change to a status of "OK". However, this status change will not occur until the logical drive is re-enabled. Please re-enable the logical drive either via the Array Configuration Utility or by rebooting the system.

#### **Message ID: 24602**

Severity: Warning

**Log message:** The recovery of logical drive <logical driver number> configured on array controller <controller name / slot information> was aborted while rebuilding due to an unrecoverable read error. Physical drive number <physical drive number> was the replacement drive being rebuilt before the read error occurred, while physical drive number <physical drive number> is the error drive which reported the read error.

#### **Message ID: 24603**

Severity: Warning

**Log message:** Due to an unrecoverable read error, the recovery of logical drive %3 configured on array controller <controller name / slot information> was aborted while rebuilding a physical drive.

The physical drive which was being rebuilt is located in bay <bay number> of box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

The physical drive that reported the read error is located in bay <bay number> of box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

#### **Message ID: 24604**

Severity: Warning

**Log message:** The recovery of logical drive <logical drive number> configured on array controller <controller name / slot information> was aborted while rebuilding due to an unrecoverable write error. Physical drive number <physical drive number> was the replacement drive being rebuilt before the write error occurred, while physical drive number <physical drive number> is the error drive which reported the write error.

**Message ID: 24605**

**Severity:** Warning

**Log message:** Due to an unrecoverable write error, the recovery of logical drive <logical drive number> configured on array controller <controller name / slot information> was aborted while rebuilding a physical drive.

The physical drive which was being rebuilt is located in bay <bay number> of box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

The physical drive that reported the write error is located in bay <bay number> of box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message ID: 24606**

**Severity:** Error

**Log message:** Logical drive <logical drive number> configured on array controller <controller name / slot information> returned a fatal error during a read/write request from/to the volume.

Logical block address <lba number>, block count <bc number> and command <command number> were taken from the failed logical I/O request.

Array controller <controller name / slot information> is also reporting that the last physical drive to report a fatal error condition (associated with this logical request), is located on bus <bus number> and ID <ID number>.

**Message ID: 24607**

**Severity:** Warning

**Log message:** The event information received from array controller <controller name / slot information> was of an unknown or unrecognized class.

An excerpt of the controller message is as follows: <message from firmware>.

**Message ID: 24608**

**Severity:** Informational

**Log message:** Array controller <controller name / slot information> has reported that storage box number <box number> was added to port <port number>. This connection is through I/O module number <module number> on the storage box.

**Message ID: 24609**

**Severity:** Error

**Log message:** Array controller <controller name / slot information> has reported that storage box number <box number> was removed from port <port number>. This connection was through I/O module number <module number> on the storage box. This event can occur when either a sole I/O module or data cable is removed.

**Message ID: 24610**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported that either redundant I/O module number <module number> in box <box number> was removed or the cable to this module was removed. The cable and I/O module were connected to port <port number> of the array controller.

**Message ID: 24611**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that either redundant I/O module number <module number> in box <box number> was added or the cable to this module was connected. The cable and I/O module are connected to port <port number> of the array controller.

**Message ID: 24612**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that box <box number> connected to port <port number> is now marked as repaired (re-added after a previous failure).

**Message ID: 24613**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that either redundant I/O module number <module number> in box <box number> was repaired or its path was repaired. Box <box number> is connected to port <port number> of the array controller.

**Message ID: 24614**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that the external array controller attached to port <port number> has been disconnected or powered down.

**Message ID: 24615**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that an external array controller was attached to port <port number> or was previously attached and was powered on.

**Message ID: 24616**

Severity: Warning

**Log message:** Array controller <controller name / slot information> is reporting that an unsupported configuration has occurred with the redundant cabling that is attached between port <port number> and box <box number>. <firmware information>. Please check the cabling and ensure that a supported configuration is being used.

<firmware information> values:

- "The Smart Array firmware is reporting that no additional details are available"
- "The Smart Array firmware is reporting that the redundant cabling configuration on the controller has a mix of storage boxes with and without redundant I/O modules"

- “The Smart Array firmware is reporting that a redundant I/O paths exist due to direct loopback of the controller ports”
- “The Smart Array firmware is reporting that the redundant I/O modules of this box are not cabled for good fault tolerance”
- “The Smart Array firmware is reporting that the redundant I/O modules of this box have multiple paths to the controller”

**Message ID: 24617**

Severity: Warning

Log message: Array controller <controller name / slot information> is reporting that an unsupported configuration has occurred with the redundant cabling that is attached to port <port number>. <firmware information>. Please check the cabling and ensure that a supported configuration is being used.

<firmware information> values:

- “The Smart Array firmware is reporting that no additional details are available”
- “The Smart Array firmware is reporting that the redundant cabling configuration on the controller has a mix of storage boxes with and without redundant I/O modules”
- “The Smart Array firmware is reporting that a redundant I/O paths exist due to direct loopback of the controller ports”
- “The Smart Array firmware is reporting that the redundant I/O modules of this box are not cabled for good fault tolerance”
- “The Smart Array firmware is reporting that the redundant I/O modules of this box have multiple paths to the controller”

**Message ID: 24618**

Severity: Warning

Log message: Array controller <controller name / slot information> is reporting that an unsupported configuration has occurred with the redundant cabling that is attached to port <port number>. Please check the cabling and ensure that a supported configuration is being used.

**Message ID: 24619**

Severity: Informational

Log message: Fan number <fan number> in box <box number> was <inserted / removed>. Box <box number> is attached to port <port number> of array controller <controller name / slot information>.

**Message ID: 24620**

Severity: Informational

Log message: Fan number <fan number> located on fan module <fan module number> in box <box number> was <inserted / removed>. Box <box number> is attached to port <port number> of array controller <controller name / slot information>.

**Message ID: 24621**

Severity: Error

**Log message:** Fan number <fan number> is reporting a failure. This fan is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>. The controller may attempt to shut down the power to the storage device and/or spin down the installed disk drive(s).

**Message ID: 24622**

Severity: Error

**Log message:** Fan number <fan number> located on fan module <fan module number> is reporting a failure. This fan is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>. The controller may attempt to shut down the power to the storage device and/or spin down the installed disk drive(s).

**Message ID: 24623**

Severity: Informational

**Log message:** Fan number <fan number> is reporting a degraded condition. This fan is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message ID: 24624**

Severity: Informational

**Log message:** Fan number <fan number> located on fan module <fan module number> is reporting a degraded condition. This fan is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>.

## Message identifiers 24625-24649

**Message Id: 24625**

Severity: Informational

**Log message:** Fan number <fan number> is reporting that it is now operational. This fan is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24626**

Severity: Informational

**Log message:** Fan number <fan number> located on fan module <fan module number> is reporting that it is now operational. This fan is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24627**

Severity: Informational

**Log message:** Array controller <controller name / slot information> is reporting excessive correctable PCI-e errors. Please check this controller to ensure it is functioning properly.

**Message Id: 24628**

Severity: Informational

**Log message:** Fan module <fan module number> in box <box number> was <inserted / removed>. Box <box number> is attached to port <port number> of array controller <controller name / slot information>.

**Message Id: 24629**

Severity: Error

**Log message:** Fan module <fan module number> in box number <box number> is reporting a failure. Box number <box number> is connected to port <port number> of array controller <controller name / slot information>. The controller may attempt to shut down the power to the storage device and/or spin down the installed disk drive(s).

**Message Id: 24630**

Severity: Informational

**Log message:** A tape drive connected to port <port number> of array controller <controller name / slot information> has been <inserted / removed>.

**Message Id: 24631**

Severity: Informational

**Log message:** Fan module <fan module number> in box number <box number> is reporting a degraded condition. Box number <box number> is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24632**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that its cache has been disabled.

**Message Id: 24633**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that its cache has been enabled.

**Message Id: 24634**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that its cache batteries are missing.

**Message Id: 24635**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported that its cache batteries have failed.

**Message Id: 24636**

Severity: Informational

**Log message:** Fan module <fan module number> is reporting that it is now operational. This fan module is located in box number <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24637**

Severity: Informational

**Log message:** A previously failed storage enclosure processor (SEP) is now responding and operational. This SEP is located in box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24638**

Severity: Error

Log message: A storage enclosure processor (SEP) has failed. This SEP is located in box <box number> which is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24639**

Severity: Error

Log message: All of the storage enclosure processors (SEPs) in box <box number> have failed and there is currently no environmental management and monitoring available for this storage box. Box <box number> is connected to port <port number> of array controller <controller name / slot information>.

**Message Id: 24640**

Severity: Informational

Log message: The Smart Array controller <controller name / slot information> is now redundant.

**Message Id: 24641**

Severity: Warning

Log message: The Smart Array controller <controller name / slot information> is reporting that no redundant array controller is installed.

**Message Id: 24642**

Severity: Error

Log message: The Smart Array controller <controller name / slot information> is not redundant because it is a different model than its partner controller.

**Message Id: 24643**

Severity: Warning

Log message: The Smart Array controller <controller name / slot information> is not redundant because an inter-controller link could not be established with the partner controller.

**Message Id: 24644**

Severity: Error

Log message: The Smart Array controller <controller name / slot information> is not redundant because it is of a different firmware revision than its partner controller.

**Message Id: 24645**

Severity: Error

Log message: The Smart Array controller <controller name / slot information> is not redundant because it is using a different cache size than its partner controller.

**Message Id: 24646**

Severity: Error

Log message: The Smart Array controller <controller name / slot information> is not redundant because its partner controller has reported a cache failure.

**Message Id: 24647**

Severity: Error

Log message: The Smart Array controller <controller name / slot information> is no longer redundant because this controller and its partner controller can no longer see all the physical drives.

**Message Id: 24648**

Severity: Error

Log message: The Smart Array controller <controller name / slot information> is no longer redundant because one or more drives has been determined not to be able to support redundant controller operations.

**Message Id: 24649**

Severity: Warning

Log message: The Smart Array controller <controller name / slot information> is no longer redundant because an expand operation is in progress. The controller will become redundant once again once the expand operation has completed.

## Message identifiers 24650-24674

**Message Id: 24650**

Severity: Informational

Log message: SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has been created.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24651**

Severity: Error

Log message: SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> failed and has been deleted.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24652**

Severity: Informational

Log message: SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has been restored.

<external specification> values:

- "the external controller attached to"
- ""



**Message Id: 24653**

Severity: Informational

Log message: SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has been detached.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24654**

Severity: Informational

Log message: SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has been deleted.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24655**

Severity: Error

Log message: Restore operation of SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> failed due to possible data corruption.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24656**

Severity: Warning

Log message: SnapShot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has been disabled.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24657**

Severity: Informational

Log message: Performing a recovery for a restore operation on SnapShot ID <ID number> for logical drive <logical drive number> on <external specification> array controller <controller name / slot information>.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24658**

Severity: Informational

Log message: Restore operation started on Snapshot ID <ID number> of logical drive <logical drive number> on <external specification> array controller <controller name / slot information>.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24659**

Severity: Informational

Log message: Port <port number> of controller <controller name / slot information> is reporting <PHY status> for PHY number <phy number>.

**Message Id: 24660**

Severity: Informational

Log message: Smart Array controller <controller name / slot information> has reported that its partner controller has been <added to / removed from> the SAS fabric.

**Message Id: 24661**

Severity: Informational

Log message: Surface analysis parity/consistency initialization forced complete for logical drive <logical drive number> on Smart Array controller <controller name / slot information>.

**Message Id: 24662**

Severity: Informational

Log message: Smart Array controller <controller name / slot information> has reported that <number of passes> surface analysis passes have completed for logical drive <logical drive number>.

**Message Id: 24668**

Severity: Informational

Log message: SnapShot resource volume of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> is okay.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24669**

Severity: Warning

Log message: Snapshot resource volume of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> is approaching its limit.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24670**

Severity: Error

Log message: Snapshot resource volume of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has failed.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24671**

Severity: Informational

Log message: Snapshot resource volume of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has been deleted.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24672**

Severity: Error

Log message: Snapshot resource volume of logical drive <logical drive number> on <external specification> array controller <controller name / slot information> has reached its limit.

<external specification> values:

- "the external controller attached to"
- ""

**Message Id: 24673**

Severity: Informational

Log message: Power supply number <power supply number> was <inserted / removed>. This power supply is located in the storage chassis with serial number <serial number> which is attached to port <port number> of array controller <controller name / slot information>.

**Message Id: 24674**

Severity: Warning

Log message: Array controller <controller name / slot information> is reporting inconsistent data that was previously consistent.<additional data> The inconsistent data may be caused by a power loss during write activity or by a drive returning corrupt data. The inconsistent data is between block address <block address 1> and block address <block address 2> of logical drive <logical drive number>.

<additional data> values:

- "The parity data does not match the data drives."
- ""

# Message identifiers 24675-24699

## Message Id: 24675

Severity: Warning

**Log message:** Data that was previously consistent is now being reported as inconsistent.<additional data> The inconsistent data may be caused by a power loss during write activity or by a drive returning corrupt data. The inconsistent data is between block address <block address 1> and block address <block address 2> of logical drive <logical drive number>. The inconsistent physical drive can be found in bay <bay number> of box <box number> connected to port <port number> of array controller <controller name / slot information>.

<additional data> values:

- "The parity data does not match the data drives."
- ""

## Message Id: 24676

Severity: Informational

**Log message:** Surface analysis has repaired an inconsistent stripe on logical drive <logical drive number>. This repair was conducted by overwriting the statistically incorrect stripe on the physical drive found in bay <bay number> of box <box number> connected to port <port number> of array controller <controller name / slot information>.

## Message Id: 24677

Severity: Informational

**Log message:** Surface analysis has repaired an inconsistent stripe on logical drive <logical drive number> connected to array controller <controller name / slot information>. This repair was conducted by updating the parity data to match the data drive contents.

## Message Id: 24678

Severity: Warning

**Log message:** The license key <license key> on array controller <controller name / slot information> is nearing its expiration date. The license key will expire in <number of days> day(s).

## Message Id: 24679

Severity: Error

**Log message:** The license key <license key> on array controller <controller name / slot information> has expired.

## Message Id: 24680

Severity: Informational

**Log message:** The firmware image for Smart Array controller <controller name / slot information> has changed.

The firmware was flashed from:

Revision: <old revision number>

to

Revision: <new revision number>

**Message Id: 24681**

Severity: Warning

**Log message:** Device bus fault occurred on storage box <box number>, port <port number> of array controller <controller name / slot information>. This may result in a downshift in transfer rate for one or more hard drives on the bus.

**Message Id: 24682**

Severity: Informational

**Log message:** An error log update has occurred for the physical drive with BMIC device index <device index number> of array controller <controller name / slot information>.

**Message Id: 24683**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported an uncorrectable read error during rebuild operations for logical drive <logical drive number>. The uncorrectable media defects are between logical block address <block address 1> and logical block address <block address 2>. The host will be unable to read some blocks between this address range until the blocks are overwritten. The logical drive rebuild is continuing so that the volume can regain fault tolerance. Capacity expansion operations must be avoided while the affected blocks are unreadable.

**Message Id: 24684**

Severity: Informational

**Log message:** The consistency initialization pass has completed for logical drive <logical drive number> of array controller <controller name / slot information>.

**Message Id: 24685**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported an uncorrectable read error during surface analysis operations for logical drive <logical drive number>. A media error was encountered that is not correctable due to media errors on other physical drive(s) belonging to this logical volume. The uncorrectable media defects are between logical block address <block address 1> and logical block address <block address 2>. The host will be unable to read some blocks between this address range until the blocks are overwritten. Capacity expansion operations must be avoided while the blocks are unreadable.

**Message Id: 24686**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that the surface analysis uncorrectable read error condition for logical drive <logical drive number> has ended. The previously reported media defects have been overwritten. Capacity expansion operations may now be conducted.

**Message Id: 24687**

Severity: Informational

**Log message:** A firmware update is needed for the physical drive with product ID <ID number> connected to array controller <controller name / slot information>. The recommended minimum firmware revision should be <revision number>.

**Message Id: 24688**

Severity: Informational

**Log message:** Power supply number <power supply number> was <inserted / removed>. This power supply is located in box <box number> which is attached to port <port number> of array controller <controller name / slot information>.

**Message Id: 24690**

Severity: Warning

**Log message:** A SAS link PHY error has been detected. The PHY error threshold has been exceeded for PHY number <PHY number> located on expander number <expander number>. This expander can be found in box <box number> which is attached to port <port number> of array controller <controller name / slot information>.

**Message Id: 24691**

Severity: Warning

**Log message:** A SAS link error has been detected between port <port number> of array controller <controller name / slot information> and I/O module number <module number> located in box number <box number>. Please check this data path and the associated hardware.

**Message Id: 24692**

Severity: Warning

**Log message:** A SAS link error has been detected between port <port number> of array controller <controller name / slot information> and <attached device><attached device index>. Please check this data path and the associated hardware.

<attached device> values:

- "an expander"
- "another controller"
- "a hard drive in bay"
- "an unknown internal device"

**Message Id: 24693**

Severity: Warning

**Log message:** A SAS link error has been detected from the onboard expander of array controller <controller name / slot information>. Please check this controller to ensure it is functioning properly.

**Message Id: 24694**

Severity: Warning

**Log message:** A SAS link error has been detected between a Smart Array controller's onboard expander and an externally attached storage box. The error was detected between port <port number> of array controller <controller name / slot information> and I/O module number <module number>

located in box number <box number>. Please check this data path and the associated hardware.

**Message Id: 24695**

Severity: Warning

**Log message:** A SAS link error has been detected between the onboard expander (port <port number>) of array controller <controller name / slot information> and <attached device><attached device index>. Please check this data path and the associated hardware.

**Message Id: 24696**

Severity: Warning

**Log message:** A SAS link error has been detected between I/O module <module number 1> of box <box number 1> and I/O module <module number 2> of box <box number 2>. These boxes are connected to port <port number> of array controller <controller name / slot information>. Please check this data path and the associated hardware.

**Message Id: 24697**

Severity: Warning

**Log message:** A SAS link error has been detected in bay <bay number> of box <box number> which is connected to port <port number> of array controller <controller name / slot information>. Please check this data path and the associated hardware.

**Message Id: 24698**

Severity: Warning

**Log message:** A SAS link error has been detected between array controller <controller name / slot information> and the switch expander connected to port <port number> of this controller. Please check this data path and the associated hardware.

**Message Id: 24699**

Severity: Warning

**Log message:** A SAS link error has been detected between a switch expander and I/O module <module number> of box <box number>. This hardware is connected to port <port number> of controller <controller name / slot information>. Please check this data path and the associated hardware.

## Message identifiers 24700-24724

**Message ID: 24700**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a <drive type> physical hard drive in bay <bay number> was <inserted / removed>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24701**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> has failed. The external Smart Array controller may attempt to shut down power and/or spin down the installed disk drive(s).

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24702**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> is reporting a degraded condition.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24703**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> is now operational.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24704**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is indicating that sensor number <sensor number> has reported that the internal temperature has exceeded the preset temperature limit. The external Smart Array controller may attempt to shut down power to and/or spin down the installed disk drive(s).

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24705**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is indicating that sensor number <sensor number> has reported that the internal temperature is nearing the preset temperature limit. The external Smart Array controller may enact precautionary measures to prevent data loss should the temperature reach the operating limit.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24706**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is indicating that sensor number <sensor number> has reported that a previously existing temperature condition has been corrected. All of the temperature sensors in the attached box are now reporting acceptable temperature levels.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.



**Message ID: 24707**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that redundant power supply number <power supply number> has reported a fault.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24708**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that redundant power supply number <power supply number> is no longer sensed as being in a failed state. Some possible reasons that would cause this state change to occur include:

1. The previously failed power supply has returned to an operational state.
2. The previously failed power supply was removed from the chassis.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24709**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting a drive failure notification for the <drive type> physical hard drive located in bay <bay number>. The failure reason received from the Smart Array firmware is: <firmware error code>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<firmware error code> values:

- TOO\_SMALL\_IN\_LOAD\_CONFIG - Replacement drive is too small for configured volume(s).
- ERROR\_ERASING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- ERROR\_SAVING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- FAIL\_DRIVE\_COMMAND - "Fail Drive" command received from host.
- MARK\_BAD\_FAILED - Unable to create media defect after multiple retries.
- MARK\_BAD\_FAILED\_IN\_FINISH\_REMAP - Unable to create media defect after multiple retries.
- TIMEOUT - Too many SCSI command timeouts.
- AUTONSENSE\_FAILED - Drive is failing commands but is not returning SCSI sense data after multiple retries.
- MEDIUM\_ERROR\_1 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape and its data may be corrupt.
- MEDIUM\_ERROR\_2 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape; retries did not help.

- NOT\_READY\_BAD\_SENSE - Drive is returning unrecognized Not Ready sense codes.
- NOT\_READY - Drive is not ready and will not spin up.
- HARDWARE\_ERROR - Drive is returning a Hardware Error sense key; controller unable to get drive back online.
- ABORTED\_COMMAND - Drive is returning an Aborted Command sense key; controller unable to get drive back online.
- WRITE\_PROTECTED - Drive is returning a sense key indicating it is write protected.
- SPIN\_UP\_FAILURE\_IN\_RECOVER - "Start Unit" command failed during error recovery
- REBUILD\_WRITE\_ERROR - Drive failed write command after multiple retries during rebuild.
- TOO\_SMALL\_IN\_HOT\_PLUG - Replacement drive is too small for configured volume(s).
- BUS\_RESET\_RECOVERY\_ABORTED - Unable to communicate with drive after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- REMOVED\_IN\_HOT\_PLUG - Drive has been hot-removed.
- INIT\_REQUEST\_SENSE\_FAILED - "Request Sense" command failed during device discovery/initialization.
- INIT\_START\_UNIT\_FAILED - "Start Unit" command failed during device discovery/initialization.
- INQUIRY\_FAILED - "Inquiry" command failed after multiple retries.
- NON\_DISK\_DEVICE - Attached device is not a hard disk per its inquiry data.
- READ\_CAPACITY\_FAILED - "Read Capacity" command failed after multiple retries.
- INVALID\_BLOCK\_SIZE - Drive indicates it is not formatted for 512 bytes per sector.
- HOT\_PLUG\_REQUEST\_SENSE\_FAILED - "Request Sense" command failed after drive hot-added.
- HOT\_PLUG\_START\_UNIT\_FAILED - "Start Unit" command failed after drive hot-added)
- WRITE\_ERROR\_AFTER\_REMAP - After reassigning a media error reported during a write command, the write command failed with another media error.
- INIT\_RESET\_RECOVERY\_ABORTED - Unable to communicate with drive during initialization after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- DEFERRED\_WRITE\_ERROR - Drive with write cache enabled reported that it could not complete a write command that it previously indicated was successful [lost data].

- MISSING\_IN\_SAVE\_RIS - Could not write to reserved configuration sectors after multiple retries.
- WRONG\_REPLACE - A hot-plug tape drive was plugged in as a replacement into a drive bay that a hard disk was removed from.
- GDP\_VPD\_INQUIRY\_FAILED - Could not read drive serial number after multiple retries.
- GDP\_MODE\_SENSE\_FAILED - Could not read certain mode pages after multiple retries.
- DRIVE\_NOT\_IN\_48BIT\_MODE - SATA drive is not supported in 48-bit LBA mode.
- DRIVE\_TYPE\_MIX\_IN\_HOT\_PLUG - Attempt to hot-add a SATA drive as a replacement in a SAS-only volume, or vice versa.
- DRIVE\_TYPE\_MIX\_IN\_LOAD\_CFG - attempt to use a SATA drive as a replacement in a SAS-only volume, or vice versa.
- PROTOCOL\_ADAPTER\_FAILED - Protocol layer reports that the protocol hardware has failed; may be a controller failure.
- FAULTY\_ID\_BAY\_EMPTY - Drive responds to SCSI ID, but the corresponding bay is empty.
- FAULTY\_ID\_BAY\_OCCUPIED - Bay is occupied by a drive that does not respond to the corresponding SCSI ID.
- FAULTY\_ID\_INVALID\_BAY - Drive responds to an ID that doesn't have a valid corresponding bay.
- WRITE\_RETRIES\_FAILED - Unable to complete a write operation after several retries.
- QUEUE\_FULL\_ON\_ZERO - Drive indicates that its queue is full when we have no requests outstanding to the drive.
- SMART\_ERROR\_REPORTED - Drive has reported a predictive-failure error when controller is configured to automatically fail [instead of reporting imminent failure of] drives that report this error.
- PHY\_RESET\_FAILED - Phy reset request failed.
- FR\_CHKBLK\_FAILED\_WRITE - Drive failed write command while checking for media errors.
- FR\_ATI\_TEST\_FAILED\_WRITE - Drive failed write command while checking for errors.
- OFFLINE\_ERASE - Drive is offline due to a Secure Erase operation.
- OFFLINE\_TOO\_SMALL - Drive is offline because it's a replacement drive that is too small.
- OFFLINE\_DRIVE\_TYPE\_MIX - Drive is offline because it is not the correct type for this array [SATA vs SAS].
- OFFLINE\_ERASE\_COMPLETE - Drive is offline because a Secure Erase operation has completed on it but it hasn't been replaced yet.

**Message ID: 24710**

Severity: Informational

**Log message:**

The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that logical drive <logical drive number> has encountered a status change from:

Status: <previous status>

to

Status: <current status>

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<previous status> and <current status> values:

- "OK"
- "FAILED"
- "NOT CONFIGURED"
- "INTERIM RECOVERY MODE"
- "READY FOR RECOVERY"
- "RECOVERING"
- "WRONG PHYSICAL DRIVE REPLACED"
- "PHYSICAL DRIVE NOT PROPERLY CONNECTED"
- "HARDWARE IS OVERHEATING"
- "HARDWARE HAS OVERHEATED"
- "EXPANDING"
- "NOT YET AVAILABLE"
- "QUEUED FOR EXPANSION"
- "DISABLED DUE TO SCSI ID CONFLICT"
- "EJECTED"
- "ERASING"
- "UNKNOWN"

**Message ID: 24711**

Severity: Warning

**Log message:**

The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that logical drive <logical drive number> has encountered a status change from:

Status: <current status>

to

Status: <previous status>

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<previous status> and <current status> values:

- “OK”
- “FAILED”
- “NOT CONFIGURED”
- “INTERIM RECOVERY MODE”
- “READY FOR RECOVERY”
- “RECOVERING”
- “WRONG PHYSICAL DRIVE REPLACED”
- “PHYSICAL DRIVE NOT PROPERLY CONNECTED”
- “HARDWARE IS OVERHEATING”
- “HARDWARE HAS OVERHEATED”
- “EXPANDING”
- “NOT YET AVAILABLE”
- “QUEUED FOR EXPANSION”
- “DISABLED DUE TO SCSI ID CONFLICT”
- “EJECTED”
- “ERASING”
- “UNKNOWN”

**Message ID: 24712**

Severity: Error

Log message:

The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that logical drive <logical drive number> has encountered a status change from:

Status: <current status>

to

Status: <previous status>

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<previous status> and <current status> values:

- “OK”
- “FAILED”
- “NOT CONFIGURED”
- “INTERIM RECOVERY MODE”
- “READY FOR RECOVERY”
- “RECOVERING”
- “WRONG PHYSICAL DRIVE REPLACED”
- “PHYSICAL DRIVE NOT PROPERLY CONNECTED”

- "HARDWARE IS OVERHEATING"
- "HARDWARE HAS OVERHEATED"
- "EXPANDING"
- "NOT YET AVAILABLE"
- "QUEUED FOR EXPANSION"
- "DISABLED DUE TO SCSI ID CONFLICT"
- "EJECTED"
- "ERASING"
- "UNKNOWN"

**Message ID: 24713**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that logical drive <logical drive number> is in a failed state but has had one or more drive replacements and is now ready to change to a status of "OK". However, this status change will not occur until the logical drive is re-enabled. Please re-enable the logical drive either via the Array Configuration Utility or by power cycling the MSA chassis.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24714**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that the recovery of logical drive <logical drive number> was aborted while rebuilding due to an unrecoverable read error. Physical drive number <physical drive number 1> was the replacement drive being rebuilt before the read error occurred, while physical drive number <physical drive number 2> is the error drive which reported the read error.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24715**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that due to an unrecoverable read error, the recovery of logical drive <logical drive number> was aborted while rebuilding a physical drive. The physical drive which was being rebuilt is located in bay <bay number 1> of the MSA chassis. The physical drive that reported the read error is located in bay <bay number 2> of the MSA chassis.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24716**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that the recovery of logical drive <logical drive number> was aborted while rebuilding due to an unrecoverable write error. Physical drive number <physical drive number 1> was the replacement drive being rebuilt before the write error occurred, while physical drive number <physical drive number 2> is the error drive which reported the write error.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24717**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that due to an unrecoverable write error, the recovery of logical drive <logical drive number> was aborted while rebuilding a physical drive. The physical drive which was being rebuilt is located in bay <bay number 1> of the MSA chassis. The physical drive that reported the write error is located in bay <bay number 2> of the MSA chassis.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24718**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that logical drive <logical drive number> returned a fatal error during a read/write request from/to the volume.

Logical block address <lba number>, block count <block count> and command <command number> were taken from the failed logical I/O request.

The external Smart Array controller is also reporting that the last physical drive to report a fatal error condition (associated with this specific logical request), is located on bus <bus number> and ID <ID number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24719**

Severity: Warning

**Log message:** The event information received from the external Smart Array controller located in the MSA chassis labeled as <chassis label> was of an unknown or unrecognized class.

An excerpt of the controller message is as follows: <firmware message>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24720**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that its cache has been disabled.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24721**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that its cache has been enabled.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24722**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that its cache batteries are missing.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24723**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that its cache batteries have failed.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24724**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that an error log update has occurred for the physical drive with BMIC device index <device index>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

## Message identifiers 24725-24749

**Message Id: 24725**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that the consistency initialization pass has completed for logical drive <logical drive number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24726**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported an uncorrectable read error during surface analysis operations for logical drive <logical drive number>. A media error was encountered that is not correctable due to media errors on other physical drive(s) belonging to this logical volume. The uncorrectable media defects are between logical block address <lba number 1> and logical block address <lba number 2>. The host will be unable to read some blocks



between this address range until the blocks are overwritten. Capacity expansion operations must be avoided while the blocks are unreadable.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24727**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that the surface analysis uncorrectable read error condition for logical drive <logical drive number> has ended. The previously reported media defects have been overwritten. Capacity expansion operations may now be conducted.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24728**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a firmware update is needed for the physical drive with product ID <ID number>. The recommended minimum firmware revision should be <firmware revision number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24729**

Severity: Informational

**Log message:** The MSA chassis labeled as <chassis label> has reported that external redundant controller <slot number> has been <inserted / removed>.

The external Smart Array controller reporting this operation is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24730**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that power supply number <power supply number> was <inserted / removed>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id=24731**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> was <inserted / removed>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24732**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link PHY error has been

detected. The PHY error threshold has been exceeded for PHY number <PHY number> located on expander number <expander number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24733**

Severity: Informational

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are now redundant.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24734**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that no redundant array controller is installed.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24735**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are not redundant because they are different models.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24736**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are not redundant because an inter-controller link could not be established.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24737**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are not redundant because the array controllers are reporting different firmware revisions.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24738**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are not redundant because the array controllers are reporting different cache sizes.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24739**

Severity: Error

**Log message:** An external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that it is not redundant because the other external controller is reporting a cache failure.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24740**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are no longer redundant because both array controllers cannot see all the physical drives.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24741**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are no longer redundant because one or more drives has been determined not to be able to support redundant controller operations.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24742**

Severity: Error

**Log message:** The external Smart Array controllers located in the MSA chassis labeled as <chassis label> are no longer redundant because an expand operation is in progress. The controllers will become redundant once again once the expand operation has completed.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24743**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between port <port number> of the external controller and I/O module number <module number> of box number <box number>. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24744**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between port <port number> and <attached device><attached device index>. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24745**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected from its onboard expander. Please check this controller to ensure it is functioning properly.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24746**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between its onboard expander and an externally connected storage box. This error has been detected between port <port number> of the external controller and I/O module number <module number> located in box number <box number>. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24747**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between its onboard expander (port <port number>) and <attached device><attached device index>. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24748**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between I/O module <module number 1> of box <box number 1> and I/O module <module number 2> of box <box number 2>. These boxes are connected to port <port number> of the external array controller. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24749**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected in bay <bay number> of box <box number> which is connected to port <port number> of the external array controller. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

## Message identifiers 24750-24774

### **Message Id: 24750**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between port <port number> and the switch expander connected to this port. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

### **Message Id: 24751**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a SAS link error has been detected between a switch expander and I/O module <module number> of box <box number>. This hardware is connected to port <port number> of the external array controller. Please check this data path and the associated hardware.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

### **Message Id: 24752**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that storage box number <box number> was added to port <port number>. This connection is through I/O module number <module number> on the storage box.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

### **Message Id: 24753**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that storage box number <box number> was removed from port <port number>. This connection was through I/O module number <module number> on the storage box. This event can occur when either a sole I/O module or data cable is removed.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

### **Message Id: 24754**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> has reported that either redundant I/O module number <module number> in box <box number> was removed or the cable to this module was removed. The cable and I/O module were connected to port <port number> of the external controller.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24755**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> has reported that either redundant I/O module number <module number> in box <box number> was added or the cable to this module was connected. The cable and I/O module are connected to port <port number> of the external controller.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24756**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> has reported that box <box number> connected to port <port number> is now marked as repaired (re-added after a previous failure).

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24757**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> has reported that either redundant I/O module number <module number> in box <box number> was repaired or its path was repaired. Box <box number> is connected to port <port number> of the external array controller.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24758**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that redundant path number <path number> for the <drive type> physical drive located in bay <bay number> has either failed or been removed.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24759**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> has reported that an unsupported configuration has occurred with the redundant cabling that is attached between port <port number> and box <box number>. <firmware information>. Please check the cabling and ensure that a supported configuration is being used.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24760**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that an unsupported configuration has occurred with the redundant cabling that is attached to port <port number>. <firmware information>. Please check the cabling and ensure that a supported configuration is being used.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24761**

**Severity:** Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that an unsupported configuration has occurred with the redundant cabling that is attached to port <port number>. Please check the cabling and ensure that a supported configuration is being used.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24762**

**Severity:** Informational

**Log message:**

External Smart Array controller number <controller number> located in the MSA chassis labeled as <chassis label> is reporting the following flash operation: "<firmware message>."

The firmware was flashed from:

Revision: <old revision number>

to

Revision: <new revision number>

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24763**

**Severity:** Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported an uncorrectable read error during rebuild operations for logical drive <logical drive number>. The uncorrectable media defects are between logical block address <lba number 1> and logical block address <lba number 2>. The host will be unable to read some blocks between this address range until the blocks are overwritten. The logical drive rebuild is continuing so that the volume can regain fault tolerance. Capacity expansion operations must be avoided while the affected blocks are unreadable.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24764**

**Severity:** Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that the <drive type> physical hard drive located in bay <bay number> is not supported <not supported reason>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<not supported reason> values:

- “because it is a singled ported drive”
- “because it is a SATA drive”
- “because it is smaller than the drive it is replacing”
- “because it is of an unrecognized type”
- “because it contains an unsupported RIS configuration”

**Message Id: 24765**

Severity: Informational

**Log message:** The MSA chassis labeled as <chassis label> has reported that battery pack number <battery pack number> located on controller number <controller number> has been <inserted / removed>.

The external Smart Array controller reporting this operation is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24766**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that the <drive type> physical hard drive located in bay <bay number> is in a SMART predictive failure state.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24767**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that more physical devices were detected than the controller is currently capable of supporting. Some physical drives will not be accessible.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24768**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that the storage enclosure attached to port <port number> with chassis serial number <serial number> has had power supply number <power supply number> <inserted / removed>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24769**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> located on fan module <fan module number> was <inserted / removed>.



The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24770**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> located on fan module <fan module number> has failed. The external Smart Array controller may attempt to shut down power and/or spin down the installed disk drive(s).

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24771**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> located on fan module <fan module number> is reporting a degraded condition.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24772**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan number <fan number> located on fan module <fan module number> is now operational.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24773**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> has reported that a tape drive has been <inserted / removed>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message Id: 24774**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting <link up / down> for PHY number <PHY number>. This PHY link status change has occurred on port <port number> of the external array controller.

The external Smart Array controller reporting this event is attached to the host side Smart Array controller <controller name / slot information>.

## Message identifiers 24775-24799

**Message ID: 24775**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that the <drive type> physical hard drive located in bay <bay number> is offline. The offline reason received from the Smart Array firmware is: <firmware error code>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<firmware error code> values:

- TOO\_SMALL\_IN\_LOAD\_CONFIG - Replacement drive is too small for configured volume(s).
- ERROR\_ERASING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- ERROR\_SAVING\_RIS - Could not write to reserved configuration sectors after multiple retries.
- FAIL\_DRIVE\_COMMAND - "Fail Drive" command received from host.
- MARK\_BAD\_FAILED - Unable to create media defect after multiple retries.
- MARK\_BAD\_FAILED\_IN\_FINISH\_REMAP - Unable to create media defect after multiple retries.
- TIMEOUT - Too many SCSI command timeouts.
- AUTONSENSE\_FAILED - Drive is failing commands but is not returning SCSI sense data after multiple retries.
- MEDIUM\_ERROR\_1 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape and its data may be corrupt.
- MEDIUM\_ERROR\_2 - Caused by a particular set of SCSI sense codes that indicate the drive is in bad shape; retries did not help.
- NOT\_READY\_BAD\_SENSE - Drive is returning unrecognized Not Ready sense codes.
- NOT\_READY - Drive is not ready and will not spin up.
- HARDWARE\_ERROR - Drive is returning a Hardware Error sense key; controller unable to get drive back online.
- ABORTED\_COMMAND - Drive is returning an Aborted Command sense key; controller unable to get drive back online.
- WRITE\_PROTECTED - Drive is returning a sense key indicating it is write protected.
- SPIN\_UP\_FAILURE\_IN\_RECOVER - "Start Unit" command failed during error recovery
- REBUILD\_WRITE\_ERROR - Drive failed write command after multiple retries during rebuild.
- TOO\_SMALL\_IN\_HOT\_PLUG - Replacement drive is too small for configured volume(s).
- BUS\_RESET\_RECOVERY\_ABORTED - Unable to communicate with drive after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- REMOVED\_IN\_HOT\_PLUG - Drive has been hot-removed.

- INIT\_REQUEST\_SENSE\_FAILED - "Request Sense" command failed during device discovery/initialization.
- INIT\_START\_UNIT\_FAILED - "Start Unit" command failed during device discovery/initialization.
- INQUIRY\_FAILED - "Inquiry" command failed after multiple retries.
- NON\_DISK\_DEVICE - Attached device is not a hard disk per its inquiry data.
- READ\_CAPACITY\_FAILED - "Read Capacity" command failed after multiple retries.
- INVALID\_BLOCK\_SIZE - Drive indicates it is not formatted for 512 bytes per sector.
- HOT\_PLUG\_REQUEST\_SENSE\_FAILED - "Request Sense" command failed after drive hot-added.
- HOT\_PLUG\_START\_UNIT\_FAILED - "Start Unit" command failed after drive hot-added)
- WRITE\_ERROR\_AFTER\_REMAP - After reassigning a media error reported during a write command, the write command failed with another media error.
- INIT\_RESET\_RECOVERY\_ABORTED - Unable to communicate with drive during initialization after multiple bus resets and retries; may be due to this drive or another drive that is corrupting the parallel SCSI bus.
- DEFERRED\_WRITE\_ERROR - Drive with write cache enabled reported that it could not complete a write command that it previously indicated was successful [lost data].
- MISSING\_IN\_SAVE\_RIS - Could not write to reserved configuration sectors after multiple retries.
- WRONG\_REPLACE - A hot-plug tape drive was plugged in as a replacement into a drive bay that a hard disk was removed from.
- GDP\_VPD\_INQUIRY\_FAILED - Could not read drive serial number after multiple retries.
- GDP\_MODE\_SENSE\_FAILED - Could not read certain mode pages after multiple retries.
- DRIVE\_NOT\_IN\_48BIT\_MODE - SATA drive is not supported in 48-bit LBA mode.
- DRIVE\_TYPE\_MIX\_IN\_HOT\_PLUG - Attempt to hot-add a SATA drive as a replacement in a SAS-only volume, or vice versa.
- DRIVE\_TYPE\_MIX\_IN\_LOAD\_CFG - attempt to use a SATA drive as a replacement in a SAS-only volume, or vice versa.
- PROTOCOL\_ADAPTER\_FAILED - Protocol layer reports that the protocol hardware has failed; may be a controller failure.
- FAULTY\_ID\_BAY\_EMPTY - Drive responds to SCSI ID, but the corresponding bay is empty.
- FAULTY\_ID\_BAY\_OCCUPIED - Bay is occupied by a drive that does not respond to the corresponding SCSI ID.

- FAULTY\_ID\_INVALID\_BAY - Drive responds to an ID that doesn't have a valid corresponding bay.
- WRITE\_RETRIES\_FAILED - Unable to complete a write operation after several retries.
- QUEUE\_FULL\_ON\_ZERO - Drive indicates that its queue is full when we have no requests outstanding to the drive.
- SMART\_ERROR\_REPORTED - Drive has reported a predictive-failure error when controller is configured to automatically fail [instead of reporting imminent failure of] drives that report this error.
- PHY\_RESET\_FAILED - Phy reset request failed.
- FR\_CHKBLK\_FAILED\_WRITE - Drive failed write command while checking for media errors.
- FR\_ATI\_TEST\_FAILED\_WRITE - Drive failed write command while checking for errors.
- OFFLINE\_ERASE - Drive is offline due to a Secure Erase operation.
- OFFLINE\_TOO\_SMALL - Drive is offline because it's a replacement drive that is too small.
- OFFLINE\_DRIVE\_TYPE\_MIX - Drive is offline because it is not the correct type for this array [SATA vs SAS].
- OFFLINE\_ERASE\_COMPLETE - Drive is offline because a Secure Erase operation has completed on it but it hasn't been replaced yet.

#### **Message ID: 24776**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that the <drive type> physical hard drive located in bay <bay number> is now online.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

#### **Message ID: 24777**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting inconsistent data that was previously consistent.<additional information>The inconsistent data may be caused by a power loss during write activity or by a drive returning corrupt data. The inconsistent data is between block address <lba number 1> and block address <lba number 2> of logical drive <logical drive number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<additional information> values:

- "The parity data does not match the data drives."
- ""

#### **Message ID: 24778**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that surface analysis has repaired an inconsistent stripe on logical drive <logical drive number> by overwriting the statistically incorrect stripe on the physical drive found in bay <bay number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24779**

**Severity:** Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that surface analysis has repaired an inconsistent stripe on logical drive <logical drive number> by updating the parity data to match the data drive contents.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24780**

**Severity:** Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting inconsistent data that was previously consistent.<additional information>The inconsistent data may be caused by a power loss during write activity or by a drive returning corrupt data. The inconsistent data is between block address <lba number 1> and block address <lba number 2> of logical drive <logical drive number>. The physical drive containing the inconsistent data can be found in bay <bay number> of the MSA chassis.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

<additional information> values:

- “The parity data does not match the data drives.”
- “”

**Message ID: 24781**

**Severity:** Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan module <module number> was <inserted / removed>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24782**

**Severity:** Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan module <fan module number> has failed. The external Smart Array controller may attempt to shut down power and/or spin down the installed disk drive(s).

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24783**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan module <fan module number> is reporting a degraded condition.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24784**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that fan module <fan module number> is now operational.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24785**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a previously failed storage enclosure processor (SEP) is now responding and operational.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24786**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that a storage enclosure processor (SEP) has failed.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24787**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that all storage enclosure processors (SEPs) have failed and there is currently no environmental management and monitoring available for this storage enclosure.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24788**

Severity: Informational

**Log message:** Surface analysis parity/consistency initialization forced complete for logical drive <logical drive number> on external Smart Array array controller located in the MSA chassis labeled as <chassis label>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24789**

Severity: Informational

**Log message:** External Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that <number of passes> surface analysis passes have completed for logical drive <logical drive number>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24790**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> is reporting that the <drive type> physical drive located in bay <bay number> is in a SMART trip state that indicates the drive has reached 0 percent usage left. Indicates that the drive has a S.M.A.R.T wear error and is approaching the maximum usage limit for writes (wear out). The drive should be replaced as soon as possible.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24791**

Severity: Error

**Log message:** Array controller <controller name / slot information> has reported that its internal temperature has exceeded the preset limit of <temperature limit>°C. The current temperature is <current temperature>°C as reported by sensor number <sensor number>. The controller may attempt to shut down power and/or spin down installed disk drives.

**Message ID: 24792**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported that its internal temperature is nearing the preset temperature limit of <temperature limit>°C. The current temperature is <current temperature>°C as reported by sensor number <sensor number>. The array controller may enact precautionary measures to prevent data loss should the temperature reach the operating limit.

**Message ID: 24793**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that a previously existing temperature condition on the controller from sensor <sensor number> has been corrected. All of the temperature sensors are now reporting acceptable temperature levels.

**Message ID: 24794**

Severity: Error

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis number> is indicating that sensor number <sensor number> has reported that the internal temperature of <internal temperature>°C has exceeded the preset temperature limit of <temperature limit>°C. The external Smart Array controller may attempt to shut down power to and/or spin down installed disk drives.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24795**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is indicating that its internal temperature is nearing the preset temperature limit of <temperature limit>°C. The current temperature is <current temperature>°C as reported by sensor number <sensor number>. The external Smart Array controller may enact precautionary measures to prevent data loss should the temperature reach the operating limit.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24796**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is indicating that a previously existing temperature condition on the controller from sensor <sensor number> has been corrected. All of the temperature sensors are now reporting acceptable temperature levels.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24797**

Severity: Informational

**Log message:** The <drive type> physical drive located in bay <bay number> has passed a pre-defined usage threshold. It currently has <days or percent> <days of / percentage> usage remaining. Indicates that the drive is approaching the maximum usage limit for writes (wear out). This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>.

**Message ID: 24798**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that the <drive type> physical drive located in bay <bay number> has passed a pre-defined usage threshold.

It currently has <days or percent> <days of / percentage> usage remaining. Indicates that the drive is approaching the maximum usage limit for writes (wear out).

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24799**

Severity: Warning

**Log message:** The <drive type> physical drive located in bay <bay number> could not be authenticated as a genuine HPE hard drive. This drive's status LEDs will not be controlled. This drive can be found in box <box number> which is connected to port <port number> of the array controller <controller name / slot information>.

## Message identifiers 24800-24808

**Message ID: 24800**



Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that the%3physical drive located in bay <bay number> could not be authenticated as a genuine HPE hard drive. This drive's status LEDs will not be controlled.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24801**

Severity: Informational

**Log message:** Array controller <controller name / slot information> has reported that its cache is missing. This is an unsupported configuration.

**Message ID: 24802**

Severity: Informational

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> is reporting that its cache is missing. This is an unsupported configuration.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24803**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported that it previously locked up with code <lockup code>.

**Message ID: 24804**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that it previously locked up with code <lockup code>.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24805**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported that Supercap is enabled but the cache module flash memory is missing. This is an unsupported configuration.

**Message ID: 24806**

Severity: Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that Supercap is enabled but the cache module flash memory is missing. This is an unsupported configuration.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

**Message ID: 24807**

Severity: Warning

**Log message:** Array controller <controller name / slot information> has reported that the cache module flash memory is installed but Supercap is disabled. This is an unsupported configuration.

**Message ID: 24808**

**Severity:** Warning

**Log message:** The external Smart Array controller located in the MSA chassis labeled as <chassis label> has reported that the cache module flash memory is installed but Supercap is disabled. This is an unsupported configuration.

The external Smart Array controller is attached to the host side Smart Array controller <controller name / slot information>.

## Smart Array Windows driver errors

**Message Id: 5001**

**Severity:** Error

**Log message:** The controller in slot %3 (bus %4, device %5, function %6) heartbeat has not changed in %2 seconds.

**Message Id: 5002**

**Severity:** Error

**Log message:** The driver has taken the failed controller in slot %2 (bus %3, device %4, function %5) offline.

**Message Id: 5003**

**Severity:** Error

**Log message:** The controller (bus %2, device %3, function %4) has failed. Invalid driver configuration buffer.

**Message Id: 5004**

**Severity:** Error

**Log message:** The controller (bus %2, device %3, function %4) has failed. Critical memory allocation failure.

**Message Id: 5005**

**Severity:** Error

**Log message:** The controller (bus %2, device %3, function %4) failed to post.

**Message Id: 5006**

**Severity:** Error

**Log message:** The controller (bus %2, device %3, function %4) failed with lockup code=0x%5 LED status=0x%6.

# HPE Onboard Administrator errors

## Onboard Administrator error messages

- Soap Response Errors—These are the general errors reported by the gSoap service for validation errors, device failures, and so on. These errors are organized into two categories:
  - User Request errors
  - Onboard Administrator errors
- Soap interface errors—These errors signal internal issues with the gSoap service
- CGI application errors—These errors are reported by individual CGI processes. Each one issues its own set of errors:
  - File upload errors
  - Insight Display screen shot errors

### Onboard Administrator errors

- 1 The submitted user already exists.
- 2 The submitted user name is not valid.
- 3 The maximum number of users already exists.
- 5 The requested user does not exist.
- 6 The submitted group already exists.
- 7 Invalid privilege level.
- 8 Insufficient privileges for the requested operation.
- 10 The submitted user was already enabled.
- 11 The submitted user was already disabled.
- 12 The submitted user already has administrator rights.
- 13 The submitted user is not an administrator.
- 14 An error occurred while creating a group entry.
- 16 Unable to perform the operation. Retry the operation or restart OA. (System Error 16)
- 17 Unable to perform the operation. Retry the operation or restart OA. (System Error 17)
- 18 Unable to perform the operation. Retry the operation or restart OA. (System Error 18)
- 19 The submitted bay is already assigned.
- 20 The submitted bay is not assigned.
- 22 The submitted value is already in use.
- 23 The first character in the submitted value is not valid.
- 24 The submitted value contains an invalid character.
- 25 The submitted value is too short.
- 26 The submitted value is too long.
- 27 The submitted trap receiver already exists.

- 28 The maximum number of trap receivers already exists.
- 29 The maximum number of IP managers already exists.
- 30 The IP Manager already exists.
- 31 The submitted bay number is out of range.
- 32 The submitted IP address is not valid.
- 33 The submitted value is null.
- 34 An error occurred while generating an event.
- 35 An error occurred opening the enclosure system log.
- 36 The submitted date and/or time value was not formatted correctly.
- 37 An error occurred while opening the Onboard Administrator's system log.
- 38 The NMI Dump failed for the submitted blade.
- 39 Setting the UID for the submitted blade failed.
- 40 Setting the environment variable for the submitted blade failed.
- 41 Setting the boot order for the submitted blade failed.
- 42 Setting the power control for the submitted blade failed.
- 43 Setting the max power for the submitted blade failed.
- 44 Shutting down the submitted blade failed.
- 45 Clearing the submitted blade failed.
- 46 Getting blade information for the submitted blade failed.
- 47 Getting blade status for the submitted blade failed.
- 48 Getting sensor information for the submitted sensor failed.
- 49 Setting the submitted rack name failed.
- 50 Getting power supply information for the submitted power supply failed.
- 51 Getting power supply status for the submitted power supply failed.
- 52 Getting power supply measurements for the submitted power supply failed.
- 53 Setting the Onboard Administrator's UID state failed.
- 54 Getting the Onboard Administrator's status failed.
- 55 Getting the Onboard Administrator's information failed.
- 56 Getting fan information for the submitted fan failed.
- 57 Rebooting the enclosure failed.
- 58 Shutting down the enclosure failed.
- 59 Getting the enclosure information failed.
- 60 Getting the enclosure names failed.
- 61 Getting the enclosure status failed.
- 62 Setting the enclosure name failed.
- 63 Setting the enclosure asset tag failed.
- 64 Setting the enclosure time zone failed.
- 65 Setting the enclosure UID failed.

- 66 Setting the UID for the submitted interconnect failed.
- 67 Resetting the submitted interconnect failed.
- 68 Getting interconnect information for the submitted interconnect failed.
- 69 Getting interconnect status for the submitted interconnect failed.
- 70 An error occurred while accessing the connected user for the requested blade.
- 71 An error occurred while reading the lockfile for the submitted blade.
- 72 The submitted e-mail address is not valid.
- 73 Libem is not able to talk to iLO.
- 74 Downloading the submitted file failed.
- 75 The certificate could not be verified.
- 76 Could not save the authorization keys.
- 77 The SSH key size is not correct.
- 78 Could not ping the requested url.
- 79 Could not generate the CSR.
- 80 Could not generate the SSO
- 81 Could not read the fingerprint.
- 82 Could not get SSH key.
- 83 The field is already enabled.
- 84 The field is already disabled.
- 85 The system is already in DHCP mode.
- 86 The system is currently in static IP mode.
- 87 Could not clear the system log.
- 88 Could not restore the factory settings.
- 89 Could not read the configuration file.
- 90 Could not write to the configuration file.
- 92 The submitted URL is not valid.
- 93 Could not update the firmware with the submitted image file.
- 94 Unable to acquire the rack topology.
- 95 Invalid domain.
- 97 Connecting to the blade's iLO failed.
- 98 Sending the RIBCL command to the requested blade failed.
- 99 Could not find the requested element in the RIBCL response.
- 100 Could not find the requested attribute in the RIBCL response.
- 101 Could not find the starting boundary in the RIBCL response.
- 102 Could not find the ending boundary in the RIBCL response.
- 103 Could not determine the IP address of the management processor for the requested blade.
- 104 Could not locate a Primary NTP server.
- 105 You must set at least one (1) trusted host before enabling trusted hosts.

- 107 Could not create the RIBCL request.
- 108 This error message should be taken from the soap errorText (varies).
- 118 The management processor auto-login feature is not supported.
- 119 The maximum number of EBIPA DNS servers has already been reached.
- 120 The starting IP address and Net Mask must be set before enabling EBIPA.
- 121 The LDAP group does not exist.
- 122 The LDAP group already exists.
- 123 The maximum number of LDAP groups has already been reached.
- 125 Error getting Insight Display information.
- 126 Error getting Insight Display status.
- 127 Error reading the certificate.
- 128 Error setting the time zone.
- 129 Error installing the certificate.
- 130 Exceeded the maximum number of SSO certificates.
- 131 The X509 Certificate is not formatted correctly.
- 132 SIM station already in trusted list.
- 133 SIM station name not found.
- 134 SIM SSO API received a bad parameter.
- 135 The maximum number of SIM XE stations already configured.
- 136 The maximum number of EBIPA interconnects DNS servers has been reached.
- 137 The session could not be created.
- 138 The session could not be deleted.
- 139 Not a valid request while running in standby mode.
- 140 Not a valid request while transitioning to active mode.
- 141 Not a valid request while running in active mode.
- 142 The maximum number of LDAP certificates already exist.
- 143 Could not remove LDAP certificate.
- 144 You must configure the directory server and at least one search context before enabling LDAP.
- 145 Could not set the LDAP group description.
- 146 An error occurred while communicating with the other Onboard Administrator.
- 147 Unable to perform the operation. Retry the operation or restart OA. (System Error 147).
- 148 The other Onboard Administrator is not present.
- 149 No redundant Onboard Administrator found. Cannot failover.
- 150 The user could not be authenticated.
- 151 Invalid parameter for setting blade one time boot.
- 152 Invalid parameter for setting the blade boot priority.
- 153 A blade boot device can only be listed once.
- 154 NTP Poll time must be between 60 and 86400 seconds.

155 Could not create new file.

156 Could not write the file to the disk.

157 The submitted image is too big.

158 The submitted image is not a BMP image.

159 The submitted image does not have the appropriate dimensions.

160 Non-standard BMP images are not supported.

161 The specified item was not found.

162 The protocol specified in the URL is not supported.

163 The upload to the specified URL failed.

164 The Onboard Administrator did not fail over.

165 The blade is in a powered off state.

167 The IP manager does not exist.

168 There is no SSH key installed.

169 There was a problem running the configuration script.

170 Missing credentials.

171 Caught the SIGSEGV signal.

173 No trap receivers were specified.

174 There are no SSH keys installed.

175 There was an error attempting to clear the SSH keys.

176 The IP address is already listed.

177 There was an error getting the SSO trust mode.

178 The submitted SSO trust mode is invalid.

179 The certificate cannot be removed because it does not exist.

180 The interconnect tray is not present.

181 The blade is not present.

182 Users cannot remove or disable themselves.

183 Invalid time zone.

184 Error setting CLP strings.

185 Error getting CLP status.

186 Error setting ISMIC info block.

187 Error reading ISMIC info block.

188 Error clearing blade signature.

189 Error setting blade signature.

190 Request is valid only for server blades.

191 Request is valid only for ProLiant server blades.

192 The string entered is not a valid netmask.

193 The string entered is not a valid gateway.

194 The string entered for DNS server 1 is not valid.

195 The string entered for DNS server 2 is not valid.

196 Error trying to remove a nonexistent SSO name.

197 Error trying to add an SSO name.

198 Invalid SNMP trap community.

201 Could not open the event pipe for reading.

202 Did not read the proper size for events.

203 Event length mismatch.

204 The event listener was terminated.

211 Error obtaining blade power reduction status.

212 Update the other OA firmware to enable this feature.

213 Dates before 14 June 2006 are not valid.

214 The certificate exceeds the maximum valid size.

215 E-Fuse cannot be reset.

216 Firmware update in progress. Login is disabled.

217 An error occurred while setting the enclosure PDU type.

218 An error occurred while setting the enclosure part number.

219 An error occurred while setting the enclosure serial number.

220 Cannot set time when NTP is enabled.

221 Request is valid only for Itanium/BCS/IPF blades.

222 The Active and Standby Onboard Administrator are not the same hardware build.

223 The firmware installed on an Onboard Administrator module is incompatible with FirmwareSync.

224 Failed to create firmware image

225 The Active and Standby Onboard Administrator have the same firmware version installed.

226 Upgrade an Onboard Administrator to firmware 2.10 or later to enable this feature.

227 The requested user cannot be removed from iLO because it is the only remaining administrator account.

228 The requested user cannot be added to iLO because iLO local accounts have been disabled.

229 The requested user cannot be added to iLO because the maximum number of local accounts already exists.

230 One or more of the specified SNMP traps were not already configured on the Onboard Administrator and cannot be removed.

231 Reset Factory Defaults in progress. Login disabled.

232 The requested operation is not available on c3000 enclosures.

233 This feature requires the iLO Select Pack License or iLO Advanced Pack License on the server blade when LDAP is enabled on the Onboard Administrator.

234 Invalid characters detected.

235 Onboard Administrator is initializing. Login disabled.

236 Cannot retrieve Onboard Administrator media device array.

237 The requested device is not ready.

238 Power off or remove the partner blade.



239 The current firmware does not support this operation.

240 Serial number update requires newer firmware version.

241 The requested device is not present or no firmware upgrade is required.

242 The operation cannot be performed on the requested device.

243 iLO license information cannot be retrieved because iLO XML Reply is disabled.

244 SSH is disabled on this blade.

245 Disconnect the virtual media applet.

246 Invalid SNMP Write Community string.

247 Invalid SNMP Read Community string.

248 Invalid port number. The LDAP server SSL port can be any number between 1 and 65535.

249 Feb 29 was specified but the year is not a leap year.

250 The CA certificate is invalid.

251 Exceeded the maximum number of CA certificates.

252 No CA certificates are imported.

253 This CA certificate is already imported.

254 A certificate is already mapped to this user.

255 An undocumented error has occurred. Please update your firmware to the latest firmware version if necessary. Contact Hewlett Packard Enterprise if the problem persists.

256 This certificate is already mapped to another user.

257 The user certificate could not be verified.

258 This operation is not permitted when two-factor authentication is enabled.

260 This operation cannot be performed when AlertMail is disabled.

261 This operation cannot be performed when the AlertMail settings are not configured.

262 This operation cannot be performed when SNMP is disabled.

263 A certificate must be mapped to Administrator or LDAP must be enabled with a configured groups with administrator privilege to enable two-factor authentication.

265 A certificate is not mapped to this user account.

266 Two-factor authentication is in effect.

267 Two-factor authentication configuration was not changed.

268 An iLO image is already staged.

269 The file was not a proper iLO image for the blade.

270 The crc32 supplied does not match the provided file.

271 Cannot delete the last CA with two-factor authentication enabled.

272 The Onboard Administrator cannot communicate with iLO.

273 An EBIPA configuration error occurred.

274 Link Loss Failover intervals must be between 30 and 86400 seconds.

275 Network speed must be either 10Mbit or 100Mbit.

276 Network duplex setting must be HALF or FULL.

277 The password does not conform to password rules.

278 Invalid minimum password value

279 A firmware image is already staged.

280 The provided file was not a proper image.

281 Bad image CRC checksum

282 Remote system logging must be enabled to perform this operation.

283 Invalid remote port. The port must be a number between 1 and 65535.

284 The remote syslog server address must be configured before enabling remote system logging.

285 Invalid remote server address.

286 This setting is already enabled.

287 This setting is already disabled.

288 Enclosure IP mode was not enabled because the active Onboard Administrator does not have a static IPv4 address.

289 This feature is not available for this Onboard Administrator.

290 Request to enable DHCP addressing on the active Onboard Administrator is denied because Enclosure IP Mode is enabled.

291 The value provided is not proper base64.

292 The firmware image provided is an older version than the current firmware. Onboard Administrator settings cannot be preserved.

293 The file provided is not a valid Onboard Administrator firmware image.

294 There are no USB keys connected to the enclosure.

295 No valid firmware images found on USB key.

296 No configuration scripts found on USB key.

297 I/O error on USB key.

298 Badly formatted USB file URL.

299 Permission problems when accessing USB media.

300 Error uploading to USB media.

301 An invalid number of GUIDs was passed to the Onboard Administrator.

302 URL flash image for microcode download not available.

303 Invalid session timeout.

304 Invalid watts value.

305 Failed to store change for power cap.

306 Enclosure Dynamic Power Cap feature is not allowed.

307 Wrong number of bays specified for enclosure while setting capping bays to exclude.

308 The number of bays opted out exceeds the maximum allowed.

309 Enclosure Dynamic Power Cap feature is not allowed.

310 Enclosure Dynamic Power Cap is set.

311 Enclosure Dynamic Power Cap is not set. Cannot confirm that device tray meets minimum firmware version required.

312 Enclosure Dynamic Power Cap not set. Device tray fails to meet the minimum required firmware version.

313 The requested cap is outside the allowable range of Enclosure Dynamic Power Cap values.

314 Server Power Reduction cannot currently be enabled. Enclosure Dynamic Power Cap is not allowed.

315 No valid ISO images found on USB key.

316 Bay privileges cannot be revoked for Administrators with OA permission.

317 Invalid DNS hostname.

318 Factory defaults cannot be restored because the enclosure is in VC mode.

319 The string entered is not a valid IPv6 address.

320 IPv6 static address already exists.

321 IPv6 static address not found.

322 Unable to add.

323 Invalid SMTP server.

324 Invalid SNMP Trap receiver.

325 Invalid NTP server.

326 Invalid EBIPA configuration. Multiple subnets were detected.

327 Specified VLAN ID does not exist.

328 Cannot delete the default VLAN ID.

329 Maximum VLAN entries reached.

330 Duplicated VLAN ID.

331 Specified VLAN ID is invalid.

332 Operation partially successful.

333 Duplicated VLAN name.

334 A pending command already exists.

337 The remote syslog server address cannot be cleared while remote logging is enabled.

338 Invalid search context number.

339 Not on the same VLAN ID domain.

340 This command is not valid for auxiliary blades.

341 No LDAP groups currently exist.

342 The requested Derated Circuit Capacity is outside the allowable range of values for this enclosure.

343 The requested Rated Circuit Capacity is outside the allowable range of values for this enclosure.

344 The requested cap is greater than the requested Derated Circuit Capacity.

345 The requested Derated Circuit Capacity is greater than the requested Rated Circuit Capacity.

346 The requested set of bays to exclude cause the cap to be outside the allowable range.

347 The requested set of bays to exclude cause the Derated Circuit Capacity to be outside the allowable range.

348 The requested set of bays to exclude cause the Rated Circuit Capacity to be outside the allowable range.

353 IPv6 is currently disabled. Cannot download certificate from the specified address.

354 The date cannot be set to a date in the past.

356 The setting cannot be cleared while LDAP is enabled.

357 URB reporting using HTTP(S) cannot be enabled until an HTTP(S) endpoint has been configured.

358 URB reporting using SMTP cannot be enabled until an SMTP server and mailbox have been configured.

359 URB reporting using SMTP and HTTP(S) cannot be enabled until HTTP(S) and SMTP settings have been configured.

360 Warning: Not all VC-Enet modules are on the same VLAN ID.

361 File doesn't exist.

362 This operation cannot be performed when AlertMail is enabled.

363 Setting SolutionsId failed.

364 SolutionsId must be an 8-byte hex string, between 0000000000000000 and FFFFFFFFFFFFFFFF.

365 Failed Remote Support registration.

366 Failed Remote Support un-registration.

367 Failed Remote Support restore registration.

368 Failed to send Remote Support message (Hint: Check the Remote Support proxy and endpoint URL. Use SET REMOTE\_SUPPORT\_PROXY to configure and re-try.)

369 Failed to set Remote Support interval. Valid interval is 0 to 60 (days).

370 You must configure the directory server and SSL port before testing LDAP.

371 The string contains an invalid character.

372 This operation cannot be performed when Remote Support is disabled.

373 Cannot set Maintenance Mode Timeout. Value should be between 5 minutes and 2 weeks.

374 Insert eRs error here.

375 The string entered is not a valid LDAP server. A LDAP server must be a IP address or DNS name.

376 Unable to perform the operation. Retry the operation or restart OA. (System Error 376)

377 The HP Passport credentials provided are invalid.

378 This system is already registered.

379 Please disable Remote Support before performing this action.

380 Transaction UUID is mismatched.

381 Unable to download ilo flash image from the url provided. Supported protocols are http, https, tftp and ftp.

382 The Onboard Administrator is still initializing. Please try your request again later.

383 Failed to send Remote Support message. Please make sure DNS is enabled and verify Insight Remote Support host and port information.

384 Failed to resolve Insight Remote Support hosting server. Please verify DNS settings and Insight Remote Support host and port information.

385 Transmission to the Insight Remote Support receiver was unsuccessful. Please check connectivity between the OA and the Insight Remote Support receiver.

389 This action cannot be performed in FIPS MODE ON/DEBUG.

391 No Variable Name-Value pairs are provided for substitution.

392 Attempted to substitute more than 25 variables.

395 Trying to substitute the same variable twice.

396 String\_list searchFlag out of range.

397 No variable names are passed in for searching.

398 No variable values are passed in for searching.

401 Enclosure Firmware Management is currently disabled.

402 The Enclosure Firmware Management ISO URL is not set.

403 The operation cannot be performed while Enclosure Firmware Management is running.

404 Unable to mount ISO or validate version information.

Check URL and validate ISO is available from URL entered.

405 Unable to open firmware log.

406 The blade's firmware has not been discovered.

407 An error occurred while reading the firmware log.

408 Enclosure Firmware Management is not supported by this device type

409 Firmware ISO image is in use, changing URL is not allowed.

410 Blade must be powered off before starting Enclosure Firmware Management.

411 Unable to change passwords for any LDAP or SIM users.

412 Enclosure Firmware Management is not available. To use this feature, it needs to be unlocked.

413 Enclosure Firmware Management is not supported on the Active OA hardware present.

414 Could not persist firmware management log.

415 When in FIPS MODE ON/DEBUG, the password length must be between 8 and 40 characters.

416 When in FIPS MODE ON/DEBUG, strict passwords must be enabled.

417 Certificate hash algorithm is not supported. See OA syslog for more information.

418 Downgrade is not allowed in FIPS Mode ON/DEBUG. Please set FIPS Mode to OFF and retry the operation.

419 Could not persist firmware management log.

427 E-Keying busy.

428 Error getting CLP strings.

431 Enclosure Firmware Management is not ready, please try again in a few minutes.

434 PIN Protection cannot be disabled in FIPS Mode.

435 Cannot restore the factory defaults while in FIPS Mode.

437 Bad EBIPAv6 device.

438 An EBIPAv6 configuration error occurred. Extended information is available as a bitcode reason code.

439 Invalid hash algorithm. The hash algorithm must be one of: SHA1, SHA-224, SHA-256, SHA-384, or SHA-512.

440 You must set a new pin code before unlocking the LCD buttons.

441 The requested operation cannot be completed during a firmware update.

442 This enclosure is incapable of performing a reset on a non-redundant Onboard Administrator.

444 Power cap configuration locked due to active group management.

REMOTE SUPPORT TIER2

- 445 Remote Support receiver temporarily unavailable. Please retry later.
- 446 Unregistration request was not processed successfully by the Remote Support receiver. Remote Support has been disabled locally. No service events or data collections will be sent until this device has been re-registered.
- 447 Authentication error. Please unregister and re-register device.
- 448 Missing device identifiers. Please unregister and re-register device.
- 449 Corrupt device identifiers. Please unregister and re-register device.
- 450 Insufficient device identifier information. Please unregister and re-register device.
- 451 Invalid device identifier information. Please unregister and re-register device.
- 452 Stale device identifiers. Please unregister and re-register device.
- 453 Missing GDID. Please unregister and re-register device.
- 454 Corrupt GDID. Please unregister and re-register device.
- 455 Missing registration token. Please unregister and re-register device.
- 456 Corrupt registration token. Please unregister and re-register device.
- 457 Expired registration token. Please unregister and re-register device.
- 458 Invalid HP Passport credentials. Please verify and enter valid HP Passport account credentials.
- 459 Device is already registered. Please delete the device from Insight Remote Support user interface and retry registration.
- 460 Unknown device. Please unregister and re-register device.
- 461 Insufficient registration data. Please retry registration.
- 462 Missing SOAP header. Please retry your last step. If error persists and device is currently registered, unregister and re-register device.
- 463 Missing GUID. Please retry your last step. If error persists and device is currently registered, unregister and re-register device.
- 464 Corrupt GUID. Please retry your last step. If error persists and device is currently registered, unregister and re-register device.
- 465 Missing data package. Please retry your last step. If error persists and device is currently registered, unregister and re-register device.
- 466 Data Package validation failed. Please retry your last step. If error persists and device is currently registered, unregister and re-register device.
- 467 HP Passport password must be changed or reset. Please attempt to register again after correcting the HP Passport account issue.
- 468 Expired HP Passport credentials. Please attempt to register again after correcting the HP Passport account issue.
- 469 HP Passport account locked out. Please attempt to register again after correcting the HP Passport account issue.
- 470 GDID and device identifiers do not match. If error persists and device is not currently registered, unregister and re-register device.
- 471 Device is not registered. Remote Support registration has been disabled locally on this device. No service events or data collections will be sent until this device has been re-registered.
- 472 Deleted device. This device has been previously deleted from the Insight Remote Support user interface. Please unregister and re-register device.
- 473 Unhandled Error.

474 Failed to connect to Insight Remote Support direct connect web service. Please verify DNS settings, proxy settings and connectivity.

475 Dynamic DNS is not enabled.

476 Invalid SNMP Engine ID. The Engine ID must start with '0x' followed by an even number of up to 64 hexadecimal digits.

477 Invalid Authentication Protocol.

478 Invalid Authentication Password, must contain 8 to 40 printable characters.

479 Invalid Privacy Protocol.

480 Invalid Privacy Password, must contain 8 to 40 printable characters.

481 Duplicate user, a SNMP user by this name and engine id already exists.

482 Invalid minimal security setting.

483 Invalid security setting.

484 Selected algorithm cannot be used while FIPS Mode is enabled.

485 A user with read-write access cannot be created while FIPS Mode is enabled.

486 You cannot use a remote engine id with a trap.

487 You cannot use the local engine id with an inform.

489 Error adding the language pack.

490 Error removing the language pack.

491 The file provided is not a valid Onboard Administrator language pack image.

492 Cannot remove the English language pack.

493 The language support pack is not installed.

494 The submitted file is not a valid SSH key.

499 The firmware image provided doesn't meet the VC Minimum Firmware Version requirement. Check the OA Syslog for more details.

500 The action did not complete successfully.

502 Invalid response. No connection or network busy.

503 Web server busy or in service.

510 Remote Support services are provided by other solution.

511 DHCP-Supplied Domain Name cannot be disabled when the user-supplied domain name is not set.

512 The text must contain at least one visible character.

514 User ID is a required field. Please retry registration.

515 The user must have an active authenticated session. Please retry registration.

516 HP Passport system failure occurred. A problem has been detected in the HP Passport system. Please retry later.

517 The session token is invalid due to any of the following reasons: failed decoding, token is null or empty, userId is empty or session start value is not a number. Please retry registration.

518 Password is required. Please retry registration.

519 HP Passport user ID is invalid. Please retry registration with a valid user ID.

520 HP Passport account is locked out due to excessive login authentication failures. Please reset your password and retry registration.

521 User has reached half the maximum allowed HP Passport login authentication failures. Please verify your username and password are correct and retry registration.

522 HP Passport password has expired. Please update your password and retry registration.

523 User has at least one of the HP Passport required on-line identity elements missing. Please update your HP Passport profile and retry registration.

524 HP Passport Security Q and A is not compliant; the user must enter a new security Q and A upon login. Please update your HP Passport security Q and A and retry registration.

525 HP Passport password entered is incorrect. Please retry registration using the correct password.

526 HP Passport user has been added to a group. Please reset your password and retry registration.

527 User must enter an HP Passport security Q and A and change password. Please update your security Q and A, update your password, and retry registration.

528 Protocol error occurred while communicating with the Insight Remote Support receiver.

529 Failed to resolve proxy. Please verify DNS settings, proxy settings and connectivity.

530 Failed to connect to the Insight Remote Support hosting server. Please verify Insight Remote Support host and port information.

531 Failed to connect to the Insight Remote Support direct connect web service. Please verify DNS settings, proxy settings and connectivity.

532 Remote Support receiver protocol error.

533 The setting cannot be cleared when user domain name is enabled.

534 The operation cannot be performed while Enclosure Firmware Management is enabled.

535 Invalid SNMP Engine ID string. The Engine ID string must contain 1 to 27 printable characters.

536 The password is too short.

537 The password is too long.

538 Error installing the certificate.

539 Enclosure IP mode requires the active Onboard Administrator to have a static IPv4 address or a static IPv6 address. If IPv6 is not enabled, only the static IPv4 address can be used.

540 Configure a static IPv6 address for your active OA or disable Enclosure IP Mode before enabling DHCP for IPv4.

541 Configure a static IPv4 address for your active OA or disable Enclosure IP Mode before disabling IPv6.

542 The submitted URL is invalid for uploading.

543 This version of Onboard Administrator firmware does not support boot options for servers configured in UEFI Boot mode.

561 Transmission from the Insight Remote Support receiver was unsuccessful.

562 Transmission from the Insight Remote Support receiver was unsuccessful. Please check connectivity between OA and the Insight Remote Support receiver.

563 The key strength for the provided key is invalid for this configuration.

564 This command is not supported by the interconnect.

565 The string entered is a link-local address and cannot be used for assignment.

566 Invalid IPv6 static route gateway. Route gateway must not be empty and must not contain prefix length.

567 IPv6 static route destination already exists.



568 Unable to add IPv6 route. The maximum number of IPv6 static routes already exist.  
569 IPv6 static route not found.  
570 Invalid IPv6 static route destination. The route destination must be a valid IPv6 address.  
571 All items cannot be disabled.  
572 This action requires the OA to be in FIPS Mode ON/DEBUG.  
573 Must set MINRATE option if using timeout range.  
574 Minimum data rate must be larger than 0.  
575 Maximum timeout must be larger than minimum timeout.  
576 Timeout must be larger than 0.  
577 HTTP Read Timeout is already set to the requested value.

## Insight Display screen shot errors

- 1 Missing credentials.
- 2 The getLCDImage CGI process has caught the SIGSEGV signal.
- 3 Could not acquire access to the image in a reasonable amount of time.
- 4 Cannot open semaphores.
- 5 Produce SEMV does not work.
- 6 Consume SEMV does not work.
- 7 Cannot lock the image file.
- 8 Cannot open the image file.
- 9 Cannot seek in the image file.
- 10 Unable to resume session.
- 11 Insufficient privileges.

## SysLog messages

These messages are sent to the Onboard Administrator System Log and can be viewed using the various interfaces to the Onboard Administrator.

The types of system log messages are defined as follows:

- LOG\_EMERG—system is unusable
- LOG\_ALERT—action must be taken immediately
- LOG\_CRIT—critical conditions
- LOG\_ERR—error conditions
- LOG\_WARNING—warning conditions
- LOG\_NOTICE—normal but significant condition
- LOG\_INFO—informational

## Alertmail log messages

**Log type: LOG\_ERR, Failure type: SW**

Alertmail: Calculated invalid enclosure count for topology event

Alertmail: Failed to get initial enclosure status  
Alertmail: Failed to read cooling info  
Alertmail: Failed to read enclosure info  
Alertmail: Failed to read enclosure names  
Alertmail: Failed to read enclosure status  
Alertmail: Failed to read event from mgmt subsystem  
Alertmail: Failed to read LCD status  
Alertmail: Failed to read powersupply measurements  
Alertmail: Failed to read rack topology information  
Alertmail: Failed to read status of fan [value]  
Alertmail: Failed to read status of Interconnect [value]  
Alertmail: Failed to read status of powersupply [value]  
Alertmail: Failed to read topology after event  
Alertmail: Failed to register with mgmt  
Alertmail: Failed to send AlertMail to [value]  
Alertmail: Failed to start reboot notifier thread

## Authentication and startup log messages

### **Log type: LOG\_WARNING, Failure type: SW**

sulogin: cannot open [value]  
sulogin: No password file

### **Log type: LOG\_WARNING, Failure type: Info**

OA: An error occurred updating the password file  
OA: can't change pwd for `[value]`  
OA: Failed login attempt with user [username]  
OA: incorrect password for `[username]`  
OA: Onboard Administrator is rebooting  
OA: password locked for `[value]`  
OA: [value:username] logged out of the Onboard Administrator

### **Log type: LOG\_CRIT, Failure type: Info**

OA: daemon is exiting because of SIGTERM system will reset.

### **Log type: LOG\_ERR, Failure type: Info**

OA: can't setuid(0)  
OA: unable to determine TTY name got [value]

### **Log type: LOG\_INFO, Failure type: Info**

OA: Password for `[username]` changed by system  
OA: Password for `[value]` changed by user `[username]`  
OA: root login [value]  
sulogin: Normal startup

sulogin: System Maintenance Mode

## CGI log messages

**Log type: LOG\_ERR, Failure type: SW**

cdrom.iso: There was a problem reading from /dev/cdrom, however we cannot back out now.

## CLI log messages

**Log type: LOG\_WARNING, Failure type: Info**

OA: [value] logged out of the Onboard Administrator

**Log type: LOG\_INFO, Failure type: Info**

OA: ProLiant iLO firmware update attempted by user [value]

## Interconnect bay log messages

**Log type: LOG\_WARNING, Failure type: Info**

OA: [value] was connected to interconnect bay #[value]

OA: [value] was disconnected from interconnect bay #[value]

## DHCP log messages

**Log type: LOG\_WARNING, Failure type: SW**

OA: dhcpStart: retrying MAC address request (returned [value:MAC-Address])

DHCP Monitor: Arping thread did not get created properly: [value]

DHCP Monitor: Thread [value] did not get created properly: [value]

DHCP Monitor: Monitor thread for dhcpv4 did not get created properly: [value]

**Log type: LOG\_ERR, Failure type: SW**

OA: arpCheck: recvfrom: [value]

OA: arpCheck: sendto: [value]

OA: arpInform: sendto: [value]

OA: arpRelease: sendto: [value]

OA: classIDsetup: uname: [value]

OA: DHCP\_NAK server response received

OA: DHCP\_NAK server response received: [value]

OA: dhcpConfig: fopen: [value]

OA: dhcpConfig: ioctl SIOCSIFADDR: [value]

OA: dhcpConfig: ioctl SIOCSIFBRDADDR: [value]

OA: dhcpConfig: ioctl SIOCSIFNETMASK: [value]

OA: dhcpConfig: open/write/close: [value]

OA: dhcpDecline: sendto: [value]

OA: dhcpInform: no IP address given  
 OA: dhcpRelease: sendto: [value]  
 OA: dhcpStart: bind: [value]  
 OA: dhcpStart: fcntl: [value]  
 OA: dhcpStart: interface [value] is not Ethernet or 802.2 Token Ring  
 OA: dhcpStart: ioctl SIOCGIFFLAGS: [value]  
 OA: dhcpStart: ioctl SIOCGIFHWADDR: [value]  
 OA: dhcpStart: ioctl SIOCSIFFLAGS: [value]  
 OA: dhcpStart: setsockopt: [value]  
 OA: dhcpStart: socket: [value]  
 OA: dhcpStop: ioctl SIOCSIFFLAGS: [value]  
 OA: error executing [value] [value] [value]: [value]  
 OA: mkdir([value]",0): [value]"  
 OA: recvfrom: [value]  
 OA: sendto: [value]  
 OA: Timed out waiting for a valid DHCP server response. Will keep trying in the background  
 OA: writePidFile: fopen: [value]  
 DHCP Monitor: Could not start DHCPD for IPv4. Error: [value]  
 DHCP Monitor: Could not start DHCPD for IPv6. Error: [value]  
 DHCP Monitor: Could not stop dhcpd for [value]  
 DHCP Monitor: DHCPD is not running. Restarting OA.  
**Log type: LOG\_NOTICE, Failure type: SW**  
 OA: Got IP lease: address = [address]  
**Log type: LOG\_INFO, Failure type: SW**  
 OA: infinite IP address lease time. Exiting

## Enclosure-Link log messages

**Log type: LOG\_WARNING, Failure type: SW**

OA: Enclosure Link Daemon could not register for events.

**Log type: LOG\_CRIT, Failure type: SW**

Enclosure-Link: Could not acquire bottom enclosure's UUID. Cannot set RUID.

Enclosure-Link: Failed to read topology

Enclosure-Link: Got unexpected error from socket: [value]

Enclosure-Link: RUID recovered: [value]

**Log type: LOG\_ERR, Failure type: SW**

Enclosure-Link: [value] enclosure(s) seen on Enclosure Link. Only [value:Max\_Enclosures] enclosure(s) supported. Please remove [value] enclosure(s)

Enclosure-Link: Corrupted topology on eth2

Enclosure-Link: Corrupted topology on eth3

Enclosure-Link: Failed to create socket

Enclosure-Link: Failed to detect Enclosure topology

Enclosure-Link: Failed to disable lower chain

Enclosure-Link: Failed to disable upper chain

Enclosure-Link: Failed to enable lower chain

Enclosure-Link: Failed to enable upper chain

Enclosure-Link: Failed to generate EVENT for initial topology detection

Enclosure-Link: Failed to generate EVENT for topology change

Enclosure-Link: Failed to get local address. Will keep retrying

Enclosure-Link: Failed to log into enclosure [value:IpAddress]

Enclosure-Link: Failed to probe newly attached/detached device

Enclosure-Link: Failed to read events from chain

Enclosure-Link: Failed to register with enclosure [value:IpAddress]

Enclosure-Link: Failed to retrieve enclosure addresses from lower elink chain

Enclosure-Link: Failed to retrieve enclosure addresses from upper elink chain

Enclosure-Link: Failed to send ICMP packet to host

Enclosure-Link: Failed to update hosts file

Enclosure-Link: Failed to write updated topology map

Enclosure-Link: Found 2 GuestPCs on Enclosure Link. This setup is not supported.

Enclosure-Link: Ignoring invalid Enclosure Link address

Enclosure-Link: Seeing heavy traffic on Enclosure Link chain. This may affect topology.

Enclosure-Link: This can also occur if the enclosures have been connected in a loop which is an unsupported configuration. Please make sure the top and bottom enclosures are not connected to each other.

**Log type: LOG\_INFO, Failure type: Info**

Enclosure-Link: Calling getEvent

Enclosure-Link: Device attached on lower interface

Enclosure-Link: Device attached on upper interface

Enclosure-Link: Device attached/detached but no topology changes detected

Enclosure-Link: Device detached on lower interface

Enclosure-Link: Device detached on upper interface

Enclosure-Link: Doing elink topology scan now

Enclosure-Link: Found new elink topology. Notifying subsystems

Enclosure-Link: Found new Topology: [value] enclosure added to chain ([value] total)

Enclosure-Link: Found new Topology: [value] enclosure removed from chain ([value] total)  
Enclosure-Link: Found new Topology: New enclosure connected ([value] total)  
Enclosure-Link: Got new TOPOLOGY event on enclosure [value:IpAddress]  
Enclosure-Link: Initial topology scan completed successfully  
Enclosure-Link: Service started

## Non-volatile configuration log messages

### **Log type: LOG\_WARNING, Failure type: SW**

CLI: Error accessing User Configuration Files

### **Log type: LOG\_ERR, Failure type: SW**

envtools: Block [value] failed encoding  
envtools: Error in default gateway  
envtools: Error in DNS1 address  
envtools: Error in DNS2 address  
envtools: Error in ipaddress  
envtools: Error in ipAllow1 address  
envtools: Error in ipAllow2 address  
envtools: Error in ipAllow3 address  
envtools: Error in ipAllow4 address  
envtools: Error in ipAllow5 address  
envtools: Error in ipv6Dns1 address  
envtools: Error in ipv6Dns2 address  
envtools: Error in ipv6StaticAddress1 address  
envtools: Error in ipv6StaticAddress2 address  
envtools: Error in ipv6StaticAddress3 address  
envtools: Error in netmask  
envtools: Error: Administrator account was disabled and will be re-enabled upon restart.  
envtools: Error: Administrator account was missing, and will be re-created upon restart. LPR required.  
envtools: NVRAM write failed: [value]  
DHCP Monitor: Error opening dhcpv6.conf for writing.

### **Log type: LOG\_NOTICE, Failure type: SW**

envtools: NVRAM block [value] failed check  
envtools: NVRAM format could not be preserved.  
envtools: NVRAM is unformatted or corrupted.  
envtools: Warning: EBIPA has been disabled on device and interconnect bays. Please check configuration after downgrade.

### **Log type: LOG\_NOTICE, Failure type: Info**

envtools: Downgrading NVRAM version from 24 to 23.  
envtools: Downgrading NVRAM version from 25 to 24.  
envtools: Downgrading NVRAM version from 26 to 25.  
envtools: Downgrading NVRAM version from 27 to 26.  
envtools: Factory Settings Restored.  
envtools: NVRAM downgraded from [value] to [value].  
envtools: NVRAM downgraded to version [value]  
envtools: Updating NVRAM version to 19.  
envtools: Updating NVRAM version to 20.  
envtools: Updating NVRAM version to 21.  
envtools: Updating NVRAM version to 22.  
envtools: Updating NVRAM version to 23.  
envtools: Updating NVRAM version to 24.  
envtools: Updating NVRAM version to 25.  
envtools: Updating NVRAM version to 26.  
envtools: Updating NVRAM version to 27.  
envtools: Updating NVRAM version to 28.  
envtools: Updating NVRAM version to 29.

## Firmware flash log messages

### **Log type: LOG\_ALERT, Failure type: SW**

FWSync: OA firmware sync flash failed and system is in an unstable state. Do not reboot! Try to flash again with a new image.

OA\_Flash: Flash failed and system is in an unstable state. Do not reboot! Try to flash again with a new image.

### **Log type: LOG\_ERR, Failure type: SW**

FWSync: Error opening OA firmware sync image.

FWSync: Error opening OA firmware sync image.

FWSync: Invalid flash image.

FWSync: OA firmware sync image is corrupted.

FWSync: OA firmware sync image is older than current firmware.

FWSync: Only one flash instance can run at a time.

FWSync: Only one instance of OA firmware sync can run at a time.

OA\_Flash: Downloading flash image failed.

OA\_Flash: Error opening [value] for input.

OA\_Flash: Firmware image is corrupted or not a valid image. Please verify the url and try again.

OA\_Flash: Firmware version [value:version] is not supported on this hardware.

OA\_Flash: Found core file. Reboot after flash suppressed to allow developer to debug.

OA\_Flash: Invalid flash image.

OA\_Flash: Invalid flash image.

OA\_Flash: Only one flash instance can run at a time.

OA\_Flash: Out of memory while decoding flash image.

OA\_Flash: The firmware image provided is older than the current firmware and OA settings cannot be preserved. The force downgrade option must be used. Please re-try with the force option to flash and go back to factory defaults.

**Log type: LOG\_NOTICE, Failure type: Info**

FWSync: New firmware image flashed.

FWSync: OA firmware sync to [value:version] complete

OA\_Flash: Firmware image flashed from [value:version] to [value:version]

**Log type: LOG\_INFO, Failure type: Info**

OA\_Flash: Image verified successfully and applies to this system using the parameters supplied. Test Mode specified, skipping the actual flash process

Firmware version [value:version] ExitCode=0

## Flash certificate, configuration, and storage log messages

**Log type: LOG\_ERR, Failure type: SW**

CERTS: .ssh has wrong directory permissions

CERTS: [value] has wrong file permissions

CERTS: [value] has wrong permissions. Please reset to factory defaults

CERTS: authorized\_keys2 has wrong file permissions

CERTS: dsaparam has wrong file permissions

CERTS: Failed to compute MD5

CERTS: Failed to open flash

CERTS: Failed to open input file

CERTS: Fail to open the file to be flashed

CERTS: Failed to open output file

CERTS: Failed to read data from flash

CERTS: Failed to read system files

CERTS: Failed to update system with new data

CERTS: Failed to write data to flash

CERTS: server.crt has wrong file permissions

CERTS: server.key has wrong file permissions

CERTS: ssh\_host\_dsa\_key has wrong file permissions

CERTS: Tar file [value] is too big for flash [value]

CERTS: Wrong file permissions detected. Please reset to factory defaults



CERTS: Removing installed keys and certificates as part of setting factory defaults  
CERTS: Failed to create data  
CERTS: Failed to locate data  
CERTS: Capacity exceeded by [value] bytes  
CERTS: Failed to stage data  
CONFIG: [value] has wrong file permissions  
CONFIG: [value] has wrong permissions. Please reset to factory defaults  
CONFIG: Failed to compute MD5  
CONFIG: Failed to open flash  
CONFIG: Failed to open input file  
CONFIG: Fail to open the file to be flashed  
CONFIG: Failed to open output file  
CONFIG: Failed to read data from flash  
CONFIG: Failed to read system files  
CONFIG: Failed to update system with new data  
CONFIG: Failed to write data to flash  
CONFIG: Tar file [value] is too big for flash [value]  
CONFIG: Wrong file permissions detected. Please reset to factory defaults  
CONFIG: Failed to create data  
CONFIG: Failed to locate data  
CONFIG: Capacity exceeded by [value] bytes  
CONFIG: Failed to stage data  
CONFIG: Reverting back to factory default configuration  
STORAGE: Failed to open output file  
STORAGE: Failed to open flash device  
STORAGE: Failed to open flash  
STORAGE: Failed to create data  
STORAGE: Failed to locate data  
STORAGE: Capacity exceeded by [value] bytes  
STORAGE: Failed to stage data  
STORAGE: Failed to write file to flash  
STORAGE: Failed to read file from storage partition  
STORAGE: Failed to read complete file from storage partition  
STORAGE: Failed to read file header from storage partition

## DNS network configuration log messages

**Log type: LOG\_NOTICE, Failure type: SW**

netreg: Can't open netconf file

netreg: Can't read netconf file  
netreg: Couldn't fork a new process  
netreg: Couldn't start main ddns thread  
netreg: DDNS: Failed to add OA hostname to DDNS server. Server is not authoritative for the DNS zone  
netreg: DDNS: Not implemented  
netreg: DDNS: Not in zone  
netreg: DDNS: Server failure  
netreg: DDNS: Unable to create socket  
netreg: DDNS: Update refused by DNS server  
netreg: Error starting DDNS thread  
netreg: Error starting NetBIOS thread  
netreg: NETBIOS: Refreshed WINS registration

**Log type: LOG\_NOTICE, Failure type: Info**

netreg: DDNS: Registered with Dynamic DNS  
netreg: DDNS: Update successful  
netreg: NETBIOS: Registered with WINS  
OA: WARNING: The [value:label] '[value:hostname]' is not pingable  
OA: The [value:label] '[value:hostname]' is pingable again.  
OA: WARNING: There is no DNS record for [value:label] '[value:hostname]'  
OA: WARNING: DNS resolution has failed. This will impair OA operation significantly.  
OA: WARNING: The DNS resolution for is slow, one or more DNS servers may be down. This will impair OA operation.  
OA: The DNS resolution is working again.  
OA: WARNING: DNS resolution has failed. This will impair OA operation significantly.  
OA: WARNING: The DNS resolution is slow, one or more DNS servers may be down. This will impair OA operation.  
OA: The DNS resolution is working again.  
OA: Restarted the System Logger.

**Log type: LOG\_CRIT, Failure type: SW**

OA: Onboard Administrator %d domain name change failed.

**Log type: LOG\_ALERT, Failure type: SW**

OA: Cannot start Network Monitoring.

## LCD log messages

**Log type: LOG\_ERR, Failure type: SW**

OA: Blade [value:bladeNumber]: KVM access denied.  
OA: Consume SEMV post failed errno [value]

OA: Error creating fifo SAVEPNG\_FIFO ". No screenshot thread available"

OA: Error opening fifo SAVEPNG\_FIFO ". No screenshot thread available"

OA: KVM Bay [value:bladeNumber] - All HTTP sessions to ILO are full. Wait a few seconds and try again.

OA: KVM Bay [value:bladeNumber] - Connection to blade failed.

OA: KVM Bay [value:bladeNumber] - Connecting to blade failed because the blade is powered off.

OA: KVM Bay [value:bladeNumber] - Could not connect. Error([value]).

OA: KVM Bay [value:bladeNumber] - Could not connect. If error persists reboot the OA.

OA: KVM Bay [value:bladeNumber] - Could not create thread.

OA: KVM Bay [value:bladeNumber] - Disconnected from blade. Bad getmore

OA: KVM Bay [value:bladeNumber] - Disconnected from blade. Bad next state detected.

OA: KVM Bay [value:bladeNumber] - Disconnected from blade. Bad state transition detected.

OA: KVM Bay [value:bladeNumber] - Disconnected from blade. Exit state detected.

OA: KVM Socket connect error [value] ([value]) to ILO addr [value:Address]:[value:port]

OA: KVM Socket creation error [value] ([value]) to ILO addr[value:Address]

OA: Mutex SEMV post failed errno [value]

OA: Mutex SEMV wait failed errno [value]

OA: Screenshot Thread exiting....

OA: KVM Bay [value:bladeNumber] - Could not determine fips mode

OA: KVM Bay [value:bladeNumber] - Configure ILO to enforce AES Encryption in FIPS mode.

OA: KVM - Could determine OA fips mode

OA: KVM Bay [value:bladeNumber] - ILO2 is not supported in FIPS MODE.

**Log type: LOG\_ERR, Failure type: Info**

OA: KVM ([value:address]) Change ILO setting to enable 'acquire remote console' failed.

OA: KVM Bay [value:bladeNumber] - Acquired console. Connected to blade.

OA: KVM Bay [value:bladeNumber] - Connecting to blade failed because the blade is powered off.

OA: KVM Bay [value:bladeNumber] - Connecting to blade.

OA: KVM Bay [value:bladeNumber] - Console in use by another client.

OA: KVM Bay [value:bladeNumber] - Console is in use by another client and could not be acquired.

OA: KVM Bay [value:bladeNumber] - Console session acquired by [value:OA user / username] at [value:address]

OA: KVM Bay [value:bladeNumber] - Disconnected from blade due to app exit.

OA: KVM Bay [value:bladeNumber] - Disconnected from blade.

OA: KVM Bay [value:bladeNumber] - Must wait 5 minutes before attempting to acquire the console.

OA: KVM Bay [value:bladeNumber] - Session acquired by different user.

OA: KVM Blade [value:bladeNumber] console session closed due to ILO firmware upgrade

## Operational log messages

### **Log type: LOG\_EMERG, Failure type: SW**

OA: Internal System Firmware Error. Rebooting.

### **Log type: LOG\_WARNING, Failure type: SW**

FWSync: OA firmware sync failed to create firmware image from the Active Onboard Administrator

FWSync: OA firmware sync failed to create firmware image from the Standby Onboard Administrator

FWSync: OA firmware sync of the Active Onboard Administrator failed

FWSync: OA firmware sync of the Standby Onboard Administrator failed

OA: Active Onboard Administrator will not be flashed

OA: Consider resetting the Standby and/or Active Onboard Administrators and retrying

OA: Failed flashing Standby Onboard Administrator

OA: Failed to copy firmware image to the Standby Onboard Administrator

OA: Failed to register for events on the Standby Onboard Administrator(error=0x[value])

OA: Failed to send URB message to configured endpoint. Check URB settings.

OA: Firmware image corrupt. Please verify the image and retry

OA: Please inspect the system log on the Standby Onboard Administrator for further details

OA: The Active and Standby Onboard Administrators may not be communicating reliably

OA: The Onboard Administrator in bay %d has been reset via e-fuse by user [value].

OA: LDAP Server Timed Out.

### **Log type: LOG\_WARNING, Failure type: Info**

FWSync: OA firmware sync initiated by user [value:username]

FWSync: Other (STANDBY) OA will be upgraded to firmware [value:versionNumber]

FWSync: This (ACTIVE) OA will be upgraded to firmware [value:versionNumber]

OA: Flashing Active Onboard Administrator. Initiated by user [value:username]

OA: Flashing Standby Onboard Administrator. Initiated by user [value:username]

### **Log type: LOG\_CRIT, Failure type: SW**

OA: Enclosure Name change failed.

OA: Failed NVRAM commit of Enclosure Dynamic Power Cap bay opt out list by [value:username].

OA: Failed to reset the Onboard Administrator.

OA: Rack Name change failed

**Log type: LOG\_CRIT, Failure type: Info**

Log cleared by [value:username].

OA: CA certificate (issuer = [value:issuer-CN]) installed by user [value:username].

OA: CA certificate (issuer = [value:issuer-CN]) removed by user [value:username].

OA: Certificate for user [value:username] installed by user [value:username].

OA: Certificate for user [value:username] removed by user [value:username].  
All web sessions (if any) were ended.

OA: Certificate owner field set to ([SAN/SUBJECT]) on Onboard Administrator by user [value:username].

OA: Certificate Revocation check [enabled/disabled] on Onboard Administrator by user [value:username].

OA: Downloaded SIM certificate by user [value:username]

OA: Enclosure Dynamic Power Cap bay opt out list set to [value] by [value:username].

OA: Enclosure Dynamic Power Cap set to: [value], derated circuit [value], rated circuit [value] by [value:username].

OA: Enclosure Dynamic Power Cap set to: OFF by [value:username].

OA: Enclosure part number changed from '[value]' to '[value]' by [value:username].

OA: Enclosure PDU type changed from '[value]' to '[value]' by [value:username].

OA: Forced takeover requested by user [value:username].

OA: SSO certificate [value:subject-CN] added by user [value:username].

OA: SSO certificate [value] removed by user [value:username].

OA: LDAP Directory Server certificate(MD5=[value]) installed by user [value:username].

OA: LDAP Directory Server certificate(MD5=[value]) removed by user [value:username].

OA: Onboard Administrator [value:bayNumber] name change failed.

OA: Resetting the Onboard Administrator because two-factor authentication configuration has changed.

OA: Self signed certificate generated and installed by user [value:username].

OA: Time changed by [value:username].

OA: Time zone changed by [value:username].

OA: Time zone changed from [value] to [value]

OA: Time zone changed to [value]

OA: Two Factor Authentication [enabled/disabled] on Onboard Administrator by user [value:username].

**Log type: LOG\_NOTICE, Failure type: SW**

FWSync: Sync failed because the Active and Standby OAs do not have the same hardware version.

OA: unable to run [value:mount]

OA: Warning: Unable to ping the remote oa\_syslog server [value:Address]

**Log type: LOG\_NOTICE, Failure type: Info**

FWSync: OA firmware sync to [value:versionNumber] complete

OA: [value:protocol] was [enabled/disabled] by user [value:username]

OA: Alertmail domain changed to [value:mailDomain] by user [value:username]

OA: Alertmail recipient changed to [value] by user [value:username]

OA: Alertmail server changed to [value:mailServer] by user [value:username]

OA: Default VLAN ID for enclosure changed to [value]

OA: DHCPv6 was [enabled/disabled] by user [value:username].

OA: EBIPA Interconnect DNS [value:bladeNumber] [value] [value] by user [value:username]

OA: EBIPA Interconnect Domain [value] [value] by user [value:username]

OA: EBIPA Interconnect domain for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect first DNS IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect first NTP IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect gateway for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect IP Address [value] [value] for bay #[value:bladeNumber] by user [value:username]

OA: EBIPA Interconnect IP Gateway [value] [value] by user [value:username]

OA: EBIPA Interconnect IP Net Mask [value] [value] by user [value:username]

OA: EBIPA Interconnect netmask for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect NTP [value:bladeNumber] [value] [value] by user [value:username]

OA: EBIPA Interconnect second DNS IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect second NTP IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Interconnect third DNS IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Server DNS [value:bladeNumber] [value] [value] by user [value:username]

OA: EBIPA Server Domain [value] [value] by user [value:username]

OA: EBIPA Server domain for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Server first DNS IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Server gateway for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Server IP Address [value] [value] for bay #[value:bladeNumber] by user [value:username]

OA: EBIPA Server IP Gateway [value] [value] by user [value:username]

OA: EBIPA Server IP Net Mask [value] [value] by user [value:username]

OA: EBIPA Server netmask for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Server NTP [value:bladeNumber] [value] [value] by user [value:username]

OA: EBIPA Server second DNS IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA Server third DNS IP for bay [value:bladeNumber] set to [value] by user [value:username]

OA: EBIPA was [disabled/enabled] for device bay #[value:bladeNumber] by user [value:username]

OA: EBIPA was [disabled/enabled] for interconnect bay #[value:bladeNumber] by user [value:username]

OA: EBIPAv6 Server IP Address for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 was [value] for bay [value:bayNumber] by user [value:username].

OA: EBIPAv6 Server domain for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Server first DNS IP for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Server second DNS IP for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Server third DNS IP for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Interconnect IP Address for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 was [value] for Interconnect bay [value:bayNumber] by user [value:username].

OA: EBIPAv6 Inteconnect domain for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Interconnect first DNS IP for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Interconnect second DNS IP for bay [value:bayNumber] set to [value] by user [value:username].

OA: EBIPAv6 Interconnect third DNS IP for bay [value:bayNumber] set to [value] by user [value:username].

OA: Enclosure Name was changed to [value:Enclosure Name] by user [value:username]

OA: ENCRYPTION changed to [value:mode] by user [value:username].

OA: Error: iLO Select license is not in place for this Single Sign-on attempt by the LDAP authenticated user

OA: Factory defaults restored by [value]

OA: Firmware management interconnect bays to include have been changed

OA: Firmware management iso URL set to [value:URL]

OA: Firmware management Onboard Administrator bays to include have been changed

OA: Firmware management policy set to auto discover

OA: Firmware management policy set to auto update

OA: Firmware management policy set to manual

OA: Firmware management scheduled update disabled

OA: Firmware management scheduled update time set to [value:date] [value:time]

OA: Firmware management server bays to include have been changed

OA: Firmware management was [enabled/disabled] by user [value:username].

OA: Could not factory reset firmware management log: [value:error] (Code: [value:number])

OA: Group [value:groupname] was added.

OA: Group [value:groupname] was deleted.

OA: Group [value:username] description was set to [value:description].

OA: SIM Trust Mode changed to [value] by user [value:username].

OA: IPv6 address [value:address] added by user [value:username].

OA: IPv6 address [value:address] removed by user [value:username].

OA: IPv6 protocol was disabled by user [value:username].

OA: IPv6 protocol was enabled by user [value:username].

OA: IPv6 Router Advertisement was [enabled/disabled] by user [value:username].

OA: User[value:username] successfully removed the [value:name] language pack.

OA: User [value:username] successfully installed language pack [value:name].

OA: Unable to download language pack from the url provided. Supported protocols are http, https, tftp and ftp.

OA: LDAP authentication was [Disabled/Enabled] by user [value:username].

OA: LDAP group "[value:groupName]" was added by user [value:username].

OA: LDAP group "[value]" was deleted by user [value:username].

OA: LDAP group [value:groupName]'s description changed to [value] by user [value:username].



OA: LDAP group [value] privilege level was changed from [value:Administrator/Operator/User/Anonymous] to [value:Administrator/Operator/User/Anonymous] by user [value:username].

OA: LDAP NT name mapping was [Disabled/Enabled] by user [value:username].

OA: LDAP search context [value:number] was changed to [value] by user [value:username].

OA: LDAP search context [value:number] was cleared by user [value:username].

OA: LDAP server address was changed from [value:ipaddress] to [value:ipaddress] by user [value:username].

OA: LDAP server SSL port was changed to [value:port] by user [value:username].

OA: Link Loss Failover interval set to [value] seconds by user [value:username].

OA: Local user authentication was [Disabled/Enabled] by user [value:username].

OA: Name of Onboard Administrator [value:bayNumber] was changed to [value:username].

OA: Network Interface link forced to [value:speed]Mbps - Full Duplex by user [value:username].

OA: Network Interface link forced to [value:speed]Mbps - Half Duplex by user [value:username].

OA: Network Interface link set to Auto negotiation by user [value:username].

OA: New SSH key installed by user [value:username]

OA: Nothing needs to be reverted as VLAN setting has not changed

OA: Polling Interval of NTP set to [value] seconds by user [value:username].

OA: PowerDelay has been initiated for the selected devices.

OA: PowerDelay has completed for the selected devices.

OA: PowerDelay interconnect settings have been changed by user [value:username].

OA: PowerDelay server settings have been changed by user [value:username].

OA: Primary NTP server was set to [value:ntp] by user [value:username].

OA: Protocol http was [enabled/disabled] by user [value:username]

OA: Protocol SSH was [enabled/disabled] by user [value:username]

OA: Protocol Telnet was [enabled/disabled] by user [value:username]

OA: Protocol XML was [enabled/disabled] by user [value:username]

OA: Rack Name was changed to [value] by user [value:username]

OA: Remote syslog test message.

OA: Remote system log address set to [value:Address]

OA: Remote system log port set to [value:port]

OA: Remote system logging enabled to server [value:Address], port [value:port]

OA: Remote system logging was disabled.

OA: Saving VLAN IPCONFIG changes

OA: Secondary NTP server was set to [value:ntp] by user [value:username].

OA: Secure Shell authorized key file added by [value]

OA: Secure Shell authorized key file cleared by [value]

OA: SNMP Contact set to [value] by user [value:username].

OA: SNMP Location set to [value] by user [value:username].

OA: SNMP ReadOnly community string set to [value] by user [value:username].

OA: SNMP ReadWrite community string set to [value] by user [value:username].

OA: Static TCP/IP settings was modified by user [value:username].

OA: TCP/IP settings was set to DHCP - DynamicDNS by user [value:username].

OA: TCP/IP settings was set to DHCP by user [value:username].

OA: Tcp timeout set to [value:number] minutes.

OA: Trap Receiver [value:address] was added by user [value:username].

OA: Trap Receiver [value:address] was also added as alternative for IPv6 host.

OA: Trap Receiver [value:address] was deleted by user [value:username].

OA: Trusted Host [value:address] was added by user [value:username].

OA: Trusted Host [value:address] was deleted by user [value:username].

OA: Undoing VLAN IPCONFIG changes. IP mode is set to DHCP for OA  
#[value:number]

OA: Undoing VLAN IPCONFIG changes. IP mode is set to STATIC for OA  
#[value:number]

OA: USB enable changed to [value]. Rebooting...

OA: User [value:username] privilege level was changed from  
[value:Administrator/Operator/User/Anonymous] to  
[value:Administrator/Operator/User/Anonymous] by user [value:username]. All  
web and CLI sessions (if any) were ended.

OA: User [value:username] was added by user [value:username].

OA: User [value:username] was assigned to group [value:groupname].

OA: User [value:username] was deleted by user [value:username].

OA: User [value:username] was disabled by user [value:username]. All web and  
CLI sessions (if any) were ended.

OA: User [value:username] was enabled by user [value:username].

OA: User [value:username] was removed from group [value:groupname].

OA: User [value:username]'s contact was set removed by user  
[value:username].

OA: User [value:username]'s contact was set to [value] by user  
[value:username].

OA: User [value:username]'s full name was removed by user [value:username].

OA: User [value:username]'s full name was set to [value:fullname] by user  
[value:username].

OA: VLAN IPCONFIG set to DHCP IP mode and VLAN ID [value] for OA  
#[value:number]

OA: VLAN IPCONFIG set to STATIC IP mode and VLAN ID [VALUE] for OA  
#[value:number]  
OA: VLAN setting has been restored to factory defaults  
OA: VLAN setting has been reverted back to saved FLASH config data  
OA: VLAN will be reverted to saved config data in [value] secs  
OA: Removing VLAN [value:name] ID [value:number].  
OA: Removing unnamed VLAN ID [value:number].  
OA: Adding VLAN [value:name] ID [value:number].  
OA: Adding unnamed VLAN ID [value:number].  
OA: Changing VLAN ID [value:number] name to [value:name]  
OA: Deleting VLAN ID [value:name].  
OA: Waiting DHCPv4 server response.

**Log type: LOG\_INFO, Failure type: SW**

OA: ERROR: Event [value] with location [value] sent

**Log type: LOG\_INFO, Failure type: Info**

OA: Blade #[value:bladeNumber] boot order settings changed by user  
[value:username].  
OA: Blade #[value:bladeNumber] boot order settings changed by user  
[value:username]. First Boot Device: [value]. Boot Agent: [value].  
OA: Blade [value:bladeNumber] DVD connection changed by user  
[value:username] to '[value:URL]'.  
OA: Cold Boot virtual command enacted on blade[value:bladeNumber] by user  
[value:username].  
OA: Interconnect module [value:number] has been reset by user  
[value:username].  
OA: Momentary Press virtual command enacted on blade [value:bladeNumber] by  
user [value:username].  
OA: Onboard Administrator in bay [value:bayNumber] was restarted by user  
[value:username].  
OA: Power limit was set to [value] by user [value:username]  
OA: Power savings mode was set to [ON/OFF] by user [value:username]  
OA: Power subsystem redundancy mode was set to [value] by user  
[value:username]  
OA: Press and Hold virtual command enacted on blade [value:bladeNumber] by  
user [value:username].  
OA: Reboot virtual command enacted on blade [value:bladeNumber] by user  
[value:username].  
OA: Session on interconnect [value:bayNumber] cleared by [value]  
OA: Standby Onboard Administrator flashed successfully  
OA: Virtual power command enacted on interconnect [value:number] by user  
[value:username]  
OA: Warning: Not all VC-Enet modules are on the same VLAN ID

**Log type: LOG\_ERR, Failure type: Info**

OA: Not possible to get the actual VC Mode of the enclosure.

## Linux log messages

### Log type: LOG\_NOTICE, Failure type: Info

OA: Authentication failure for user [username] from [remote host] requesting [value]

OA: Authentication failure for user [username] from Enclosure Link requesting [value]

OA: Authentication failure for user [username] on [value].

OA: Authentication failure for user [username] on the OA KVM.

OA: Authentication failure for user [username] on the OA serial console.

OA: Authentication failure for user [username] requesting [value]

## Management log messages

### Log type: LOG\_EMERG, Failure type: SW

OA: Internal System Firmware Error, Rebooting.

### Log type: LOG\_WARNING, Failure type: HW

OA: A port mismatch was found with server blade bay [value:bladeNumber] and interconnect bay [value:slotNumber]

OA: Temperature of I/O module in slot [value:slotNumber] is at alert level

Log type: LOG\_WARNING, Failure type: SW

OA: iLO in bay [value] has not responded to the previous [value:count] capping requests from the Enclosure Dynamic Power Cap.

### Log type: LOG\_CRIT, Failure type: HW

OA Tray firmware upgrade failed.

OA: Blade in bay [value:bladeNumber] contains an unsupported #[value] mezz card.

OA: Enclosure Status changed from [N/A/Unknown/OK/Degraded/Failed] to [N/A/Unknown/OK/Degraded/Failed].

OA: Failed to initialize key components. Please call support immediately.

OA: Fan [value] firmware upgrade failed.

OA: Interconnect [value:slotNumber] firmware upgrade failed.

OA: Interconnect [value] firmware upgrade failed.

OA: LCD fails to respond to keystrokes.

OA: LCD firmware upgrade failed.

OA: LCD not functioning properly, pausing operation for 10 seconds.

OA: LCD Status is: Failed

OA: mgmt: GPIO initialization failed.

OA: mgmt: i2c initialization failed.

OA: Mismatching I/O was detected on Blade [value:bladeNumber], interconnect [value].

OA: Mismatching I/O was detected on Blade [value:bladeNumber], Mezzanine Card [value], Port [value].

OA: Mismatching I/O was detected on Interconnect [value], Port [value].

OA: Temperature of I/O module in slot [value:slotNumber] is critical - module shut down

OA: Unsupported Device in bay #[value:bladeNumber].

OA: Unsupported IO Module in bay #[value:slotNumber].

OA: Unsupported IO Module location in bay #[value:slotNumber].

**Log type: LOG\_CRIT, Failure type: SW**

OA: Blade [value:bladeNumber] management processor firmware upgrade failed.

OA: Error reading Fru Board Info for the LCD.

OA: Error reading Fru information for the LCD.

OA: Error reading Fru Internal Use Area for the LCD.

OA: mgmt: Failed to acquire enclosure semaphore.

**Log type: LOG\_CRIT, Failure type: Info**

OA: Mismatching I/O condition resolved, Blade [value:bladeNumber], interconnect [value] was removed.

OA: Mismatching I/O was removed on Blade [value:bladeNumber], Mezzanine Card [value], Port [value].

OA: Mismatching I/O was removed on Interconnect [value], Port [value].

**Log type: LOG\_NOTICE, Failure type: HW**

OA: AC Subsystem Overload - FAILED. Redundant Power: [value]W DC, Present Power [value]W AC.

OA: Blade [value:bladeNumber] Ambient Temperature Cable fault...state is CRITICAL.

OA: Blade [value:bladeNumber] Ambient Temperature Cable fault...state is DEGRADED.

OA: Blade [value:bladeNumber] Ambient Temperature caution...state is CRITICAL.

OA: Blade [value:bladeNumber] Ambient Temperature caution...state is DEGRADED.

OA: Blade [value:bladeNumber] Ambient Temperature Sensor fault...state is CRITICAL.

OA: Blade [value:bladeNumber] Ambient Temperature Sensor fault...state is DEGRADED.

OA: Blade [value:bladeNumber] cannot partner with its neighbor.

OA: Blade [value:bladeNumber] Disk Tray is Open...state is CRITICAL.

OA: Blade [value:bladeNumber] Disk Tray is Open...state is DEGRADED.

OA: Blade [value:bladeNumber] FRU memory fault...state is CRITICAL.

OA: Blade [value:bladeNumber] FRU memory fault...state is DEGRADED.

OA: Blade [value:bladeNumber] has integrated blade cross connection, Mezzanine card [value] is superfluous.

OA: Blade [value:bladeNumber] Internal Temperature caution...state is CRITICAL.

OA: Blade [value:bladeNumber] Internal Temperature caution...state is DEGRADED.

OA: Blade [value:bladeNumber] Internal Temperature Sensor fault...state is CRITICAL.

OA: Blade [value:bladeNumber] Internal Temperature Sensor fault...state is DEGRADED.

OA: Blade [value:bladeNumber] is not properly cooled.

OA: Blade [value:bladeNumber] is not supported.

OA: Blade [value:bladeNumber] is reporting degraded health status.

OA: Blade [value:bladeNumber] is reporting failed health status.

OA: Blade [value:bladeNumber] Main Logic Board fault...state is CRITICAL.

OA: Blade [value:bladeNumber] Main Logic Board fault...state is DEGRADED.

OA: Blade [value:bladeNumber] needs a partner device.

OA: Blade [value:bladeNumber] over temperature...state is CRITICAL.

OA: Blade [value:bladeNumber] over temperature...state is DEGRADED.

OA: Blade [value:bladeNumber] PCI device missing...state is CRITICAL.

OA: Blade [value:bladeNumber] PCI device missing...state is CRITICAL.

OA: Blade [value:bladeNumber] PCI device missing...state is DEGRADED.

OA: Blade [value:bladeNumber] PCI device missing...state is DEGRADED.

OA: Blade [value:bladeNumber] Power Control fault...state is CRITICAL.

OA: Blade [value:bladeNumber] Power Control fault...state is DEGRADED.

OA: Blade [value:bladeNumber] properly partners with its neighbor.

OA: Blade [value:bladeNumber] reported an unusually high power allocation value. Please see customer advisory c01668472. Its invalid power value of [value]W has been capped at [value]W.

OA: Blade [value:bladeNumber] requested too little power.

OA: Blade [value:bladeNumber] Storage Condition fault...state is CRITICAL.

OA: Blade [value:bladeNumber] Storage Condition fault...state is DEGRADED.

OA: Blade [value:bladeNumber] thermal state is CRITICAL.

OA: Blade [value:bladeNumber] thermal state is DEGRADED.

OA: Blade in bay #[value:bladeNumber] status changed from [OK/Degraded/Failed] to [OK/Degraded/Failed]

OA: Blade in bay #[value:bladeNumber] status changed to [OK/Degraded/Failed]

OA: Blade removed from bay [value:bladeNumber]

OA: Blade removed from bay [value:bladeNumber]

OA: DC Subsystem Overload - FAILED. Redundant Power: [value]W DC, Present Power [value]W AC.

OA: Ekeying: Partner device of blade [value:bladeNumber] was removed, no more mezzanine card required on blade [value:bladeNumber].

OA: Fan Removed: Bay #[value:fanNumber]

OA: Fan Status Changed: Bay #[value:fanNumber] From: [degraded/failed/ok]  
To: [degraded/failed/ok]

OA: Fan Subsystem Status Changed: From: [degraded/failed/ok] To:  
[degraded/failed/ok]

OA: Hewlett Packard Enterprise strongly recommends replacing power supply  
#[value] at the customer's earliest possible convenience pursuant to  
Customer Advisory c01519680.

OA: Internal communication problem detected.

OA: Internal communications restored.

OA: Internal health status of interconnect in bay [value:slotNumber] changed  
to Degraded

OA: Internal health status of interconnect in bay [value:slotNumber] changed  
to Failed

OA: Internal health status of interconnect in bay [value:slotNumber] changed  
to Unknown

OA: Management Processor on Blade [value:bladeNumber] appears unresponsive.

OA: Mixing different fan models is not supported. The fan in bay  
#[value:fanNumber] must be replaced with the proper part number.

OA: Mixing different power supply models is not supported. The power supply  
in bay #[value] must be replaced with the proper part number.

OA: Power Supplies Connected To Both AC and DC Input Lines: Unsupported  
Configuration.

OA: Power Supplies Not Connected To Identical Capacity Input Lines.

OA: PS Removed: Bay #[value]

OA: PS Status Changed: Bay #[value] From: [unknown/ok/degraded/failed] To:  
[unknown/ok/degraded/failed]

OA: PS Status Changed: Bay #[value] From: [unknown/ok/degraded/failed] To:  
[unknown/ok/degraded/failed] - due to communication issues. Reinserting  
Power Supplies may correct the issue.

OA: PS Subsystem N + 1 Redundancy - FAILED.

OA: PS Subsystem N + 1 Redundancy - REPAIRED.

OA: PS Subsystem N + N Redundancy - FAILED.

OA: PS Subsystem Overload - FAILED.

OA: PS Subsystem Overload - REPAIRED.

OA: PS Subsystem Power Limit - FAILED.

OA: PS Subsystem Power Limit - REPAIRED.

OA: Redundant Onboard Administrator was removed

OA: Required fan is missing from fan bay [value]

OA: The fan in bay #[value:fanNumber] is not supported in this enclosure.  
Please replace this fan with the proper part number.

OA: The power management controller firmware on blade [value:bladeNumber]  
must be upgraded. Please see customer advisory c01668472.

OA: TRAY microcode update failed

**Log type: LOG\_NOTICE, Failure type: SW**

OA: Blade [value:bladeNumber] and its partner device need be powered up in a different order.

OA: Blade [value:bladeNumber] cannot be managed as part of the Enclosure Dynamic Power Cap. The blade's iLO firmware version is [value:version] and version [value:version] is required.

OA: Blade [value:bladeNumber] cannot be powered on at this time due to location rules.

OA: Blade [value:bladeNumber] has been allocated a default power value of [value]W because iLO appears unresponsive.

OA: Blade [value:bladeNumber] is missing a Scalable Blade Link.

OA: Blade [value:bladeNumber] is not configured for Virtual Connect Manager.

OA: Blade [value:bladeNumber] requires a proper mezzanine card to partner.

OA: Blade [value:bladeNumber] requires partner in bay [value:bladeNumber] to be powered on first.

OA: Blade [value:bladeNumber]: SMBIOS data carries more than [value] CPU records which cannot be processed with this OA firmware version.

OA: Blade [value:bladeNumber]: SMBIOS data carries more than [value] DIMM records which cannot be processed with this OA firmware version.

OA: Blade [value:bladeNumber]: SMBIOS data carries more than [value] NIC records which cannot be processed with this OA firmware version.

OA: Blade [value:bladeNumber]: SMBIOS data requires [value] DIMM records. [value] are supported by this OA firmware version.

OA: Enclosure Dynamic Power Cap: Device tray firmware doesn't meet minimum required version.

OA: Enclosure Dynamic Power Cap: Server Power Reduction is not enabled; enclosure cap is not guaranteed if power redundancy is lost.

OA: Fan Inserted: Bay #[value:fanNumber]

OA: iLO in bay [value:bladeNumber] appears responsive to the Enclosure Dynamic Power Cap again.

OA: iLO in bay [value:bladeNumber] is not responding to capping requests from the Enclosure Dynamic Power Cap. Reset the iLO.

OA: Server Power Reduction - Deactivated

OA: Tray Update: Can't get TRAY PS microcode version

OA: Warning: integrated device on bus 0x[value] at address 0x[value] has not responded

#### **Log type: LOG\_NOTICE, Failure type: Info**

OA: AC Subsystem Overloaded - REPAIRED

OA: Blade [value:bladeNumber] Ambient Temperature Cable state is OK.

OA: Blade [value:bladeNumber] Ambient Temperature Sensor state is OK.

OA: Blade [value:bladeNumber] Ambient Temperature state is OK.

OA: Blade [value:bladeNumber] cannot be managed as part of the Enclosure Dynamic Power Cap. The blade is not a supported model.

OA: Blade [value:bladeNumber] cannot be managed as part of the Enclosure Dynamic Power Cap. The blade reports that it is not capable of dynamic power capping.



OA: Blade [value:bladeNumber] cannot be managed as part of the Enclosure Dynamic Power Cap. The blade does not have the required iLO license.

OA: Blade [value:bladeNumber] complies with location rules now.

OA: Blade [value:bladeNumber] Disk Tray is Open state is OK.

OA: Blade [value:bladeNumber] firmware management completed.

OA: Blade [value:bladeNumber] firmware management started.

OA: Blade [value:bladeNumber] found a partner device.

OA: Blade [value:bladeNumber] FRU memory state is OK.

OA: Blade [value:bladeNumber] has been allocated [value] watts but iLO is reporting the blade is powered off.

OA: Blade [value:bladeNumber] has been denied power but iLO is reporting the blade is powered on.

OA: Blade [value:bladeNumber] Internal Temperature Sensor state is OK.

OA: Blade [value:bladeNumber] Internal Temperature state is OK.

OA: Blade [value:bladeNumber] is now configured for Virtual Connect Manager.

OA: Blade [value:bladeNumber] is properly cooled.

OA: Blade [value:bladeNumber] is reporting nominal health status.

OA: Blade [value:bladeNumber] Main Logic Board state is OK.

OA: Blade [value:bladeNumber] over temperature state is OK.

OA: Blade [value:bladeNumber] PCI device state is OK.

OA: Blade [value:bladeNumber] PCI device state is OK.

OA: Blade [value:bladeNumber] Power Control state is OK.

OA: Blade [value:bladeNumber] Storage Condition state is OK.

OA: Blade [value:bladeNumber] thermal state is OK.

OA: Blade inserted in bay [value:bladeNumber]

OA: DC Subsystem Overloaded - REPAIRED

OA: Enclosure ID setting has been restored to factory defaults

OA: Fan Inserted: Bay #[value:fanNumber]

OA: Internal health status of interconnect in bay [value:slotNumber] changed to OK

OA: IO module in slot [value:slotNumber] temperature is normal

OA: Management Process on Blade [value:bladeNumber] appears responsive again.

OA: Midplane replacement detected. Serial number changed from [value] to [value].

OA: Mixing 400Hz PSs with other PSs is not supported

OA: Power Limit Set To: [value]

OA: Power Limit Set To: Not Set

OA: Power Subsystem Redundancy Mode Set To: [N+N/N+1/N+0/]

OA: Power Supplies Connected To Both AC and DC Input Lines: REPAIRED

OA: PS Inserted: Bay #[value]

OA: PS Subsystem N + 1 Redundancy - REPAIRED  
OA: PS Subsystem N + 1 Redundancy Power Limit - REPAIRED  
OA: PS Subsystem N + N Redundancy - REPAIRED  
OA: PS Subsystem N + N Redundancy Power Limit - REPAIRED  
OA: PS Subsystem Overloaded - REPAIRED  
OA: PS Subsystem Power Limit - REPAIRED  
OA: Redundant Onboard Administrator was inserted  
OA: Server Power Reduction - Activated  
OA: Server Power Reduction Mode - Disabled  
OA: Server Power Reduction Mode - Enabled  
OA: Server Power Reduction Mode - Enabled  
OA: TRAY microcode updated from UNKNOWN version to version [value:version]  
OA: TRAY microcode updated from version [value:version] to version [value:version]

**Log type: LOG\_INFO, Failure type: HW**

OA: Interconnect removed from bay [value:slotNumber]

**Log type: LOG\_INFO, Failure type: SW**

OA: A USB Key was inserted into the Onboard Administrator.  
OA: A USB Key was removed from the Onboard Administrator.  
OA: A CD-ROM Drive was inserted into the Onboard Administrator.  
OA: Media was removed from CD-ROM Drive.  
OA: CD-ROM Drive has no media.  
OA: Media in CD-ROM Drive detected. Volume Label: [value]  
OA: Blade [value:bladeNumber]: Mezz card internal data problem for [value].  
OA: Failed to mount [CD/DVD/USB Key]: [value:errorCode]  
OA: Failed to mount [CD/DVD/USB Key][value]: unsupported filesystem.  
OA: Interconnect inserted in bay [value:slotNumber]  
OA: VC module in interconnect bay [value:slotNumber] has firmware revision [value:version] but minimum firmware revision [value:version] is required

**Log type: LOG\_INFO, Failure type: Info**

OA Tray firmware upgrade initiated.  
OA Tray firmware upgrade succeeded.  
OA: Blade [value:bladeNumber] management processor firmware upgrade initiated.  
OA: Blade [value:bladeNumber] management processor firmware upgrade succeeded.  
OA: Fan [value] firmware upgrade initiated.  
OA: Fan [value] firmware upgrade succeeded.  
OA: Interconnect [value:slotNumber] firmware upgrade initiated.  
OA: Interconnect [value:slotNumber] firmware upgrade succeeded.

OA: Interconnect [value] firmware upgrade initiated.  
OA: Interconnect [value] firmware upgrade succeeded.  
OA: Interconnect module in bay [value:slotNumber] was powered off  
OA: Interconnect module in bay [value:slotNumber] was powered on  
OA: LCD firmware upgrade initiated.  
OA: LCD firmware upgrade succeeded.  
OA: Server Blade in bay [value:bladeNumber] has been powered down  
OA: Server blade in bay [value:bladeNumber] has been powered on

## OA internal log messages

**Log type: LOG\_WARNING, Failure type: Info**

OA: Internal switch reset required. Rebooting...

**Log type: LOG\_CRIT, Failure type: SW**

OA: daemon is exiting because of SIGTERM, system will reset.

**Log type: LOG\_ERR, Failure type: SW**

OA: [value] is not a regular file!  
OA: Archive file failed to read.  
OA: Archive Header for File [value] failed to write.  
OA: Bad Archive Header.  
OA: Cannot archive file [value] due to lack of space ([value] vs. [value] bytes)  
OA: Cannot archive file with filepath > [value]: [value]  
OA: Cannot open [value]  
OA: Cannot open file [value]  
OA: Cannot stat file [value]  
OA: Can't open watchdog device errno [value].  
OA: Could not read file count.);  
OA: Could not write file count ([value]).  
OA: File [value] could not set permissions [value]  
OA: File [value] could not set user [value] group [value]  
OA: File [value] failed to open.  
OA: File [value] failed to read.  
OA: File [value] failed to write  
OA: File [value] failed to write into archive.  
OA: flar [x|c]);  
OA: Flash Archiver could not obtain root privileges (errno [value])  
OA: Invalid file descriptor [value].  
OA: malloc failure ([value] bytes)  
OA: Management process failure.

OA: NULL object passed.  
OA: Object read failed errno [value]  
OA: Object read failed size [value]  
OA: Object write failed errno [value]  
OA: Object write failed size [value]  
**Log type: LOG\_NOTICE, Failure type: SW**  
OA: Internal communication problem detected.  
OA: Internal communications restored.  
**Log type: LOG\_NOTICE, Failure type: Info**  
OA: Internal communications restored.  
**Log type: LOG\_INFO, Failure type: SW**  
OA: Can't read main mgmt process id.

## LDAP log messages

**Log type: LOG\_ALERT, Failure type: SW**  
LDAP: pam\_get\_item returned error to ldap-read-password  
**Log type: LOG\_WARNING, Failure type: Info**  
OA: LDAP [value:username] logged into the Onboard Administrator  
OA: LDAP [value:username] logged into the Onboard Administrator from [value:remoteHost]  
OA: LDAP [value:username] logged into the Onboard Administrator from Enclosure Link  
OA: LDAP [value:username] logged into the Onboard Administrator on [value]  
OA: LDAP [value:username] logged into the Onboard Administrator on the OA KVM.  
OA: LDAP [value:username] logged into the Onboard Administrator on the OA serial console.  
**Log type: LOG\_CRIT, Failure type: SW**  
LDAP: auth could not identify password for [value:username]  
LDAP: error manipulating password  
**Log type: LOG\_ERR, Failure type: SW**  
LDAP: bad username [value:username]  
LDAP: couldn't obtain coversation function [value]  
**Log type: LOG\_NOTICE, Failure type: SW**  
LDAP: authentication failure; [value] for [value] service, not a member of any configured group  
LDAP: could not recover authentication token

## Redundancy log messages

**Log type: LOG\_WARNING, Failure type: SW**

Redundancy: Active Onboard Administrator has lost link connectivity on the external NIC for [value] seconds. Forcing take over

Redundancy: Failed to read event from mgmt subsystem

Redundancy: Onboard Administrator is switching to Active mode

Redundancy: Onboard Administrator is switching to Standby mode. This OA will now reboot

**Log type: LOG\_CRIT, Failure type: HW**

Redundancy: Onboard Administrator redundancy failed to initialize properly. Try rebooting the Onboard Administrator by reseating the OA module in its bay. If the problem persists, please contact Hewlett Packard Enterprise support.

**Log type: LOG\_CRIT, Failure type: SW**

Redundancy: Caught Signal SIGSEGV

Redundancy: redund: Failed to startup threads

**Log type: LOG\_ERR, Failure type: HW**

Redundancy: Failed automatic Onboard Administrator failover as a result of network link loss on the Active OA board

**Log type: LOG\_ERR, Failure type: SW**

Redundancy: Couldn't get random seed

Redundancy: Error communicating via ethernet with the other Onboard Administrator (heartbeat).

Redundancy: Error communicating via ethernet with the other Onboard Administrator (timeout).

Redundancy: Error communicating with the other Onboard Administrator.

Redundancy: Failed to get enclosure network

Redundancy: Failed to read OA bay number

Redundancy: Failed to read OA status

Redundancy: Other ([Standby/Active]) OA firmware: v[value:version] - This OA ([Standby/Active]) firmware: v[value:version]

Redundancy: Please upgrade to the latest firmware using [this/the other] Onboard Administrator which is the active

Redundancy: WARNING: The other OA ([Standby/Active]) is running a different firmware. OA Redundancy will be degraded

**Log type: LOG\_NOTICE, Failure type: SW**

Redundancy: Assuming active Onboard Administrator network settings.

Redundancy: Enclosure IP mode was [disabled/enabled]

**Log type: LOG\_INFO, Failure type: SW**

Redundancy: Enclosure IP mode configurations have been reset.

Redundancy: Onboard Administrator has now completed the Standby to Active transition

Redundancy: Onboard Administrator redundancy restored.

Redundancy: Service started ([ACTIVE/STANDBY])

## SSO log messages

### **Log type: LOG\_WARNING, Failure type: Info**

OA: SSO [value] logged into the Onboard Administrator

OA: SSO [value] logged into the Onboard Administrator from [value:remoteAddress]

### **Log type: LOG\_NOTICE, Failure type: Info**

OA: Authentication failure for user SSO [value]

OA: Authentication failure for user SSO [value] from [value:remoteAddress]

OA: SSO Trust Mode changed to [value] by user [value:username].

## Two-factor log messages

### **Log type: LOG\_WARNING, Failure type:SW**

OA: Two Factor: Two-Factor authentication failed for user at [value]: local user certificate status check failed.

### **Log type: LOG\_WARNING, Failure type: Info**

OA: Two Factor: [value:username] logged into the Onboard Administrator from [value] using Two-Factor

OA: Two Factor: [value:username] logged into the Onboard Administrator from Enclosure Link using Two-Factor

OA: Two Factor: Unable to create session for user [value:username]: the maximum number of sessions has been reached.

### **Log type: LOG\_CRIT, Failure type: SW**

OA: Two Factor: Two-Factor authentication failed for user at [value]: the certificate provided could not be authenticated.

### **Log type: LOG\_ERR, Failure type: SW**

Two Factor: Error allocating memory.

Two Factor: Error creating place holder for CRL

Two Factor: Error creating temp store for CRL

Two Factor: Error downloading CRL from [value:URL]

Two Factor: Error mapping CRL files.

Two Factor: Error starting CRL service.

Two Factor: Insufficient privileges.

Two Factor: Internal error.

Two Factor: Invalid/corrupt CRL file at [value:URL]

Two Factor: Messaging system error.

## FIPS log messages

### **Log type: LOG\_INFO, Failure type: SW**

FIPS: Onboard Administrator is operating in FIPS Mode Debug.

FIPS: Onboard Administrator is operating in FIPS Mode On.

FIPS: Too many Known Answer Test (KAT) failures: left FIPS mode  
FIPS: "Last reboot was due to a Known Answer Test (KAT) failure.

**Log type: LOG\_ERR, Failure type: SW**

OA: Error restoring factory default settings. Restoring FIPS mode...  
OA: Failed to restore FIPS mode for standby Onboard Administrator.  
OA: Could not restore FIPS mode (error code: [value]).  
OA: Could not restore the password for user [value].  
OA: Could not restore the strict passwords setting.  
OA: Could not restore the minimum password length.  
OA: Could not restore the password for user [value].

## VLAN log messages

**Log type: LOG\_NOTICE, Failure type: Info**

OA: May need to reboot the interconnects to pick up new IP address or wait until DHCP lease expires  
OA: VLAN ID for interconnect bay [value] changed to [value]. May need to reboot the interconnect to pick up new IP address or wait until DHCP lease expires  
OA: VLAN ID for OA changed from [value] to [value]  
OA: VLAN ID for server bay [value] changed to [value]  
OA: VLAN is disabled  
OA: VLAN is enabled. OA VLAN ID = [value]

**Log type: LOG\_INFO, Failure type: Info**

OA: VLAN revert is canceled

## Onboard Administrator SNMP traps

The Onboard Administrator supports the following SNMP traps.

Trap ID	Trap name	Description
22001	cpqRackNameChanged	Rack name has changed
22002	cpqRackEnclosureNameChanged	Enclosure name has changed
22003	cpqRackEnclosureRemoved	Linked enclosure removal detected
22004	cpqRackEnclosureInserted	Linked enclosure insertion detected
22008	cpqRackEnclosureFanFailed	Enclosure fan has failed
22009	cpqRackEnclosureFanDegraded	Enclosure fan is degraded
22010	cpqRackEnclosureFanOk	Enclosure fan is OK
22011	cpqRackEnclosureFanRemoved	Enclosure fan is removed
22012	cpqRackEnclosureFanInserted	Enclosure fan is inserted
22013	cpqRackPowerSupplyFailed	Enclosure power supply has failed
22014	cpqRackPowerSupplyDegraded	Enclosure power supply is degraded
22015	cpqRackPowerSupplyOk	Enclosure power supply is OK
22016	cpqRackPowerSupplyRemoved	Enclosure power supply is removed
22017	cpqRackPowerSupplyInserted	Enclosure power supply is inserted

Trap ID	Trap name	Description
22018	cpqRackPowerSubsystemNotRedundant	Enclosure power subsystem is not redundant
22019	cpqRackPowerSubsystemLineVoltageProblem	Enclosure power subsystem line voltage issue
22020	cpqRackPowerSubsystemOverloadCondition	Enclosure power subsystem overload condition
22028	cpqRackServerBladeRemoved	Blade removed (replaced by 22050 in OA v1.30)
22029	cpqRackServerBladeInserted	Blade inserted (replaced by 22051 in OA v1.30)
22037	cpqRackEnclosureManagerDegraded	Onboard Administrator degraded
22038	cpqRackEnclosureManagerOk	Onboard Administrator OK
22039	cpqRackEnclosureManagerRemoved	Onboard Administrator removed
22040	cpqRackEnclosureManagerInserted	Onboard Administrator inserted
22041	cpqRackManagerPrimaryRole	Onboard Administrator is Active
22042	cpqRackServerBladeEKeyingFailed	Blade eKeying config failed
22044	cpqRackNetConnectorRemoved	Interconnect removed
22045	cpqRackNetConnectorInserted	Interconnect inserted
22046	cpqRackNetConnectorFailed	Interconnect failed
22047	cpqRackNetConnectorDegraded	Interconnect degraded
22048	cpqRackNetConnectorOk	Interconnect OK
22049	cpqRackServerBladeToLowPower	Blade requested too low power
22050	cpqRackServerBladeRemoved2	Blade removed2
22051	cpqRackServerBladeInserted2	Blade inserted2

## Enclosure event notifications

Enclosure events produce screen messages with the `show events` option enabled. If you are directly affected by an event, a message is produced whether the `show events` option is enabled or disabled.

Event messages include the device affected, the device name, and the date and time of the event. Some examples of event messages are:

- The enclosure is in a degraded state.
- Blade X has experienced a failure.
- The temperature on Blade X has exceeded the failed threshold.
- Fan X has experienced a failure.
- The power supplies are no longer redundant.
- Power supply X is in a degraded state.
- The enclosure temperature has exceeded the degraded threshold.

## Command line event notifications

When the SET DISPLAY EVENTS option is turned on, the terminal interface displays error, warning, and status messages, depending on the behavior of the enclosure and components.

The syntax for these messages are:

- `<error>`—Description of error



- <warning>—Description of warning
- <status>—Description of status

The following table lists causes of the error, warning, or status events that appear.

Event	Cause
Bay Event	A bay was assigned or unassigned from a group.
Blade Inserted	A blade was inserted into the enclosure.
Blade Thermal Status Changed	The thermal status of a blade changed.
Blade Removed	A blade was removed from the enclosure.
Blade Port Map Info	The port mapping information of a blade was updated.
Enclosure Status Change	A change in status has occurred because of a change in the state of one or more hardware components or server readings.
Enclosure Name Change	The name of the enclosure was changed.
Fan Status Change	The status of a fan has changed.
Fan Inserted	A fan has been inserted.
Fan Removed	A fan has been removed.
Interconnect Inserted	An interconnect module was inserted into the enclosure.
Interconnect Thermal Status Changed	The thermal status of an interconnect module changed.
Interconnect Removed	An interconnect module was removed from the enclosure.
Interconnect Power Reset	The power of an interconnect module was reset.
Interconnect Port Map Info	The port mapping information of an interconnect module was updated.
LDAP Group Removed	A LDAP group was removed from the Onboard Administrator. If you are logged into the Onboard Administrator under this LDAP group, you are disconnected.
OA System Log Cleared	The Onboard Administrator system log was cleared.
OA Name Changed	The Onboard Administrator DNS name was changed.
OA Inserted	A redundant Onboard Administrator was inserted into the enclosure.
OA Removed	The redundant Onboard Administrator was removed from the enclosure.
OA Takeover	The redundant and active Onboard Administrators are switching roles. The Active Onboard Administrator reboots into Standby Mode and the redundant Onboard Administrator transitions to Active Mode.
Power Supply Status Change	The status of a power supply has changed.
Power Supply Inserted	A power supply has been inserted.
Power Supply Removed	A power supply has been removed.
Power Supply Redundancy Change	The power supplies are either now redundant or are no longer redundant.
Power Supply Overload	The power supplies are being asked to draw more current than they are able.
Restart Event	The Onboard Administrator is about to start.
Rack Name Change	The rack name stored on the enclosure was changed.
Rack Topology	Enclosures were connected or disconnected from the enclosure link.
Thermal Status Change	A thermal sensor has changed state.
User Removed	A user was removed from the Onboard Administrator. If you are logged in as this user, you are disconnected from the Onboard Administrator.
User Disabled	A user was disabled. If you are logged in as this user, you are disconnected from the Onboard Administrator.
User Rights	The privilege level of a user on the Onboard Administrator was changed. If you are logged in as this user, you are disconnected from the Onboard Administrator. You can log in again with your new privilege level.

# HPE Virtual Connect errors

## SNMP overview

SNMP is the protocol used by network management systems to monitor network devices for conditions that require administrative attention. SNMP consists of a set of standards for network management, including an Application Layer protocol, a database schema, and a set of data objects. The SNMP agent software resides on the module and provides access to management information. The management information is structured as a hierarchical database known as an MIB. Each element of the MIB is identified by a unique identifier called an Object ID.

Each VC module has an independent SNMP agent that supports a set of MIBs. MIB support for each module depends both on the type of module (VC-Enet or VC-FC) and the role of the module in the VC domain. Virtual Connect supports SNMPv1, SNMPv2, and SNMPv3.

The latest version of VC-specific MIBs can be downloaded from the Hewlett Packard Enterprise website (<http://www.hpe.com/support/hpsim/mibkit>).

The following restrictions and limitations apply:

- By default, SNMPv1 and SNMPv2 agents are enabled on VC-Enet and VC-FC modules with a read community string of "public." The SNMP access feature does not apply to SNMPv3.
- You must have Domain role privileges to configure SNMP capabilities. The type of privilege required depends on the item you are configuring.
- The VCM GUI and CLI do not support configuration of threshold trap parameters (high-water mark, low-water mark, and averaging period).
- For Flex-10 connections, threshold traps reflect the state of the entire physical port. These traps are not generated for individual FlexNICs. For more information on Flex-10 connections, see "Flex-10 overview" in the *HPE Virtual Connect for c-Class BladeSystem User Guide*.
- When upgrading from a VC release prior to 3.00, if Fibre Channel SNMP traps were defined with the DNS type of the Trap Destination address, SNMP settings are not applied to the VC-FC modules upon completion of the upgrade. To resolve this issue, use the GUI or CLI to edit any FC SNMP trap destinations that have a DNS name for the trap destination, and change the DNS name to an IPv4 address.
- VC 3.00 and higher limits the number of FC PortStatus traps you can configure through the CLI to five. Prior releases did not enforce this restriction. If you have more than five FC PortStatus traps configured in an earlier version of VC firmware, and then you upgrade to VC 3.00 or higher, then those traps are retained. Similarly, if you restore a configuration from an earlier version of VC firmware that contains more than five configured FC PortStatus traps in VC 3.00 or higher, you will have more than the allowed number of configured FC PortStatus traps. Use caution not to exceed the maximum number of configured FC PortStatus traps in these scenarios.

The following table provides a list of MIBs and information on where they are supported. FlexFabric modules support the Fibre and Fabric MIBs in addition to the Enet MIBs.

MIB	VC-Enet	VC-FC
RFC 2863 IF-MIB	X	—
RFC 4188 Bridge-MIB	X	—
RFC 3418 SNMP v2 MIB	X	X
Compaq System Info MIB	X	X
Compaq Host MIB	X	X

MIB	VC-Enet	VC-FC
Compaq Rack MIB	—	X*
RFC 1213 Network Mgmt	X	—
RFC 4293 IP-MIB	X	—
Fibre Alliance MIB (FC Mgmt Integ)	—	X
RFC 2837 Fabric Element MIB	—	X
VC Module MIB (VCM-MIB)	X	—
VC Domain MIB (VCD-MIB)	X	—
IEEE LLDP MIB (LLDP-MIB)	X	—
IEEE LLDPv2 MIB (LLDPv2-MIB)	X	—
IEEE8023 LAG MIB (LAG-MIB)	X	—
VC QOS MIB (VC-QOS-MIB)	X	—

\* Not supported by the 8Gb 24-Port FC Module

The VC Module MIB is a VC-specific MIB that describes the state of a specific VC module. In addition to unique VC module attributes, it defines traps for reporting alerts on port statistics, such as throughput, errors, and discards. The VC Domain MIB combines domain-wide attributes with traps for state changes in VC managed objects.

## SNMP traps

The following table provides a summary of the available SNMP traps.

Trap	Category	Severity	MIB
cpqHoSWRunningStatusChangeTrap	VCM Legacy	Corresponds to the new value of cpqHoSWRunningStatus	CPQHOST-MIB
connUnitStatusChange	VC-FC Other	INFO	FA-MIB
connUnitDeletedTrap	VC-FC Other	INFO	FA-MIB
connUnitEventTrap	VC-FC Other	INFO	FA-MIB
connUnitSensorStatusChange	VC-FC Other	CRITICAL	FA-MIB
connUnitPortStatusChange	VC-FC Port Status	See table below	FA-MIB
authenticationFailure <sup>1</sup>	VC-FC Other	CRITICAL	SNMPv2-MIB
coldStart	VC-FC Other	CRITICAL	SNMPv2-MIB
cpqHoSWRunningStatusChange	VC-FC Other	INFO	CPQHOST-MIB
authenticationFailure	VC-Enet Other	CRITICAL	SNMPv2-MIB
Domain status change (deprecated)	—	—	—
vcDomainManagedStateChange	VCM Domain Status	Corresponds to the name of the new state	VCD-MIB
StackingLinkRedundant status change	VCM Domain Status	Corresponds to the name of the new state	VCD-MIB
Module role change	VCM Domain Status	INFO	VCM-MIB
Stale checkpoint	VCM Domain Status	WARNING	VCD-MIB
Valid checkpoint	VCM Domain Status	NORMAL	VCD-MIB
Enclosure status change (deprecated)	—	—	—
vcEnclosureManagedStateChange <sup>3</sup>	VCM Domain Status	Corresponds to the name of the new state	VCD-MIB
Network status change (deprecated)	—	—	—

Trap	Category	Severity	MIB
vcEnetNetworkManagedStatusChanged <sup>3</sup>	VCM Network Status	Corresponds to the name of the new state	VCD-MIB
Fabric status change (deprecated)	—	—	—
vcFcFabricManagedStatusChanged <sup>3</sup>	VCM Fabric Status	Corresponds to the name of the new state	VCD-MIB
VC module status change (deprecated)	—	—	—
vcModuleManagedStatusChanged <sup>3</sup>	VC-Enet Module Status or VC-FC Module Status	Corresponds to the name of the new state	VCD-MIB
Profile status change (deprecated)	—	—	—
vcProfileManagedStatusChanged <sup>3</sup>	VCM Profile Status	Corresponds to the name of the new state	VCD-MIB
Physical server change (deprecated)	—	—	—
vcPhysicalServerManagedStatusChanged <sup>3</sup>	VCM Server Status	Corresponds to the name of the new state	VCD-MIB
vcTesttrap	VCM Domain Status	INFO	VCD-MIB
Enet IF-MIB LinkDown	VC-Enet Port Status	INFO	IF-MIB
Enet IF-MIB LinkUp	VC-Enet Port Status	NORMAL	IF-MIB
Input utilization above high-water mark <sup>2</sup>	VC-Enet Port Threshold	WARNING	VCM-MIB
Input utilization below low-water mark <sup>2</sup>	VC-Enet Port Threshold	NORMAL	VCM-MIB
Output utilization above high-water mark <sup>2</sup>	VC-Enet Port Threshold	WARNING	VCM-MIB
Output utilization below low-water mark <sup>2</sup>	VC-Enet Port Threshold	NORMAL	VCM-MIB
Input errors above high-water mark <sup>2</sup>	VC-Enet Port Threshold	WARNING	VCM-MIB
Input errors below low-water mark <sup>2</sup>	VC-Enet Port Threshold	NORMAL	VCM-MIB
Output errors above high-water mark <sup>2</sup>	VC-Enet Port Threshold	WARNING	VCM-MIB
Output errors below low-water mark <sup>2</sup>	VC-Enet Port Threshold	NORMAL	VCM-MIB
vcModPortBpduLoopDetected	VC-Enet Port Status	CRITICAL	VCM-MIB
vcModPortBpduLoopCleared	VC-Enet Port Status	INFO	VCM-MIB
vcModPortProtectionConditionDetected	VC-Enet Port Status	CRITICAL	VCM-MIB
vcModPortProtectionConditionCleared	VC-Enet Port Status	INFO	VCM-MIB

<sup>1</sup> Only supported by the VC 8Gb 24-Port FC module

<sup>2</sup> The VC Module MIB has the capability to send traps when certain bandwidth and throughput utilization thresholds are reached. The counters are sampled at a fixed interval of 30 seconds and neither sample interval nor threshold values are configurable in this release. Thresholds are defined as follows:

- Port utilization high-water mark: 95%
- Port utilization low-water mark: 75%
- Errors high-water mark: 5%
- Errors low-water mark: 1%

For more information, see the description field in the source code for individual MIBs.

<sup>3</sup> For more information, see "VC Domain Managed Status Changed traps (on page 246)."



**IMPORTANT:** During OA failover or other management network disruptions, VC SNMP traps might not reach the management station.

The VC-FC module generates connUnitPortStatusChange traps based on changes to the connUnitPortStatus element of the FA-MIB. The following table shows the mapping of connUnitPortStatusChange trap severities to the VC Domain MIB's trap severity definitions.

connUnitPortStatus value	Severity
unknown	INFO
unused	INFO
ready	NORMAL
warning	WARNING
failure	CRITICAL
nonparticipating	INFO
initializing	INFO
bypass	INFO
ols	MAJOR
other	INFO

## VC Module MIB traps

The following table lists traps in the VC Module MIB.

Trap name	Trap data	Description
vcModRoleChange	moduleRole	The VCM role of the module has changed.
vcModInputUtilizationUp	port identification	The input line utilization on a port has exceeded its high-water mark for longer than 30 seconds. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModInputUtilizationDown	port identification	The input line utilization on a port has dropped below its low-water mark for longer than 30 seconds. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModOutputUtilizationUp	port identification	The output line utilization on a port has exceeded its high-water mark for longer than 30 seconds. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModOutputUtilizationDown	port identification	The output line utilization on a port has dropped below its low-water mark for longer than 30 seconds. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModInputErrorsUp	port identification ifInErrors	The input error count on a port has exceeded its high-water mark for longer than the error averaging period. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModInputErrorsDown	port identification ifInErrors	The input error count on a port has dropped below its low-water mark for longer than the error averaging period. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModOutputErrorsUp	port identification ifOutErrors	The output error count on a port has exceeded its high-water mark for longer than the threshold averaging period. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModOutputErrorsDown	port identification ifOutErrors	The output error count on a port has dropped below its low-water mark for longer than 30 seconds. <code>port</code> is the index of the affected port in <code>ifTable</code> .
vcModPortBpduLoopDetected	port identification loop status	A network loop condition is detected on this port. If the loop condition is detected on a Flex10 port, the trap data indicates the physical port associated with the Flex10 port. If multiple Flex10 ports on a physical port detect a loop condition, a separate trap is sent for each occurrence of the loop condition.

Trap name	Trap data	Description
vcModPortBpduLoopCleared	port identification loop status	A network loop condition is cleared on this port. The trap data indicates the physical port associated with a Flex10 port. For Flex10 ports, this trap is sent only after all Flex10 ports on a physical port are cleared from a loop condition.
vcModPortProtectionConditionDetected	Port index to the ifTable (ifIndex) Port index to the vcModulePortTable Port protection status	A port protection condition is detected on this port. If the new port protection status is a value other than OK, the port may be disabled to protect the VC module from further service degradation. Administrative action is required to recover the port from this condition.
vcModPortProtectionConditionCleared	Port index to the ifTable (ifIndex) Port index to the vcModulePortTable Port protection status	The port is recovered from port protection condition to normal operational state.
vcSwitchMemParityErrorEvent	Error counter vcSwitchMemParity ErrorCount	The switch hardware has detected a parity error. The parity error is automatically corrected.

## VC Domain MIB traps

The Virtual Connect vc-domain-mib.mib MIB provides visibility into the various components of a Virtual Connect Domain.

## VC Domain Managed Status Changed traps

This section describes the \*ManagedStatus, \*Cause, \*RootCause, and \*ReasonCode OIDs found in each \*ManagedStatusChanged traps in the VC Domain MIB.

The ManagedStatus enumerations (vcDomainManagedStatus, vcEnclosureManagedStatus, and so on) for all managed status changed objects (vcDomainManagedStatusChanged, vcEnclosureManagedStatusChanged, and so on) are described in the following table.

Managed status	Description
unknown	Indicates the condition of the component could not be determined
normal	Indicates the component is fully functional
warning	Indicates a component threshold has been reached or error condition is imminent
minor	Indicates an error condition exists that has little or no component impact
major	Indicates an error condition exists that significantly impairs the component
critical	Indicates an error condition exists where the component no longer provides service
disabled	Indicates the component is disabled and non-functioning
info	Indicates a non-service affecting condition exists such as initializing components and system login or logout

- The Cause string indicates why an object transitioned to the current managed state from the specific objects perspective. A network failure is an example Cause string.
- The RootCause string indicates the root causes for an object transitioning managed states. The RootCause for a network failure could indicate all uplink ports of the network have failed.

- The ReasonCode provides an object specific reason for the managed state transition. The reason codes are unique between objects, allowing more specific actions to be taken programmatically from SNMP management stations.

#### **vcDomainManagedStatusChanged**

- The following is an example of a domain Cause string:  
2 of 7 profiles contain unmapped connections in the domain
- The following is an example of a domain RootCause string:  
Modules not redundantly connected, failure of module enc0:iobay1 or enc0:iobay2 or enc1:iobay2 will isolate some modules; Port enc0:iobay5:d3:v1 loop detected and automatically disabled

The domain managed status ReasonCodes are provided in the following table.

Domain reason code	Description
vcDomainOk	All enclosures and profiles are normal in the domain.
vcDomainAbnormalEnclosuresAndProfiles	One or more enclosures and profiles are abnormal in the domain.
vcDomainSomeEnclosuresAbnormal	At least one enclosure is not OK or Degraded.
vcDomainUnmappedProfileConnections	The profile contains connections that are not mapped to a server port.
vcDomainStackingFailed	All stacking links between one or more modules have failed.
vcDomainStackingNotRedundant	Some stacking links between one or more modules have failed, but connectivity still exists between modules.
vcDomainSomeProfilesAbnormal	One or more profiles in the domain are abnormal.
vcDomainUnknown	The condition of the domain cannot be determined.
vcDomainOverProvisioned	More than 16 VC modules are in the domain.

#### **vcEnclosureManagedStatusChanged**

- The following is an example of an enclosure Cause string:  
2 of 6 Ethernet modules are abnormal in enclosure enc0
- The following is an example of an enclosure RootCause string:  
Module in bay enc0:iobay3 has been removed

The enclosure managed status ReasonCodes are provided in the following table.

Enclosure reason code	Description
vcEnclosureOk	The enclosure is normal.
vcEnclosureAllEnetModulesFailed	All Ethernet modules are abnormal, none are OK or degraded.
vcEnclosureSomeEnetModulesAbnormal	One or more Ethernet modules are abnormal.
vcEnclosureSomeModulesOrServersIncompatible	The enclosure contains incompatible modules, or configured modules are missing.
vcEnclosureSomeFcModulesAbnormal	One or more FC modules are abnormal.
vcEnclosureSomeServersAbnormal	At least one server is in a known state and no servers are OK, or at least one server is degraded.
vcEnclosureUnknown	The condition of the enclosure cannot be determined, or the state of servers or modules is unknown.

#### **vcModuleManagedStatusChanged**

- The following is an example of a module Cause string:  
Port enc0:iobay5:d3:v1 loop detected and automatically disabled



- The following is an example of a module RootCause string:  
Port enc0:iobay5:d3:v1 loop detected and automatically disabled

The module managed status ReasonCodes are provided in the following table.

Module reason code	Description
vcEnetmoduleOk	The Ethernet module is functioning normally.
vcEnetmoduleEnclosureDown	The module is unable to communicate with the enclosure or OA.
vcEnetmoduleModuleMissing	A configured module has been removed.
vcEnetmodulePortprotect	A condition has been detected on the port causing port protection to be activated.
vcEnetmoduleIncompatible	The module is incompatible, for example, a configured Enet module is replaced with an FC module.
vcEnetmoduleHwDegraded	The module is being reported as degraded by the OA.
vcEnetmoduleUnknown	The condition of the module is unknown.
vcFcmoduleOk	The FC module is functioning normally.
vcFcmoduleEnclosureDown	The FC module is unable to communicate with the enclosure or OA.
vcFcmoduleModuleMissing	A configured module has been removed.
vcFcmoduleHwDegraded	The module is reporting a degraded hardware condition.
vcFcmoduleIncompatible	The module is incompatible, such as replacing a configured FC module with an Enet module.
vcFcmoduleUnknown	The condition of the module is unknown.

#### vcPhysicalServerManagedStatusChanged

- The following is an example of a physical server Cause string:  
Server enc0:dev1 unable to communicate with enclosure enc0
- The following is an example of a physical server RootCause string:  
Server enc0:dev2 profile pending

The physical server managed status ReasonCodes are provided in the following table.

Physical server reason code	Description
vcPhysicalServerOk	The server is functioning normally.
vcPhysicalServerEnclosureDown	The server is unable to communicate with the enclosure or OA.
vcPhysicalServerFailed	The server is in a failed condition.
vcPhysicalServerDegraded	The server is in a degraded condition.
vcPhysicalServerUnknown	The condition of the server is unknown.

#### vcFcFabricManagedStatusChanged

- The following is an example of a FC fabric Cause string:  
1 of 2 uplink ports are abnormal on BackupSAN fabric
- The following is an example of a FC fabric RootCause string:  
1 of 2 uplink ports are abnormal on BackupSAN fabric

The FC fabric managed status ReasonCodes are provided in the following table.

FC fabric reason code	Description
vcFabricOk	The fabric is functioning normally.
vcFabricNoPortsConfigured	The fabric does not have any uplink port configured.



FC fabric reason code	Description
vcFabricSomePortsAbnormal	Some uplink ports for the fabric are in an abnormal condition.
vcFabricAllPortsAbnormal	All uplink ports for the fabric are in an abnormal condition.
vcFabricWwnMismatch	A WWN mismatch condition has been detected.
vcFabricUnknown	The condition of the fabric is unknown.

#### vcEnetNetworkManagedStatusChanged

- The following is an example of an Ethernet network Cause string:  
Network BLUE has failed
- The following is an example of an Ethernet network RootCause string:  
Port enc0:iobay5:X3 is unlinked; Port enc0:iobay5:X4 is incompatible

The Ethernet network managed status ReasonCodes are provided in the following table.

Ethernet network reason code	Description
vcNetworkOk	The network is functioning normally.
vcNetworkUnknown	The condition of the network is unknown.
vcNetworkDisabled	The network is disabled.
vcNetworkAbnormal	The condition of the network is abnormal.
vcNetworkFailed	The network is in a failed condition.
vcNetworkDegraded	The network is in a degraded condition.
vcNetworkNoPortsAssignedToPrivateNetwork	No ports have been assigned to the private network.

#### vcProfileManagedStatusChanged

- The following is an example of a profile Cause string:  
3 TCServer profile connections for server in bay enc0:devbay3 are not mapped
- The following is an example of a profile RootCause string:  
The TelecomServer profile is assigned to an abnormal server in bay enc0:devbay1

The profile managed status ReasonCodes are provided in the following table.

Profile reason code	Description
vcProfileOk	The profile is normal.
vcProfileServerAbnormal	The server the profile is assigned to is abnormal.
vcProfileAllConnectionsFailed	All connections in the profile have failed.
vcProfileSomeConnectionsUnmapped	One or more connections in the profile are not mapped to a physical port.
vcProfileAllConnectionsAbnormal	All connections in profile are abnormal.
vcProfileSomeConnectionsAbnormal	Some connections in the profile are abnormal.

## VC domain checkpoint traps

The domain checkpoint trap indicates configuration changes have been saved in non-volatile memory and copied (check-pointed) to the horizontally adjacent module.

#### vcCheckpointTimeout

The checkpoint valid status remained false for more than five minutes.

### **vcCheckpointCompleted**

A checkpoint operation has completed following a checkpoint timeout trap. The checkpoint valid status is true again. This trap is not sent on every checkpoint completion, but only on a checkpoint completion after a vcCheckpointTimeout trap has been sent.

### **vcDomainStackingLinkRedundancyStatusChange**

The stacking link connection redundancy status has changed. The vcDomainStackingLinkRedundant OID contained within this trap indicates whether all VC-Enet modules will remain connected to each other with the loss of a link.

### **vcTestTrap**

The VC domain test trap is received when the administrator sends a test trap via the VC GUI or CLI. The test trap is sent to all configured trap destinations.

## **Virtual Connect Manager SysLog events**

The events generated in the Syslog cover the following areas that are managed by the Virtual Connect Manager:

- Domain (1000–1999)
- Enclosure (2000–2999)
- Ethernet Interconnect modules (3000–3999)
- FC Interconnect modules (4000–4999)
- Servers (5000–5999)
- Profiles (6000–6999)
- Ethernet Network (7000–7999)
- FC Fabric (8000–8999)
- Unknown module (9000–9999)

The events are categorized by severity which reflects the functional state of the component. The severity will guide you on the kind of attention you should give to taking an action in the occurrence of the event. The following is a list of the categories:

- SEVERITY\_INFO  
An info event is a low-level condition for out-of-service equipment, system login/logout and other non-service affecting information. The standard event display color is black.
- SEVERITY\_WARNING  
A warning Alert denotes a threshold reached or error condition imminent. The standard Alert display color is blue.
- SEVERITY\_MINOR  
A minor Alert is an error condition but has no service impact. The standard Alert display color is yellow.
- SEVERITY\_MAJOR  
A critical Alert seriously impairs service and requires immediate action. This alert indicates a service outage or substantially diminished capacity. The standard Alert display color is red.
- SEVERITY\_CRITICAL

A critical Alert seriously impairs service and requires immediate action. This alert indicates a service outage or substantially diminished capacity. The standard Alert display color is red.

## Domain events (1000-1999)

### 1003 - VCM-OA communication down

**Severity:** CRITICAL

**Description:** The communication between the VC management application and the active Onboard Administrator has been interrupted.

**Possible causes:**

- An error has occurred during the execution of a SOAP call from the VC management application to the Onboard Administrator. Specific known causes are:
  - OA reboot (including firmware update)
  - Network disconnect
  - OA no longer in VC mode
  - OA replaced
  - Management network overloaded with data traffic
  - OA errors
  - Hardware failures
  - Rogue DHCP server
- The VC management application has detected that the OA firmware version is below the acceptable limit.

**Action:** Do the following if the communications failure is persistent:

- Update the OA firmware if required.
- Provide appropriate OA credentials (IP/user/password) if requested by VC.
- Verify OA and VC have been assigned IP addresses and that the IP addresses do not conflict with other assignments on the network.
- Verify that management network is not being used for substantial data traffic.
- Verify that management network topology is correct.
- Verify end-to-end connectivity.
- Make sure OA version is appropriate.
- Export a support package from VC for Hewlett Packard Enterprise analysis.
- Capture the output of the OA `show all` command for Hewlett Packard Enterprise analysis.

### 1022 - Domain state FAILED

**Severity:** CRITICAL

**Description:** The VC domain is suffering an outage that does not allow VC to talk to any enclosure or device. While this outage does not affect current network traffic, no domain configuration or monitoring can occur.

**Cause:** There are no enclosures in an OK or DEGRADED state due to physical enclosure faults or VC lack of OA communication to the enclosures.

**Action:** Do not attempt any configuration changes to the Virtual Connect Domain. If this error is persistent or frequently repeated, the cause should be investigated. Recommended corrective actions:

- Provide appropriate OA credentials (IP/user/password) if requested by VC.
- Verify OA and VC have been assigned IP addresses and that the IP addresses do not conflict with other assignments on the network.
- Verify that OA management network is not being used for substantial data traffic.
- Verify that management network topology is correct.
- Verify end-to-end connectivity (for example, the `ping` command).
- Make sure the OA has appropriate firmware version and update if necessary.
- If all workarounds fail:
  - a. Export a support package from VC for Hewlett Packard Enterprise analysis.
  - b. Capture the output of the OA `show all` command for Hewlett Packard Enterprise analysis.
  - c. Contact Hewlett Packard Enterprise customer support with the previously gathered information.

## 1023 - Domain state PROFILE\_FAILED

**Severity:** MAJOR

**Description:** This event occurs when at least one profile is not in an OK state.

**Possible cause:** A profile transitions from an OK state to a state that is not OK.

**Action:** Verify the status of each profile and find any that are in a state other than OK. Resolve the state of each profile.

## 1026 - Domain state NO\_COMM

**Severity:** CRITICAL

**Description:** This condition indicates that the Ethernet modules stacking links are not fully connected, causing the effected modules to be isolated.

**Possible cause:** Stacking Links are not fully connected. This condition causes some Ethernet modules to be isolated, which causes critical issues with network configuration and server profile mobility/accessibility to servers.

**Action:** Connect stacking link cables correctly.

## Enclosure events (2000-2999)

### 2003 - Enclosure import failed

**Severity:** CRITICAL

**Description:** An import or recovery of an enclosure failed. Imports are triggered by a user request to add an enclosure to the domain. Recoveries might be triggered by:

- VCM reset
- VCM failover
- Configuration restore
- Firmware upgrade
- User re-authentication request
- Reconnection of an enclosure that was previously in a NO-COMM state

**Possible causes:**

- The primary OA IP, username, or password is not valid. This would include having insufficient permissions. Administrator privileges, with full IOBAY and Device Bay access is required.
- The FW version of the primary OA of the enclosure is not  $\geq 3.11$ .

**Action:** Do not attempt any configuration changes to the Virtual Connect Domain. Recommended corrective actions:

- Provide valid OA credentials (IP/user/password) if requested by VC.
- Make sure that the user has interconnect bay access privileges.
- Verify OA and VC have been assigned IP addresses and that the IP addresses do not conflict with other assignments on the network.
- Verify that OA management network is not being used for substantial data traffic.
- Verify that management network topology is correct.
- Verify end-to-end connectivity (for example, the `ping` command).
- Make sure the OA has appropriate firmware version and update if necessary.
- If all workarounds fail:
  - a. Export a support package from VC for Hewlett Packard Enterprise analysis.
  - b. Capture the output of the OA `show all` command for Hewlett Packard Enterprise analysis.
  - c. Contact Hewlett Packard Enterprise customer support with the previously gathered information.

## 2011 - Enclosure state NO\_COMM

**Severity:** CRITICAL

**Description:** The VC management application is unable to communicate with an enclosure.

**Possible cause:** The VC management application has determined that the serial number of the enclosure does not match the stored configuration. This event might occur when an OA has been moved from one enclosure to another or when the enclosure backplane has been replaced.

**Action:**

- If the OA has been moved to a different enclosure, provide VC with the OA credentials (IP/user/password) of the OA in the enclosure that VC should import.
- If the enclosure backplane has been replaced, follow the backplane replacement recovery procedure.

## 2013 - Enclosure state failed

**Severity:** CRITICAL

**Description:** The enclosure is non-functional due to total Ethernet module or total server hardware failures. VC cannot configure or monitor this enclosure.

**Possible causes:**

- All Ethernet modules are not OK or are DEGRADED. All Ethernet modules are suffering from some kind of hardware failure that prevents them from accepting configuration and passing network traffic.
- All servers are not OK or are DEGRADED. All servers are suffering from some kind of hardware failure that prevents them from accepting configuration and passing network traffic.

**Action:** Do not attempt any configuration changes to the Virtual Connect Domain. Recommended corrective actions:

- Check all Ethernet modules that are in the not OK or Degraded state. Replace if necessary.

- Check all Servers that are in the not OK or Degraded state. Replace if necessary.
- If hardware replacement does not correct the issue:
  - a. Export a support package from VC for Hewlett Packard Enterprise analysis.
  - b. Capture the output of the OA `show all` command for Hewlett Packard Enterprise analysis.
  - c. Contact Hewlett Packard Enterprise customer support with the previously gathered information.

## 2016 - Enclosure Find failed

**Severity:** MAJOR

**Description:** An add, import, or recovery of an enclosure failed while attempting to perform a connection or reconnection with the enclosure. Find operations are caused by a user request to add an enclosure to the domain. Reconnections might be caused by:

- VCM reset
- VCM failover
- Configuration restore
- Firmware upgrade
- User re-authentication request
- Reconnection of an enclosure that was previously in a NO-COMM state

**Possible causes:**

- The primary OA IP, username, or password is not valid.
- The FW version of the primary OA of the enclosure is not  $\geq 3.11$ .
- During the connection or reconnection operation a call to the OA fails. This might be because of a failed portion of OA/enclosure hardware or the OA has not recovered sufficiently after a previous failure.
- Communications with the OA is not available due to networking issues.

**Action:** Do not attempt any configuration changes to the Virtual Connect Domain. Recommended corrective actions:

- Provide valid OA credentials (IP/user/password) if requested by VC.
- Make sure that the user has interconnect bay access privileges.
- Verify OA and VC have been assigned IP addresses and that the IP addresses do not conflict with other assignments on the network.
- Verify that OA management network is not being used for substantial data traffic.
- Verify that management network topology is correct.
- Verify end-to-end connectivity (for example, the `ping` command).
- Make sure OA has appropriate firmware version and update if necessary.
- If all workarounds fail:
  - a. Export a support package from VC for Hewlett Packard Enterprise analysis.
  - b. Capture the output of the OA `show all` command for Hewlett Packard Enterprise analysis.
  - c. Contact Hewlett Packard Enterprise customer support with the previously gathered information.

# Ethernet Module events (3000-3999)

## 3009 - Enet Module OA CPU Fault Event

**Severity:** MAJOR

**Description:** The Onboard Administrator has reported to the VC management application that the indicated module has reported a hardware failure.

**Possible causes:**

- Component hardware failure detected.
- Transient hardware or firmware failure.

**Action:** Power-cycle the module to clear any transient failures. If the condition persists or occurs repeatedly, replace the module.

## 3012 - Enet Module State FAILED

**Severity:** CRITICAL

**Description:** The module is non-functional due to a hardware or operating system failure. VC cannot configure or monitor this module. This error will impact network traffic.

**Cause:** The OA reported the module status as failed. This is due to a hardware failure or operating system failure. The OS failure could be a kernel panic, memory exhausted, CPU overload, or OS boot failure.

**Action:** Do not attempt any configuration changes to the Virtual Connect Domain. Recommended corrective actions:

- Physically remove and reseal Ethernet module that was indicated as Failed.  
If the module continues to be in a Failed state, replace this module.
- If hardware replacement does not correct the issue:
  - a. Export a support package from VC for Hewlett Packard Enterprise analysis.
  - b. Capture the output of the OA `show all` command for Hewlett Packard Enterprise analysis.
  - c. Contact Hewlett Packard Enterprise customer support with the previously gathered information.

## 3014 - Enet Module state INCOMPATIBLE

**Severity:** MAJOR

**Description:** A module that exists in an enclosure is not compatible with the VC domain configuration.

**Possible cause 1:** A newly inserted module is not compatible with a module that is adjacent to it.

**Action:** Insert a module that is compatible with the adjacent module.

Observe the following guidelines when installing interconnect modules in horizontally adjacent bays:

- Only similar VC modules can reside in adjacent horizontal bays.
- If a VC-Enet module is installed in an interconnect bay, the only module that can be installed in the horizontally adjacent bay is another VC-Enet module of the same type.
- Virtual Connect Flex-10 10Gb Ethernet Modules can reside in any bay. However, only another Flex-10 10Gb Ethernet Module can reside in an adjacent bay.
- 1/10 Gb VC-Enet Modules and 1/10 Gb-F Ethernet Modules can reside in any bay. However, only another 1/10 Gb VC-Enet Module or an 1/10 Gb-F Ethernet Module can reside in an adjacent bay.

- VC 8Gb 20-Port FC Modules can reside in any bay. However, only another VC 8Gb 20-Port FC Module can reside in an adjacent bay.
- Virtual Connect 8Gb 24-Port Fibre Channel Modules can reside in any bay. However, only another 8Gb 24-Port Fibre Channel Module can reside in an adjacent bay.
- Do not mix Virtual Connect 8Gb 24-Port FC Modules with Virtual Connect 4Gb or 8Gb 20-Port FC Modules in the horizontally adjacent interconnect bays connected to the same server blade mezzanine card.
- For c3000 enclosures, VC-FC modules are not supported in interconnect bay 2.

**Possible cause 2:** A newly inserted module is not the same type as the previously configured module that was in the interconnect bay.

**Action:**

- Insert a module of the same type as the one that was previously configured.
- Before removing the previous module, make domain modifications so that the module that was removed is no longer used by the domain configuration (profiles, networks, and fabrics). When the module is removed, it should not exist in the domain configuration and can be replaced by a module of a different type.

**Possible cause 3:** The firmware version on a module is not supported by the current VC domain version.

**Action:** Update the firmware on the module to a version that is supported by the domain. (A version supported by the running primary module.)

## 3019 - Enet Module state MISSING

**Severity:** CRITICAL

**Description:** A module that is configured in the domain is physically missing in the enclosure.

**Possible cause:** A module configured as “in-use” by the domain by a network, uplink set, or profile, and has been physically removed from an enclosure. Modules that are configured and being use by the domain cannot be removed from the domain (because of domain dependencies) and must be replaced by modules of the same type.

**Action:** When removing modules, make sure that you replace the module with the same type. If you are not planning to replace the module, then the domain should be modified prior to physical removal to eliminate the dependencies on the module so that it can be cleanly removed from the domain. If you are planning to replace the module with one of a different type, you must remove the dependencies on the module prior to removal so that it can be cleanly removed from the domain prior to inserting the new module.

## 3023 - Enet Module state NO\_COMM

**Severity:** MAJOR

**Description:** The VC management application has detected a problem with the communication to the VC-Enet module.

**Possible causes:**

- Configuration of IP addresses/network topology is preventing communication between the primary VC-Enet module and the identified VC-Enet module.
- An unexpected error has occurred while sending a configuration update to the module or while requesting status information from the module. This error may be due to TCP/IP communications interruption/timeout or due to a software generated failure.



- The primary VC-Enet module is unable to exchange network packets with the indicated module. This inability can occur if the Onboard Administrator has configured the internal switch that connects the I/O modules inappropriately.

**Action:**

- Verify that the network configuration (IP address, topology, etc.) is correct. If the module is in a remote enclosure (not located in the same enclosure as the primary VC-Enet module), reset or reboot the Active Onboard Administrator in the remote enclosure.
- Verify that the OA Enclosure Bay IP Addressing (EBIPA) is either disabled or is providing the correct information to each module.

## 3031 - Enet Module IP is 0.0.0.0

**Severity:** MAJOR

**Description:** The OA is reporting that an Ethernet module does not have an IP address. The module will be marked as NO-COMM.

**Possible causes:**

- The external DHCP server did not provide the module with an IP address.
- There is a networking issue with the DHCP server.
- There is an IO Module or Onboard Administrator hardware or software issue.

**Action:**

- Verify the OA is set up to provide a specific IP address.
- Verify an external DHCP server is available on the management network.

## 3101 - Port is disabled as network loop is detected

**Severity:** MAJOR

**Description:** Because a network loop was detected on an Ethernet port, it has been disabled to avoid further service degradation.

**Possible cause 1:** More than one active uplink port or uplink Link Aggregation Group (LAG) from an uplink set has been assigned to the same network from the Virtual Connect domain to the external Ethernet switching environment, causing a network loop.

**Possible cause 2:** The incorrect configuration of the stacked links in multiple VC-Enet modules setup is causing a network loop.

**Action:** Administrative action is required to reconfigure the port where the network loop is being reported.

## 3102 - Port was disabled because a pause flood was detected

**Severity:** MAJOR

**Description:** Because a pause flood is detected on an Ethernet port, it has been disabled to avoid further service degradation.

**Possible cause:** Bad NIC on the server. If too many pause frames are detected on a port, then the port is disabled with this state.

**Actions:**

- Update the NIC firmware.

- Enable the disabled ports in the Virtual Connect CLI using the command `reset port-protect` or through the Virtual Connect GUI.
- Replace the NIC.

## FC Module events (4000-4999)

### 4009 - FC Module OA CPU Fault Event

**Severity:** MAJOR

**Description:** The Onboard Administrator has reported to the VC management application that the indicated module has reported a hardware failure.

**Possible causes:**

- A component hardware failure was detected.
- A transient hardware or firmware failure occurred.

**Action:** Power-cycle the module to clear any transient failures. If the condition persists or occurs repeatedly, replace the module.

### 4012 - FC Module State Failed

**Severity:** CRITICAL

**Description:** The module is non-functional due to a hardware or firmware failure. VC cannot configure or monitor this module. This error will impact Fibre Channel traffic.

**Possible cause:** The OA reported the module status as failed. This is due to a hardware failure or a firmware failure. The firmware failure could be a kernel panic, memory exhausted, CPU overload, or boot failure.

**Action:** Power cycle the module to clear any transient hardware failures. If the condition persists a support dump must be taken and analyzed to determine possible firmware failures.

### 4014 - FC Module State Incompatible

**Severity:** MAJOR

**Description:** The Fibre Channel module in this interconnect bay is incompatible with the VCM domain.

**Possible causes:**

- The module is running outdated FW. It might be running either an older or newer version than Virtual Connect manager expects.
- The module is not compatible with a module running in an adjacent bay in either double-dense or single-dense mode.
- The module is not compatible with another module in the same bay group for multi-enclosure or double-dense mode.

**Action:** Replace the module with a module type that is compatible with the bay group of the VC domain. In the case of an incorrect FW revision, update the module to the correct FW revision.

### 4019 - FC Module State is NO\_COMM

**Severity:** MAJOR

**Description:** The Virtual Connect Manager is unable to communicate with the FC module.

**Possible causes:**

- The VC-FC module is rebooting after a FW panic and is not responding to VCM commands.
- The VC-FC module is not responding to ISMIC commands due to a FW defect.
- The VC-FC module fails to start the DHCP client due to a FW defect and therefore does not respond to commands from VCM to provide the switch configuration, including the FW revision number.
- The VC-FC module never obtains an IP address through DHCP and therefore does not respond to VCM commands.
- The VC-FC module never sends a COMM\_OK OA event after a FW reboot due to a FW defect or hardware problem.

**Action:** Make sure that the DHCP server is running and correctly assigning addresses. In case of a transient error, power cycle the module to see if communication is restored. A support dump of the VC-FC module needs to be analyzed to determine the basic cause of the problem. The module might need to be replaced.

## Server events (5000-5999)

### 5009 - Server OA fault event

**Severity:** MAJOR

**Description:** The Virtual Connect Manager has received a Blade Fault event from the OA.

**Possible cause:** The server hardware has failed.

**Actions:**

- Verify the communication between VC and the Onboard Administrator for the affected server is operational.
- Verify the server is in a good state.

### 5012 - Server state FAILED

**Severity:** CRITICAL

**Description:** The server state is FAILED.

**Possible cause:** An error occurred while VC was attempting to apply a profile to a server.

**Action:** Verify that communication between VC and Onboard Administrator for the affected server is operational. Verify that the server is in a good state (not failed or faulted).

### 5014 - Server state INCOMPATIBLE

**Severity:** MAJOR

**Description:** The VC management application has determined that the server BIOS version does not support the minimum capabilities required for Virtual Connect.

**Possible cause:** The server has a down-rev BIOS version.

**Action:** Update the BIOS on the server to latest version.

### 5019 - Server state is NO\_COMM

**Severity:** MAJOR

**Description:** The Virtual Connect Manager is unable to communicate with the server.

**Possible cause:** The server is not responding to commands from the Virtual Connect Manager due to a BIOS/iLO or hardware issue.

**Actions:**

- Ensure there are no power issues in the enclosure.
- Check appropriate BIOS or iLO versions are installed.
- Verify the communication between OA and VC.
- Remove and install the server blade.
- Replace the server.

## 5022 - Missing information for one or more blades of a multi-blade server

**Severity:** MAJOR

**Description:** Information is missing for one or more blades of a multi-blade server.

**Possible cause:** The multi-blade server initialization has not completed successfully.

**Actions:**

- Power cycle the server to see if the server initialization completes successfully.
- Remove and install the server blade.
- Replace the multi-blade server.

## 5050 - The BIOS for the following devices is not compatible with Virtual Connect

**Severity:** MAJOR

**Description:** The BIOS on the server adapters is not compatible with Virtual Connect.

**Possible cause:** The BIOS on the server adapters has an unsupported firmware version.

**Action:** Upgrade the BIOS on the server adapters.

## 5055 - The server BIOS needs to be updated to at least the version dated

**Severity:** MAJOR

**Description:** The VC management application has determined that the server BIOS version does not support the minimum capabilities required for Virtual Connect.

**Possible cause:** The server has a down-rev BIOS version.

**Action:** Update the BIOS on the server to latest version.

## 5056 - Unable to release power hold on the server. Unassign and re-assign profile.

**Severity:** CRITICAL

**Description:** The Virtual Connect Manager has determined that it was not possible to release the power hold on the server.

**Possible cause:** An error occurred while Virtual Connect Manager was attempting to apply a profile to the server.

**Action:** Unassign and reassign the profile to the server.

## Profile events (6000-6999)

### 6012 - Profile state FAILED

**Severity:** CRITICAL

**Description:** Profile assignment has failed.

**Possible cause:** EV corruption has occurred on the server.

**Action:** Physically reseal the server or issue the OA CLI `reset server <server number>` command. Then, re-apply the profile. If the issue persists, clear the server BIOS settings, and then re-apply the profile.

### 6020 - Profile has the same network on two Flex-10 NICs on the same physical port

**Severity:** CRITICAL

**Description:** This occurs whenever a profile is applied to a server with Flex-10 NICs and the same Ethernet Network is on more than one Ethernet connection that is mapped to a Flex-10 physical function on the same physical port. All physical functions after the first one with the duplicate network will be disabled, and no traffic will flow on the connection.

**Possible cause:** A profile is applied to a server and the mapping results in duplicate Ethernet networks on the same Flex-10 physical port.

**Action:** Remove the duplicate network from one or more of the Ethernet Connections. The GUI profile editor will indicate which connections have duplicates.

### 6021 - Profile has PXE enabled on a non-primary Flex-10 NIC

**Severity:** MAJOR

**Description:** PXE is enabled on an Ethernet connection in a profile that is mapped to a non-primary physical function on a Flex-10 NIC. The current Flex-10 implementation does not allow PXE booting on any but the first physical function on a Flex-10 NIC port.

**Possible cause:** PXE is enabled on an Ethernet connection that is mapped to the second, third, or fourth physical function on a Flex-10 NIC.

**Action:** Use the GUI to edit the profile and disable PXE on any connections that show PXE is not supported on them.

### 6022 - Profile has iSCSI boot enabled on an unsupported Flex-10 NIC

**Severity:** MAJOR

**Description:** A profile has iSCSI boot enabled on an unsupported Flex-10 NIC.

**Possible cause:** An administrator has incorrectly configured the boot settings for the profile.

**Actions:**

- Correct the specified profile settings to enable the iSCSI boot on a supported NIC.
- Remove the iSCSI configuration from profile.
- Insert a supported NIC card to configure iSCSI boot.

### 6023 - Profile is assigned to a multi-blade server that has data missing

**Severity:** MAJOR

**Description:** VCM does not have information about all of the bays in multi-blade server. The GUI should show the appropriate state.

**Possible cause:** All the blades of the server could not complete initialization successfully; therefore, some blades in the multi-blade server are not yet discovered.

**Actions:**

- Check the status of the bays for an indication of the problem.
- Remove and install the server into the bays that are indicating an error.
- Reboot the server and check to see if it is discovered.
- Physically remove and replace the server.
- Analyze the Onboard Administrator logs for possible details regarding the failure.

## 6030 - Profile could not be assigned to powered up server

**Severity:** MAJOR

**Description:** A profile was changed or assigned and some configuration required that the server be powered off to make the change. For example, if the number of Ethernet connections is changed for a profile that is assigned to a server with Flex-10 NICs, then the server must be powered off.

**Possible causes:**

- A user action results in a profile that requires the server be powered off to make the change or initially assign or remove the profile.
- VCM restarts and detects a powered on server that has a profile assigned to the bay and the profile needs to make a change on the server that requires it to be powered off.

**Action:** Power down the server and retry the change.

## Ethernet Network events (7000-7999)

### 7012 - Enet Network state FAILED

**Severity:** CRITICAL

**Description:** The VC Enet Network lost all uplink connectivity because of lack of configured ports or all configured ports are in a bad state or because a bad or incompatible transceiver was inserted.

**Possible causes:**

- All of the uplink ports associated with the network are unlinked.
- The user disables all the uplink ports associated with a non-shared network.
- The user disables all the uplink ports in a shared uplink set associated with a shared network.

**Action:**

- Connect the uplink ports.
- Enable the uplink ports associated with a non-shared network.
- Enable the uplink ports in a shared uplink set associated with a shared network.

### 7014 - Enet Network state DISABLED

**Severity:** MAJOR

**Description:** A network has been administratively disabled.

**Possible cause:** A user disabled a network through the UI.

**Action:** Enable the network through the UI.

## FC Fabric events (8000-8999)

### 8012 - FC Fabric state FAILED

**Severity:** CRITICAL

**Description:** The VC fabric lost all uplink connectivity because of lack of configured ports or all configured ports are in a bad state.

**Possible causes:**

- The VC fabric has no configured ports. The user removed all the uplink ports from the fabric.
- ALL VC fabric ports are in one of the following states:
  - FAILED (hardware error), UNAVAILABLE (not logged in), DISABLED, UNKNOWN (FC module NO-COMM).
  - There is no uplink that is in DEGRADED or OK state.

**Action:** Configure the uplink ports.

## Unknown Module events (9000-9999)

### 9012 - Unknown Module state FAILED

**Severity:** CRITICAL

**Description:** An unknown module has been labeled with a FAILED status. This status is usually indicated by the OA after a module hot-plug insert operation or when VCM is starting up. This condition is usually fatal.

**Possible cause:** A hardware failure or corrupted firmware.

**Action:**

- Re-insert a module of the same type back into the bay that is marked as missing.
- Make modifications to the domain to eliminate the dependencies on the missing module. Once the dependencies have been removed, resetting VCM should clear the missing module indication.

### 9014 - Unknown Module state INCOMPATIBLE

**Severity:** MAJOR

**Description:** An unknown module is incompatible with the current domain configuration.

**Possible causes:**

- An unknown module is adjacent to a module that is not unknown (a VC module).
- An unknown module is not supported in the bay where it is physically located. For example, primary or standby bays, or in a FC bay group bay.

**Action:**

- Remove either the unknown module, or the module adjacent to it.
- Remove the unknown module from the interconnect bay.
- Try re-seating or rebooting the module to see if it can recover.

- Physically remove and replace the module.
- Analyze the Onboard Administrator logs for possible details regarding the failure.

## 9019 - Unknown Module state NO\_COMM

**Severity:** MAJOR

**Description:** VCM cannot properly communicate with the module.

**Possible cause 1:** The module is powered off.

**Action:** Power the module back on through the OA interface.

**Possible cause 2:** Unable to communicate with the module through management interfaces.

**Action:** Reseat, reboot, or replace the module with one of the same type.

**Possible cause 3:** If a module reset occurred recently, it might be in this state for a period of time until VCM can properly communicate with it. If this is the case, then waiting for a few minutes will usually clear the state.

**Action:** Wait for up to 5 minutes to see if the module recovers from this state.

**Possible cause 4:** Module reset occurred, but module never recovered from this state because VCM did not receive an event notification from the OA. This can be caused by a problem with the OA firmware, or a problem with the module.

**Action:** Reseat, reboot, or replace module with one of the same type.

## Enet uplinkset events (17000-17999)

### 17012 - Enet uplinkset state FAILED

**Severity:** CRITICAL

**Description:** The VC Enet network lost uplink connectivity in the uplink set due to lack of configured ports, all configured ports are in a bad state, or a bad or incompatible transceiver was inserted.

**Possible cause:** All the uplink ports in the shared uplink set associated with the network are unlinked or all uplink ports in a shared uplink set associated with a shared network have been disabled.

**Actions:**

- Connect the uplink ports.
- Enable the uplink ports in a shared uplink set associated with a shared network.

### 17014 - Enet uplinkset state is DISABLED

**Severity:** MAJOR

**Description:** All ports in the Ethernet uplink port set are administratively disabled.

**Possible cause:** The speedtype of the ports in the uplink port set might be set to disabled.

**Action:** Check the speedtype of the ports in the uplink port set and set it to auto-negotiation, or any appropriate value.



# CONREP errors

## Using CONREP

The CONREP utility generates a system configuration XML file used to duplicate the hardware configuration of one ProLiant server onto another. The CONREP utility uses the hardware configuration XML file to identify and configure the system, which defaults to conrep.xml. You can change the default using the -x option. The actual system configuration file is captured as an XML data file. The default name is conrep.dat.



**CAUTION:** Improper modification of the CONREP data files can result in the loss of critical data. Only experienced users of the Toolkit should attempt to modify the data files. Because of the potential risk of data loss, take all necessary precautions to ensure that mission-critical systems remain online if a failure occurs.

The CONREP utility reads the state of the system environment settings to determine the server configuration and writes the results to a file that you can edit. The CONREP utility uses the data in the generated file to configure the target server hardware.

The CONREP utility uses an XML definition file to determine what information to retrieve from and restore to the server. You can modify this file to update new features or restrict features when capturing configurations. The default conrep.xml file contains common hardware configuration settings for most ProLiant 300, 500, and 700 series servers. Some platforms require special settings that are contained in other XML files. These files are included in the Scripting Toolkit and are available from the Hewlett Packard Enterprise website (<http://www.hpe.com/support>) on the support page for each platform. You can use these files with the -x option to configure systems that are not supported by the default hardware configuration file.

Many fields in the conrep.xml file contain help text that enable you to configure the field meanings. This information is also added to the conrep.dat file. Hardware features that are not supported by the existing platform or ROM version appear in the conrep.dat file.



**IMPORTANT:** The file format for the DOS version of CONREP and the current version of CONREP are not compatible.

## CONREP return codes

### Linux operating system

Value	Meaning
0	The command was completed successfully.
1	The hardware definition data file (conrep.xml) is corrupt or not found.
2	The system configuration data file (conrep.dat) is corrupt or not found.
4	The system administrator password is set. The settings cannot be changed unless this password is cleared.
5	The XML hardware definition file (conrep.xml) is corrupt or not appropriate for the current platform.

### Microsoft Windows operating system

Value	Meaning
0	The command was completed successfully.
1	The hardware definition data file (conrep.xml) is corrupt or not found.
2	The system configuration data file (conrep.dat) is corrupt or not found.
3	The Health Driver is required for this operation but is not loaded.
4	The system administrator password is set. The settings cannot be changed unless this password is cleared.
5	The XML hardware definition file (conrep.xml) is corrupt or not appropriate for the current platform.

## CONREP screen output

A typical screen output generated by CONREP is similar to the following:

```
conrep 3.00 - Scripting Toolkit Configuration Replication Program
Copyright (c) 2007-2009 Hewlett Packard Enterprise Development LP
System Type: ProLiant DL360 G4
ROM Date: 08/16/2005
ROM Family: P52
XML System Configuration: conrep.xml
Hardware Configuration: demo.dat
File contains global platform restrictions
Global Restriction: [minimumconrepversion] OK
Platform check:
[ProLiant DL3] match
[ProLiant DL5] no match
Saving configuration data to demo.dat.
CONREP Return code: 0
```

# HPE iLO errors

## iLO POST LED indicators

During the initial boot of iLO, the POST LED indicators flash to display the progress through the iLO boot process. After the boot process is complete, the HB LED flashes in one second intervals. LED indicators (1 through 6) illuminate after the system has booted to indicate a hardware failure. If a hardware failure is detected, reset iLO. For the location of the LED indicators, see the server documentation.

A runtime failure of iLO is indicated by HB constantly remaining in either the On or Off state. A runtime failure of iLO can also be indicated by a repeated flashing pattern on all eight LEDs. If a runtime error occurs, reset iLO.

The LED indicators have the following assignments.

HB	7	6	5	4	3	2	1
LED indicator	POST code (activity completed)		Description		Failure indicated		
None	00		Set up chip selects		—		
2	02 - Normal operation		Scrub done		—		
HB and 2	82		Kernel launch		Subsystem startup failed if this status remains for extended period of time (~60 seconds)		
5,4,3,2,1 and blinking	0F		Main error - recovery		The main payload is corrupt; the kernel is running flash recovery.		
HB, 7, and 6 steady 5,4,3,2,1 blinking	E0		Kernel error		Failure to find and load a kernel		
HB	—		Flashes as the iLO processor executes firmware code. It does not change the value of the lower seven LEDs.		—		

## Event log entries

Event log display	Event log explanation
Access options IPMI/DCMI modified by: [user name]	The options to access iLO via IPMI/DCMI were modified by the listed user.
Active Health System cleared by: [user name]	The Active Health System was cleared by the listed user.
Active Health System disabled by: [user name]	The Active Health System was disabled by the listed user.
Active Health System enabled by: [user name]	The Active Health System was enabled by the listed user.
Active Health System logging hardware disabled	The Active Health System was disabled in hardware.
Active Health System logging hardware enabled	The Active Health System was enabled in hardware.

Event log display	Event log explanation
Added group [group name] by: [user name]	The listed directory group was added by the listed user.
AlertMail modified by: [user name]	The AlertMail settings were modified by the listed user.
AlertMail sent to: [user name]	An AlertMail has been sent to the listed user.
APO: iLO attempting to power-on the system	iLO attempted to power on the system according to the Auto Power On settings.
APO: Last power state restored	The Auto Power On setting was set to restore the last power state when the power to the system was restored.
APO: Restored power state to standby	The system power has been restored to the standby state according to the Auto Power On settings.
APO: Settings modified by: [user name]	The Auto Power On settings were modified by the listed user.
APO: System configured to always remain off after power was restored	The Auto Power On setting was set to remain off after the power to the system was restored.
Asset tag changed by: [user name]	The server asset tag was modified by the listed user.
Attempting to install language pack [name]	iLO attempted to install the given language pack.
BMC IPMI iLO: [event message]	BMC IPMI events
BMC IPMI Watchdog Timer Timeout: [details]	BMC IPMI Watchdog Timer timed out with the listed details.
Brown-out: recovery	The system was recovered from brown-out.
Brown-out: System configured to always remain off after power was restored	The system brown-out recovery did not occur because the system was configured to remain off after the power was restored.
Browser login failure from: [IP address and DNS name]	An attempt to login to the iLO web user interface has failed. The login request came from the listed IP address and DNS name.
Browser login: [user name] - [IP address and DNS name]	The listed user logged in to iLO via the web user interface from the listed IP address and DNS name.
Browser logout: [user name] - [IP address and DNS name]	The listed user logged out of iLO via the web user interface from the listed IP address and DNS name.
Certificate Warning: Subject [certificate subject] does not match server name [server name]	The connection between iLO and the listed server was not secure because the server name did not match the server's SSL certificate.
Default language settings modified by: [user name]	The default language settings were modified by the listed user.
Deleted group [group name] by: [user name]	The listed directory group was deleted by the listed user.
Deleted user: [user name]	The listed user account was deleted.
Directory settings modified by: [user name]	The directory settings were modified by the listed user.
Duplicate IP address [IP address] detected on network.	Duplication of the listed IP address was detected.
Dynamic Power Cap disabled by : [user name]	The server dynamic power cap was disabled by the listed user.
Dynamic Power Cap set to [value] by : [user name]	The server dynamic power cap was set to the listed value by the listed user.
Embedded Flash/SD-CARD: [status details]	The status of the Embedded Flash/SD card.
Enforce AES/3DES encryption disabled: [user name]	Enforcement of AES/3DES encryption was disabled by the listed user.
Enforce AES/3DES encryption enabled: [user name]	Enforcement of AES/3DES encryption was enabled by the listed user.
eRS - [status]	The status of the embedded Remote Support subsystem.
Event log cleared	The iLO event log was cleared.

Event log display	Event log explanation
Event log cleared by: [user name]	The iLO event log has been cleared by the listed user.
Excessive network delay while communicating with virtual [virtual media device]	The virtual media connection timed out due to excessive network delay while communicating with the listed virtual media device.
FIPS Mode Enabled	The FIPS-compliant mode was enabled.
FIPS Mode was disabled and iLO was reset because of multiple Known Answer Test failures.	FIPS mode was disabled and iLO was reset to the factory defaults because there were multiple FIPS Known Answer Test failures.
Firmware reset by [source] for network modifications.	iLO was reset by the listed source for network modifications.
Firmware reset to use new hardware	iLO was reset to use new hardware.
Firmware upgrade complete	Firmware upgrade has completed.
Firmware upgrade started from: [IP address and DNS name]	Firmware update was initiated from the listed IP address and DNS name.
Firmware upgrade via CLI failed	An attempt to update the firmware via the CLI failed.
Firmware upgrade via online flash component failed	An attempt to update the firmware using the online flash component failed.
Firmware upgrade via web page failed	Firmware update did not complete successfully. Make sure the firmware image file is correct.
Firmware upgrade via XML failed	Firmware upgrade via RIBCL script failed. Make sure the firmware image file is correct.
Firmware upgraded to version [version]	Firmware was successfully updated to the listed version.
Group Power Cap for [group] disabled by: [user name]	The Group Power Cap for the listed iLO Federation Group was disabled by the listed user.
Group Power Cap for [group] set to [value] by: [user name]	The Group Power Cap for the listed iLO Federation Group was set to the listed value by the listed user.
Host server reset by: [user name]	The server was reset (warm-rebooted) by the list user.
Hotkey modified by: [user name]	Hotkey settings were modified by the listed user.
iLO clock has been synchronized with [IP address]	iLO clock has been synchronized with the NTP server at the listed IP address.
iLO clock has been synchronized with the Onboard Administrator	iLO clock has been synchronized with the BladeSystem Onboard Administrator.
iLO Federation Group [group] added by: [user name]	The listed iLO Federation Group was added to this iLO by the listed user.
iLO Federation Group [group] deleted by: [user name]	The listed iLO Federation Group was deleted from iLO by the listed user.
iLO Federation Group [group] modified by: [user name]	The listed iLO Federation Group was modified by the listed user.
iLO Federation Management login failure from: [IP address and DNS name]	An attempt to login by the iLO Federation Management failed.
iLO Federation Management login: [user name] - [IP address and DNS name]	The iLO Federation Management logged in with the listed user name from the listed IP address and DNS name.
iLO Federation Management logout: [user name] - [IP address and DNS name]	The iLO Federation Management logged out with the listed user name from the listed IP address and DNS name.
iLO Management Processor reset	iLO was restarted.
iLO Management Processor reset	iLO was reset by the firmware, typically to apply settings.
iLO Management Processor reset to factory defaults	iLO was reset to factory defaults. All configurations are restored to the factory defaults.
iLO memory error detected at [address]	iLO detected a correctable memory error at the listed address.

Event log display	Event log explanation
iLO Network Configuration modified by [user name]	The iLO network configuration was modified by the listed user.
iLO network link down	iLO was not connected to a network
iLO network link up at [link speed]	iLO network connection was established at the listed speed
iLO RBSU exited	The iLO RBSU session ended. User logged out and the iLO RBSU exited.
iLO RBSU login failure	An attempt to login to iLO via the iLO RBSU failed.
iLO RBSU login: [user name]	The listed user logged in to iLO via the iLO RBSU.
iLO reset by user diagnostics	iLO was reset by user for diagnostics. This is typically initiated from the Diagnostic page of the iLO web user interface.
iLO reset for Firmware upgrade	iLO was reset to apply firmware updates.
iLO Self Test Error: [error code]	iLO has failed an internal test. The probable cause is that a critical component has failed. Further use of iLO on this server is not recommended.
iLO SNMP settings modified by: [user name]	The SNMP was modified by the listed user.
iLO time update failed. Unable to contact NTP server	iLO was unable to synchronize the time with the NTP server because the server cannot be reached.
iLO updated the host Date and Time.	iLO updated the server onboard clock.
iLO was hard reset by a local user or device	iLO was hard reset by a local user or device
iLO was reset because a FIPS Known Answer Test failed	iLO was reset because a FIPS Known Answer Test failed.
iLO was reset for network link auto-detection	iLO was reset for network link auto-detection.
iLO was soft reset by a local user, device or enclosure	iLO was soft reset by a local user, device or enclosure
Integrated Remote Console Trust Settings disabled by: [user name]	The IRC Trust Setting was disabled by the listed user. A trusted SSL certificate would be required to launch the IRC.
Integrated Remote Console Trust Settings Enabled by: [user name]	The IRC Trust Setting was enabled by the listed user. A trusted SSL certificate would be required to launch the IRC.
IPMI/RMCP login by [user name] - [IP address and DNS name]	The listed user logged in to iLO via IPMI/RMCP from the listed IP address and DNS name.
IPMI/RMCP login failure from: [IP address and DNS name]	An attempt to login to iLO via IPMI/RMCP failed from the listed IP address and DNS name.
IPMI/RMCP logout: [user name] - [IP address and DNS name]	The listed user logged out of iLO via IPMI/RMCP from the listed IP address and DNS name.
Key manager configuration modified by: [user name]	The key manager configuration was modified by the listed user.
Key manager redundancy modified by: [user name]	The key manager redundancy setting was modified by the listed user.
Language pack added	Language pack was installed.
Language pack removed	Language pack was removed.
Language pack upgrade failed	An error occurred while iLO attempted to update the language pack.
License activation error by: [user name]	The license activation key cannot be installed. Possibly the activation key was invalid or not supported.
License added by: [user name]	A license activation key was installed by the listed user.
License expired	License expired and licensed features are deactivated.
Login security banner disabled by: [user name]	The login security banner was disabled by the listed user.

Event log display	Event log explanation
Login security banner enabled by: [user name]	The login security banner was enabled by the listed user.
Modified group [group name] by: [user name]	The listed directory group was modified by the listed user.
Modified user: [user name]	The listed user account was modified.
Multicast configuration modified by: [user name]	The multicast configuration was modified by the listed user.
New user: [user name]	A new user account was added with the listed user name.
No valid SNMP trap destinations. FQDN lookup failed	There are no valid SNMP trap destinations. iLO was unable to look-up the supplied FQDN's.
On-board clock set; was [mm/dd/yyyy ##:##:##]	The server onboard clock was set or changed.
Persistent mouse and keyboard DISABLED by: [user name]	The persistent mouse and keyboard setting was disabled by the listed user.
Persistent mouse and keyboard ENABLED by: [user name]	The persistent mouse and keyboard setting was enabled by the listed user.
Power consumption exceeded user-defined threshold, SNMP warning issued	The server power consumption exceeded a user-defined threshold and SNMP warning has been issued.
Power on request received by: [source]	iLO receives power on request from the listed source. The source can be the power buttons, wake-on-LAN, automatic power recovery.
Power Regulator setting changed by: [user name]	Power Regulator setting changed by the listed user.
Power-Off signal sent to host server by: [user name]	The server Power-Off request was sent by the list user.
Power-On signal sent to host server by: [user name]	The server Power-On request was sent by the list user.
Recoverable iLO Error, code [error code]	A non-critical error has occurred in iLO and iLO has reset itself. If this issue persists, call customer support.
Remote console computer lock Disabled by: [user name]	The remote console auto-lock setting was disabled. The server console lock needs to be done manually.
Remote console computer lock Enabled by: [user name]	The remote console auto-lock setting was enabled. The server console will be automatically locked when the remote console session ends.
Remote console login failure from: [IP address and DNS name]	An attempt to login to use the iLO Remote Console has failed. The request came from the listed IP address and DNS name.
Remote console session shared by: [IP address and DNS name]	A shared remote console session was established for the listed IP address and DNS name.
Remote console started by: [user name] - [IP address and DNS name]	The remote console session was started by the listed user from the listed IP address and DNS name.
Remote console started by: [user name] - [IP address and DNS name]	The remote console session was closed by the listed user from the listed IP address and DNS name.
Remote Syslog modified by: [user name]	The Remote Syslog settings were modified by the listed user.
Rest API Info: Rest API Provider Added [provider index]	A REST API provider was added at the listed index.
Rest API Warning: Rest API memory cleared [reason]	The REST API memory was cleared for the listed reason.
Rest API Warning: Rest API Provider Removed [reason]	A REST API provider was removed for the listed reason.
RIBCL AHS count cleared by: [user name]	The AHS counter for RIBCL was cleared by the listed user.



Event log display	Event log explanation
ROM Swap: System ROM has been swapped to backup ROM by: [user name]	System ROM has been swapped to backup ROM by the listed user.
Scriptable virtual media ejected by: [user name]	Scriptable virtual media was ejected by the listed user.
Scriptable Virtual Media HTTP error [error code]	iLO received an HTTP error with the listed error code from the scriptable virtual media hosting server.
Scriptable virtual media inserted by: [user name]	Scriptable virtual media was inserted by the listed user.
Scripted Virtual Media could not establish a connection to [URL]	iLO could not establish a connection with the listed URL to use as a scriptable virtual media device.
Security jumper override detected. Security disabled!	The security-override jumper was added on the system board (not recommended). Security was disabled (overridden).
Security jumper setting normal	The security-override jumper is not added on the system board (recommended). Security settings operate normally.
Serial CLI login failure	An attempt to login to iLO from the Serial CLI failed.
Serial CLI login: [user name]	The listed user logged in to iLO via the Serial CLI.
Serial CLI logout: [user name]	The listed user logged out of iLO via the Serial CLI.
Serial CLI session started	A Serial CLI session started.
Serial CLI session stopped	A Serial CLI session stopped.
Server cumulative power on time cleared by [user name] - [IP address and DNS name]	The server cumulative power-on time was cleared by the listed user from the listed IP address and DNS name.
Server FQDN changed by: [user name]	The server Fully Qualified Domain Name was modified by the listed user.
Server Name changed by: [user name]	The server name was modified by the listed user.
Server power loss caused by: [cause]. Attempt to restore server power in [duration].	The server power was lost due to the listed cause. iLO will attempt to restore the server power after the listed duration.
Server power removed	The server power is turned off.
Server power restored	The server power is turned on.
Server reset	The server was reset (warm-rebooted).
Shared remote console session has disconnected: [IP address and DNS name]	The shared remote console session was disconnected from the listed IP address and DNS name.
SMH FQDN changed by: [user name]	The Fully Qualified Domain Name of the System Management Homepage was modified by the listed user.
SNMP Alert on Breach of Power Threshold modified by: [user name]	The SNMP Alert on Breach of Power Threshold setting was modified by the listed user.
SNTP server settings modified by: [user name]	The NTP servers were modified by the listed user.
SSH key for [user 1] added by: [user 2]	The SSH key was added for user 1 by user 2.
SSH key for [user 1] removed by: [user 2]	The SSH key for user 1 has been removed by user 2.
SSH login failure from: [IP address and DNS name]	An attempt to login to iLO failed from the listed IP address and DNS name, via SSH.
SSH login: [user name] - [IP address and DNS name]	The listed user logged in to iLO via SSH from the listed IP address and DNS name.
SSH logout: [user name] - [IP address and DNS name]	The listed user logged out of iLO via SSH from the listed IP address and DNS name.
SSL Certificate installed by : [user name]	An SSL certificate was installed on iLO by the listed user.
SSO [role] role privileges set by user: [user name]	The SSO role (administrator, operator, user...) was set to listed role by the listed user.
SSO login attempt from [IP address] via [SSO server] as [SSO role] by user: [user name]	The listed user attempted to login to iLO using SSO from the listed IP address and SSO server.
SSO rejected	An attempt to login to iLO using SSO was rejected.



Event log display	Event log explanation
SSO rejected: Certificate mismatch	An attempt to login to iLO using SSO was rejected because the SSO certificate was not trusted.
SSO rejected: not enabled	An attempt to login to iLO using SSO was rejected because SSO was not enabled.
SSO rejected: Unknown host	An attempt to login to iLO using SSO was rejected because the host name was not trusted.
SSO server [index] removed by user: [user name]	The SSO server at the listed index has been removed by the listed user.
SSO server [server name] added by user: [user name]	The listed SSO server name was added by the listed user.
SSO server [server name] removed by user: [user name]	The listed SSO server name has been removed by the listed user.
SSO Trust Mode set to [mode] by user: [user name]	The SSO Trust Mode was set to the listed mode by the listed user.
Stale host ROM detected. Please use System ROM [mm/dd/yyyy] or later.	The system BIOS does not meet the minimum requirement of this iLO firmware. Please use the system BIOS version that matches the listed date or newer.
System Boot Mode modified by: [user name]	The server boot mode setting was modified by the listed user.
System Boot Order modified by: [user name]	The server boot device order was modified by the listed user.
System One-Time Boot modified by: [user name]	The system One-Time Boot selection was modified by the listed user.
System power was cycled for update to take effect	The system power was cycled for update to take effect.
System Programmable Logic Device update complete. Mandatory system A/C power cycle is required for update to take effect.	The System Programmable Logic Device has been successfully updated. Cycle system A/C power for the update to take effect.
System Programmable Logic Device update failed	An attempt to update the System Programmable Logic Device failed.
System Programmable Logic Device update starting	System Programmable Logic Device update was started.
Textcons session started by: [user name] - [IP address and DNS name]	A text remote console (TEXTCONS) session was started by the listed user from the listed IP address and DNS name.
Textcons session stopped by: [user name] - [IP address and DNS name]	A text remote console (TEXTCONS) session was stopped by the listed user from the listed IP address and DNS name.
Unable to export key from key manager	iLO was unable to export a key from the key manager.
Unable to import key into key manager	iLO was unable to import a key into the key manager.
Update of Power Management Controller failed	An attempt to update the Power Management Controller failed.
Update of Power Management Controller from version [version number] starting.	The Power Management Controller update was started. The current version is listed.
Update of Power Management Controller to version [version number] complete	The Power Management Controller has been successfully updated to the listed version.
User [user 1] added by [user 2]	A user account was added.
User [user 1] deleted by [user 2]	A user account was deleted.
User [user 1] modified by [user 2]	A user account was modified.
Utility data center lock disabled by: [user name]	The utility data center lock was disabled by the listed user.
Utility data center lock enabled by: [user name]	The utility data center lock was enabled by the listed user.

Event log display	Event log explanation
Virtual media connected by: [user name]	A virtual media device was connected by the listed user.
Virtual media disconnected by: [user name]	A virtual media device was disconnected by the listed user.
Virtual NMI selected by: [user name]	The virtual non-maskable interrupt was generated by the listed user.
Virtual Serial Port started by: [user name] - [IP address and DNS name]	Virtual Serial Port was started by the listed user from the listed IP address and DNS name.
Virtual Serial Port stopped by: [user name] - [IP address and DNS name]	Virtual Serial Port was stopped by the listed user from the listed IP address and DNS name.
XML login failure from: [IP address and DNS name].	An attempt to login to iLO failed from the listed IP address and DNS name, via the RIBCL interface.
XML login: [user name] - [IP address and DNS name].	The listed user logged in to iLO via the RIBCL interface from the listed IP address and DNS name.
XML logout: [user name] - [IP address and DNS name].	The listed user logged out of iLO via the RIBCL interface from the listed IP address and DNS name.

## RIBCL messages

The following table lists the error messages displayed when using the RIBCL XML scripting language.

Status number	Error message
0x0000	No error.
0x0001	Syntax error.
0x0002	This user is not logged in.
0x0003	Login name is too long.
0x0004	Password is too short.
0x0005	Password is too long.
0x0006	User table is full. No room for new user.
0x0007	Cannot add user. The login/ user name already exists.
0x0008	Cannot modify user. The login/ user name already exists.
0x0009	Cannot delete user information for currently logged user.
0x000A	User login name was not found.
0x000B	User information is open for read-only access. Write access is required for this operation.
0x000C	Server information is open for read-only access. Write access is required for this operation.
0x000D	iLO information is open for read-only access. Write access is required for this operation.
0x000E	Rack information is open for read-only access. Write access is required for this operation.
0x000F	Directory information is open for read-only access. Write access is required for this operation.
0x0010	Internal error. Unknown RIB action.
0x0011	Internal error. Unknown SERVER action.
0x0012	Virtual Power Button feature is not supported or not enabled on this server.
0x0013	Virtual Power Button cable is attached.
0x0014	Virtual Power Button cable is either not attached or not supported.

Status number	Error message
0x0015	The IP address specified is not valid.
0x0016	The firmware image file is not valid.
0x0017	A valid firmware image has not been loaded.
0x0018	The flash process could not be started.
0x0019	The Remote Insight Board Firmware is being updated. The board will be reset after the operation.
0x001A	The Remote Insight Board is being reset.
0x001B	The server is being reset.
0x001C	The Integrated Lights-Out Event Log is being cleared.
0x001D	No image present in the Virtual Floppy drive.
0x001E	An invalid virtual floppy option has been given.
0x001F	Failed to allocate virtual floppy image space.
0x0020	The Virtual Floppy image is invalid.
0x0021	The key parameter specified is not valid.
0x0022	The SESSION TIMEOUT value specified is greater the maximum value allowed, 120.
0x0023	User does NOT have correct privilege for action. ADMIN_PRIV required.
0x0024	User does NOT have correct privilege for action. RESET_SERVER_PRIV required.
0x0025	User does NOT have correct privilege for action. UPDATE_ILO_PRIV required.
0x0026	User does NOT have correct privilege for action. CONFIG_ILO_PRIV required.
0x0027	User does NOT have correct privilege for action. CLEAR_LOGS_PRIV required.
0x0028	User does NOT have correct privilege for action. CONFIG_RACK_PRIV required.
0x0029	User does NOT have correct privilege for action. VIRTUAL_MEDIA_PRIV required.
0x002A	Server is NOT a rack server; Rack commands do not apply.
0x002B	Minimum password length value exceeded.
0x002C	Unable to allocate memory for parser.
0x002D	Unable to allocate memory from memory pool.
0x002E	License key error.
0x002F	License is already active.
0x0030	Login is currently being delayed.
0x0031	A firmware update is already in progress.
0x0032	LENGTH does not match post-translated length of VALUE.
0x0033	Problem manipulating EV.
0x0034	Cannot disable both LDAP and user account.
0x0035	An invalid Virtual Media option has been given.
0x0036	Unable to parse Virtual Media URL.
0x0037	Virtual Media URL is not accessible.
0x0038	Virtual Media already connected via applet.
0x0039	No image present in the Virtual Media drive.
0x003A	Virtual Media already connected via script. Must EJECT/DISCONNECT before inserting new media.
0x003B	Unrecognized keyboard model.

Status number	Error message
0x003C	Feature not supported.
0x003D	IP Range is invalid.
0x003E	Error writing configuration.
0x003F	Domain Name is too long.
0x0040	Error reading certificate.
0x0041	Invalid certificate common name.
0x0042	Certificate signature does not match private key.
0x0043	This feature requires an installed license key.
0x0044	This setting can not be changed while virtual media is connected.
0x0045	This setting can not be changed while remote console is connected.
0x0046	This setting can not be changed while Two-Factor authentication is enabled.
0x0047	This setting can not be changed while Shared Network port is enabled"
0x0048	The Virtual Media image is invalid.
0x0049	This setting can not be enabled unless a trusted CA certificate has been imported.
0x004A	The value specified is invalid.
0x004B	No data available.
0x004C	Power management is disabled.
0x004D	Feature not supported.
0x004E	Unable to import the SIM certificate from the specified source.
0x004F	Insufficient room to add a SIM Server record.
0x0050	Single Sign-On information is open for read-only access. Write access is required for this operation.
0x0051	The COMPUTER_LOCK value must be "custom" to use the tag COMPUTER_LOCK_KEY.
0x0052	Invalid COMPUTER_LOCK option; value must be "windows", "custom", "disabled", or "".
0x0053	COMPUTER_LOCK_KEY tag is missing; programmable key sequence did not change.
0x0054	Command without TOGGLE="Yes" attribute is ignored when host power is off.
0x0055	Duplicate record exists.
0x0056	Premature operation refused.
0x0057	SSH key was not found.
0x0058	There is no user name or the user name appended to SSH key does not exist.
0x0059	SSH key is too large for storage space.
0x005A	No available slot for additional SSH key.
0x005B	A Trusted Platform Module (TPM) has been detected in this system. TPM_ENABLED needs to be set to "Yes" in order to perform firmware update.
0x005C	Firmware image is not available or not valid.
0x005D	Firmware flash failed.
0x005E	Open flash part failed.
0x005F	Login failed.

Status number	Error message
0x0060	RIBCL parser is busy. Retry later.
0x0061	RIBCL parser is not active. No output is being generated.
0x0062	VLAN configuration is available on Shared Network Port (SNP) only. Either modify this script to enable SNP or do it manually.
0x0063	Changing link configuration is NOT allowed for Shared Network Port (SNP). Avoid options: SPEED_AUTOSELECT, NIC_SPEED and/or FULL_DUPLEX.
0x0064	Chosen Interface is not set to be enabled, thus no change in configuration. ENABLE_NIC needs to be set to "Yes" to proceed.
0x0065	Invalid VLAN ID. Valid Range is: 1 to 4094, both inclusive.
0x0066	Power capping is handled by Onboard Administrator.
0x0067	Power capping information is not available.
0x0068	Duplicate of existing SSH key.
0x0069	Invalid SSH key data.
0x006A	User data error, please retry.
0x006B	iLO has been automatically configured for Flex-10 mode therefore NIC configuration is not allowed.
0x006C	This command cannot be run from this account.
0x006D	The iLO is not configured for this command.
0x006E	iLO may not be disabled on this server.
0x006F	Keytab Error, Keytab not properly encoded.
0x0070	Could not set the Default Language.
0x0071	Could not get the Default Language.
0x0072	Single sign on server index could not be found.
0x0073	Could not get the current timezone.
0x0074	Could not find the timezone selected.
0x0082	eRS - Only one connect model can be selected.
0x0083	eRS - Missing required parameter for direct connect model setup.
0x0084	eRS - Missing required parameter for IRS connect model setup.
0x0085	eRS - No connect model specified.
0x0086	There are missing parameters in the xml script.
0x0087	Either SNMP Pass-through OR Embedded Health must be enabled. <b>One of these tags, AGENTLESS_MANAGEMENT_ENABLE, or SNMP_PASSTHROUGH_STATUS must be set to "yes" and the other tag set to "no."</b>
0x0088	The iLO subsystem is currently generating a Certificate Signing Request (CSR), run script after 10 minutes or more to receive the CSR.
0x0089	Power capping information is not available at this time, try again later.
0x008A	Failed to import the certificate.
0x008B	Unknown error.
0x008C	Problem reading the EV.
0x008D	There is no EV by the name given.
0x008E	User does NOT have correct privilege for action. REMOTE_CONS_PRIV required.
0x008F	Error reading configuration
0x0090	Unable to clear the SSH key.
0x0091	The system is configured incorrectly for this feature.

Status number	Error message
0x0092	An invalid data error occurred, a single system reboot may clear this error.
0x0093	An internal comm error occurred.
0x0094	An internal communication error occurred.
0x0095	A timeout occurred, please try again.
0x0096	Busy, please retry.
0x0097	A single system reboot is required.
0x0098	Power capping is not available at this time, try a single system reboot.
0x99	Power capping has been disabled in the ROM by the user.
0XA0	Incorrect URL.
0XA1	Failed to connect to the URL.
0XA3	Failed to update the hot key.
0XA4	Invalid number of keystrokes.
0XA5	Unable to get the hot keys.
0XA6	Demo license previously installed.
0XA7	Some parameters are defined that are not to be specified together.
0XA8	The AHS Log can not be cleared when AHS logging is disabled.
0XA9	Error updating the group.
0XAA	The Group SID is not valid.
0XAB	Error adding group.
0XAC	Error setting group privilege.
0XAD	Error while reading or writing SNMP data.
0XAF	Error uninstalling the language.
0XB0	This feature requires an advanced license key.
0XB1	There was an error on reading the data.
0XB2	There was an error on setting the data.
0XB3	Invalid port.
0XB4	Port assignments must be unique.

# HPE Insight Management Agents for Servers for Windows

## Event log messages associated with SNMP traps

This section contains a listing of the Microsoft Windows Server Event Log messages associated with SNMP traps, which are generated by the HPE Insight Management Agents for Servers for Windows. Each event entry has the corresponding SNMP trap number used by the agents.

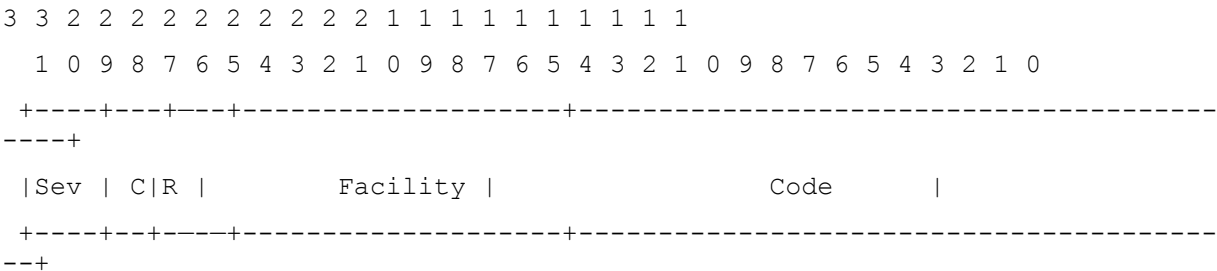
Other information on the events in this section includes:

- Event Severity
- Event Message
- Event Message Source
- Event Symptom
- Supporting SNMP Trap Data

## Windows NT® event log format

The following pages contain HPE Insight Management events that are entered into the Microsoft Windows NT Event Log when they occur.

Values are of 32 bit, laid out as follows:



Where:

- Sev—The severity code
- 00—Success
- 01—Informational
- 10—Warning
- 11—Error
- C—The customer code flag
- R—A reserved bit
- Facility—The facility code (always “CPQ”)
- Code—The facility’s status code—the event number; the upper byte refers to the HPE Insight Management Agent that served the event, the lower byte is the actual event number

# Agent descriptions

- Foundation/Host Agent—cpqhsmmsg
- Sever Agent—cpqsvmsg
- Storage Agent—cpqstmsg
- NIC Agent—cpqnimsg

## Foundation agents

### Event Identifiers 1105-1808

#### **NT Event ID: 1105 (Hex)0x44350451 (cpqhsmmsg.dll)**

Log Severity: Information (1)

Log Message: %1

SNMP Trap: cpqHo2GenericTrap - 11003 in CPQHOST.MIB

Symptom: Generic trap.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHoGenericData

Supporting SNMP Trap Description: “[cpqHoGenericData]”

#### **NT Event ID: 1106 (Hex)0x44350452 (cpqhsmmsg.dll)**

Log Severity: Information (1)

Log Message: %1

SNMP Trap: cpqHo2AppErrorTrap - 11004 in CPQHOST.MIB

Symptom: An application has generated an exception. Specific error information is contained in the variable cpqHoSwPerfAppErrorDesc.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHoSwPerfAppErrorDesc

Supporting SNMP Trap Description: “[cpqHoSwPerfAppErrorDesc]”

#### **NT Event ID: 1162 (Hex)0x8435048a (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: Rising Threshold Passed.

SNMP Trap: cpqMeRisingAlarmExtended - 10005 in CPQTHRSH.MIB

Symptom: Rising Threshold passed. An alarm entry has crossed its rising threshold. The instances of those objects contained within the variable list are those of the alarm entry that generated this trap.

Supporting SNMP Trap Data:

- sysName



- cpqHoTrapFlags
- cpqMeAlarmVariable
- cpqMeAlarmSampleType
- cpqMeAlarmValue
- cpqMeAlarmRisingThreshold
- cpqMeAlarmOwner
- cpqMeAlarmSeverity
- cpqMeAlarmExtendedDescription

Supporting SNMP Trap Description: “[cpqMeAlarmOwner]: Variable [cpqMeAlarmVariable] has value [cpqMeAlarmValue] >= [cpqMeAlarmRisingThreshold].”

**NT Event ID: 1163 (Hex)0x8435048b (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: Falling Threshold Passed.

SNMP Trap: cpqMeFallingAlarmExtended - 10006 in CPQTHRSH.MIB

Symptom: Falling Threshold passed. An alarm entry has crossed its falling threshold. The instances of those objects contained within the variable list are those of the alarm entry that generated this trap.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqMeAlarmVariable
- cpqMeAlarmSampleType
- cpqMeAlarmValue
- cpqMeAlarmFallingThreshold
- cpqMeAlarmOwner
- cpqMeAlarmSeverity
- cpqMeAlarmExtendedDescription

Supporting SNMP Trap Description: “[cpqMeAlarmOwner]: Variable [cpqMeAlarmVariable] has value [cpqMeAlarmValue] <= [cpqMeAlarmFallingThreshold].”

**NT Event ID: 1164 (Hex)0x8435048c (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: Critical Rising Threshold Passed.

SNMP Trap: cpqMeCriticalRisingAlarmExtended - 10007 in CPQTHRSH.MIB

Symptom: Critical Rising Threshold passed. An alarm entry has crossed its critical rising threshold. The instances of those objects contained within the variable list are those of the alarm entry that generated this trap.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqMeAlarmVariable

- cpqMeAlarmSampleType
- cpqMeAlarmValue
- cpqMeAlarmRisingThreshold
- cpqMeAlarmOwner
- cpqMeAlarmSeverity
- cpqMeAlarmExtendedDescription

Supporting SNMP Trap Description: “[cpqMeAlarmOwner]: Variable [cpqMeAlarmVariable] has value [cpqMeAlarmValue] <= [cpqMeAlarmRisingThreshold].”

**NT Event ID: 1165 (Hex)0x8435048d (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: Critical Falling Threshold Passed.

SNMP Trap: cpqMeCriticalFallingAlarmExtended - 10008 in CPQTHRS.MIB

Symptom: Critical Falling Threshold passed. An alarm entry has crossed its critical falling threshold. The instances of those objects contained within the variable list are those of the alarm entry that generated this trap.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqMeAlarmVariable
- cpqMeAlarmSampleType
- cpqMeAlarmValue
- cpqMeAlarmFallingThreshold
- cpqMeAlarmOwner
- cpqMeAlarmSeverity
- cpqMeAlarmExtendedDescription

Supporting SNMP Trap Description: “[cpqMeAlarmOwner]: Variable [cpqMeAlarmVariable] has value [cpqMeAlarmValue] <= [cpqMeAlarmFallingThreshold].”

**NT Event ID: 1166 (Hex)0x8435048e (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: %1

SNMP Trap: cpqHoProcessEventTrap - 11011 in CPQHOST.MIB

Symptom: A monitored process has either started or stopped running.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHoSwRunningTrapDesc

Supporting SNMP Trap Description: “[cpqHoSwRunningTrapDesc]”

**NT Event ID: 1167 (Hex)0x8435048f (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The cluster resource %4 has become degraded.

SNMP Trap: cpqClusterResourceDegraded - 15005 in CPQCLUS.MIB

Symptom: This trap is sent any time the condition of a cluster resource becomes degraded.

User Action: Make a note of the cluster resource name, and then check the resource for the cause of the degraded condition.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqClusterResourceName

Supporting SNMP Trap Description: "Cluster resource [cpqClusterResourceName] has become degraded."

**NT Event ID: 1168 (Hex)0xc4350490 (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The cluster resource %4 has failed.

SNMP Trap: cpqClusterResourceFailed - 15006 in CPQCLUS.MIB

Symptom: This trap is sent any time the condition of a cluster resource has failed.

User Action: Make a note of the cluster resource name, and then check the resource for the cause of the failure.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqClusterResourceName

Supporting SNMP Trap Description: "Cluster resource [cpqClusterResourceName] has failed."

**NT Event ID: 1169 (Hex)0x84350491 (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The cluster network %4 has become degraded.

SNMP Trap: cpqClusterNetworkDegraded - 15007 in CPQCLUS.MIB

Symptom: This trap is sent any time the condition of a cluster network becomes degraded.

User Action: Make a note of the cluster network name, and then check the network for the cause of the degraded condition.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqClusterNetworkName

Supporting SNMP Trap Description: "Cluster network [cpqClusterNetworkName] has become degraded."

**NT Event ID: 1170 (Hex)0xc4350492 (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The cluster network %4 has failed.

SNMP Trap: cpqClusterNetworkFailed - 15008 in CPQCLUS.MIB

Symptom: This trap is sent any time the condition of a cluster network has failed.

User Action: Make a note of the cluster network name, and then check the network for the cause of the failure.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqClusterNetworkName

Supporting SNMP Trap Description: "Cluster network [cpqClusterNetworkName] has failed."

**NT Event ID: 1171 (Hex)0x84350493 (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The cluster service on %4 has become degraded.

SNMP Trap: cpqClusterNodeDegraded - 15003 in CPQCLUS.MIB

Symptom: This trap is sent any time the condition of a node in the cluster becomes degraded.

User Action: Make a note of the cluster node name, and then check the node for the cause of the degraded condition.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqClusterNodeName

Supporting SNMP Trap Description: "Cluster service on [cpqClusterNodeName] has become degraded."

**NT Event ID: 1172 (Hex)0xc4350494 (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The cluster service on %4 has failed.

SNMP Trap: cpqClusterNodeFailed - 15004 in CPQCLUS.MIB

Symptom: This trap is sent any time the condition of a node in the cluster has failed.

User Action: Make a note of the cluster node name, and then check the node for the cause of the failure.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqClusterNodeName

Supporting SNMP Trap Description: "Cluster service on [cpqClusterNodeName] has failed."

**NT Event ID: 1173 (Hex)0x84350495 (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The Processor Performance Instance, '%4' is degraded with Processor Time of %5 percent.

SNMP Trap: cpqOsCpuTimeDegraded - 19001 in CPQWINOS.MIB

Symptom: The Processor Time performance property is set to degraded.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsCpuIndex
- cpqOsCpuInstance
- cpqOsCpuTimePercent

Supporting SNMP Trap Description: "The Processor performance Instance, [cpqOsCpuInstance] is degraded with Processor Time of [cpqOsCpuTimePercent] percent."

**NT Event ID: 1174 (Hex)0xc4350496 (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The Processor Performance Instance, '%4' is failed with Processor Time of %5 percent.

SNMP Trap: cpqOsCpuTimeFailed - 19002 in CPQWINOS.MIB

Symptom: The Processor Time performance property is set to critical.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsCpuIndex
- cpqOsCpuInstance
- cpqOsCpuTimePercent

Supporting SNMP Trap Description: "The Processor performance Instance, [cpqOsCpuInstance] is critical with Processor Time of [cpqOsCpuTimePercent] percent."

**NT Event ID: 1175 (Hex)0x84350497 (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The Cache Performance Instance, '%4' is degraded with Cache Copy Read Hits of %5 percent.

SNMP Trap: cpqOsCacheCopyReadHitsDegraded - 19003 in CPQWINOS.MIB

Symptom: The Cache CopyReadHits performance property is set to degraded.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsCacheIndex
- cpqOsCacheInstance
- cpqOsCacheCopyReadHitsPercent

Supporting SNMP Trap Description: "The Cache performance property is degraded with Copy Read Hits of [cpqOsCacheCopyReadHitsPercent] percent."

**NT Event ID: 1176 (Hex)0xc4350498 (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The Cache Performance Instance, '%4' is failed with Cache Copy Read Hits of %5 percent.

SNMP Trap: cpqOsCacheCopyReadHitsFailed - 19004 in CPQWINOS.MIB

Symptom: The Cache Copy Read Hits performance property is set to critical.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsCacheIndex
- cpqOsCacheInstance
- cpqOsCacheCopyReadHitsPercent

Supporting SNMP Trap Description: "The Cache performance property is critical with Copy Read Hits of [cpqOsCacheCopyReadHitsPercent] percent."

**NT Event ID: 1177 (Hex)0x84350499 (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The PagingFile Performance Instance, '%4' is degraded with PagingFile Usage of %5 percent.

SNMP Trap: cpqOsPageFileUsageDegraded - 19005 in CPQWINOS.MIB

Symptom: The PagingFile Usage performance property is set to degraded.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsPagingFileIndex
- cpqOsPagingFileInstance
- cpqOsPageFileUsagePercent

Supporting SNMP Trap Description: "The PagingFile performance instance, [cpqOsPagingFileInstance] is degraded with PagingFile Usage of [cpqOsPageFileUsagePercent] percent."

**NT Event ID: 1178 (Hex)0xc435049a (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The PagingFile Performance Instance, '%4' is failed with PagingFile Usage of %5 percent.

SNMP Trap: cpqOsPageFileUsageFailed - 19006 in CPQWINOS.MIB

Symptom: The PagingFile Usage performance property is set to critical.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsPagingFileIndex
- cpqOsPagingFileInstance
- cpqOsPageFileUsagePercent

Supporting SNMP Trap Description: "The PagingFile performance instance, [cpqOsPagingFileInstance] is critical with PagingFile Usage of [cpqOsPageFileUsagePercent] percent."

**NT Event ID: 1179 (Hex)0x8435049b (cpqhsmmsg.dll)**

Log Severity: Warning (2)

Log Message: The Logical Disk Performance Instance, '%4' is degraded with Disk Busy Time of %5 percent.

SNMP Trap: cpqOsLogicalDiskBusyTimeDegraded - 19007 in CPQWINOS.MIB

Symptom: The LogicalDisk BusyTime performance property is set to degraded.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsLogicalDiskIndex
- cpqOsLogicalDiskInstance
- cpqOsLogicalDiskBusyTimePercent

Supporting SNMP Trap Description: "The LogicalDisk performance instance, [cpqOsLogicalDiskInstance] is degraded with DiskBusyTime of [cpqOsLogicalDiskBusyTimePercent] percent."

**NT Event ID: 1180 (Hex)0xc435049c (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: The Logical Disk Performance Instance, '%4' is failed with Disk Busy Time of %5 percent.

SNMP Trap: cpqOsLogicalDiskBusyTimeFailed - 19008 in CPQWINOS.MIB

Symptom: The LogicalDisk BusyTime performance property is set to critical.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqOsLogicalDiskIndex
- cpqOsLogicalDiskInstance
- cpqOsLogicalDiskBusyTimePercent

Supporting SNMP Trap Description: "The LogicalDisk performance instance, [cpqOsLogicalDiskInstance] is critical with DiskBusyTime of [cpqOsLogicalDiskBusyTimePercent] percent."

**NT Event ID: 1181 (Hex)0xc435049d (cpqhsmmsg.dll)**

Log Severity: Error (3)

Log Message: '%4'

SNMP Trap: cpqHoCriticalSoftwareUpdateTrap - 11014 in CPQHOST.MIB

Symptom: This trap is sent to notify the user of a Critical Software Update.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHoCriticalSoftwareUpdateData

Supporting SNMP Trap Description: "[cpqHoCriticalSoftwareUpdateData]"

**Event identifier: cpqhsmmsg.dll - 1792 (Hex)0x84350700 (Service Event)**

Log Severity: Warning (2)

Log Message: The agent is unable to generate traps due to an error during initialization.

**Event identifier: cpqhsmmsg.dll - 1795 (Hex)0x84350703 (Service Event)**

Log Severity: Warning (2)

Log Message: The agent is older than other components. The agent is older than the other components of the Management Agents. Reinstall all of the Management Agents to correct this error.

**Event identifier: cpqhsmmsg.dll - 1796 (Hex)0x84350704 (Service Event)**

Log Severity: Warning (2)

Log Message: The %1 Agent is older than other components. The %1 Agent is older than the other components of the Management Agents. Reinstall all of the Management Agents to correct this error.

**Event identifier: cpqhsmmsg.dll - 1800 (Hex)0x84350708 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read security configuration information. SNMP sets have been disabled.

**Event identifier: cpqhsmmsg.dll - 1803 (Hex)0xc435070b (Service Event)**

Log Severity: Error (3)

Log Message: Unable to load a required library. This error can be caused by a corrupt or missing file. Reinstalling the Management Agents or running the Emergency Repair procedure may correct this error.

**Event identifier: cpqhsmmsg.dll - 1806 (Hex)0x8435070e (Service Event)**

Log Severity: Warning (2)

Log Message: The Foundation SNMP Agent service is not running. The agent has determined that the Foundation Agents service is not running. Stop the SNMP service and restart the Foundation Agents service. If the error persists, reinstalling the Management Agents may correct this error.

**Event identifier: cpqhsmmsg.dll - 1808 (Hex)0x44350710 (Service Event)**

Log Severity: Information (1)

Log Message: The agent could not deliver trap %1. The agent was unable to use Asynchronous Management to deliver a trap. This can be caused by a failure in the Remote Access Service or by a missing or invalid configuration. Use the Management Agents control panel to verify the Asynchronous Management configuration settings. Use the Network control panel to verify the Remote Access configuration. If this error persists, reinstalling the Management Agents or the Remote Access Service may correct this error. For more information, see the Management Agents Asynchronous Management documentation.

## Event Identifiers 2048-2359

**Event identifier: cpqhsmmsg.dll - 2048 (Hex)0x84350800 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqhsmmsg.dll - 2049 (Hex)0x84350801 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2050 (Hex)0x84350802 (Service Event)**

Log Severity: Warning (2)



Log Message: Could not create the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2051 (Hex)0x84350803 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2052 (Hex)0x84350804 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2053 (Hex)0x84350805 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2056 (Hex)0x84350808 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to create thread. This error can be caused by a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2098 (Hex)0x84350832 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to acquire file system information. This error can be caused by an unformatted partition or by a partition that has been recently modified. Formatting the partition or rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2099 (Hex)0x84350833 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to acquire file system information for %1. This error can be caused by a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2100 (Hex)0x84350834 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to acquire the current process list. This error can be caused by a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2101 (Hex)0x84350835 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to acquire the CPU performance data. This error can be caused by a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 2304 (Hex)0x84350900 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not allocate memory. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2305 (Hex)0x84350901 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not open the base of the registry. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2306 (Hex)0x84350902 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2307 (Hex)0x84350903 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2308 (Hex)0x84350904 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not read the registry value "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2309 (Hex)0x84350905 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent found an incorrect type for registry value "%1". The data contains the type found.

**Event identifier: cpqhsmmsg.dll - 2310 (Hex)0x84350906 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not create a necessary event. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2311 (Hex)0x84350907 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not set an event. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2312 (Hex)0x84350908 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not create its main thread of execution. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2313 (Hex)0x84350909 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent main thread did not terminate properly. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2314 (Hex)0x8435090a (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent got an unexpected error code while waiting for an event. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2315 (Hex)0x8435090b (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent did not respond to a request. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2316 (Hex)0x8435090c (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent received an unknown action code from the service. The data contains the action code.

**Event identifier: cpqhsmmsg.dll - 2317 (Hex)0x8435090d (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not get the system type. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2354 (Hex)0x84350932 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not create an SNMP session. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2355 (Hex)0x84350933 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent SNMP request failed. The data contains the error code. Action: 1) Be sure that the SNMP service is configured to allow SNMP requests from "localhost". 2) Be sure that there is an adequate amount of free memory.

**Event identifier: cpqhsmmsg.dll - 2356 (Hex)0x84350934 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2357 (Hex)0x84350935 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not set the variable because it is unsupported. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2358 (Hex)0x84350936 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent could not set the variable because the value is invalid or out of range. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 2359 (Hex)0x84350937 (Service Event)**

Log Severity: Warning (2)

Log Message: The Threshold Agent is not loaded. Sets are not available. The data contains the error code.

## Event Identifiers 3072-3876

**Event identifier: cpqhsmmsg.dll - 3072 (Hex)0x84350c00 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry sub-key. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3073 (Hex)0x84350c01 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not create the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3074 (Hex)0x84350c02 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not create the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3075 (Hex)0x84350c03 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3076 (Hex)0x84350c04 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3084 (Hex)0xc4350c0c (Service Event)**

Log Severity: Error (3)

Log Message: Unable to read configuration (%1) from the registry. This error can be caused by a corrupt registry, a low memory condition, or incomplete configuration. Reconfigure the Management Agents using the control panel. Rebooting the server may also correct this error.

**Event identifier: cpqhsmmsg.dll - 3085 (Hex)0x84350c0d (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to write (%1) to the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3086 (Hex)0x84350c0e (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to load a required library. This error can be caused by a corrupt or missing file. Reinstalling the Management Agents or running the Emergency Repair procedure may correct this error.

**Event identifier: cpqhsmmsg.dll - 3090 (Hex)0x84350c12 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqhsmmsg.dll - 3840 (Hex)0x84350f00 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqhsmmsg.dll - 3841 (Hex)0x84350f01 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry sub-key. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3842 (Hex)0x84350f02 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3843 (Hex)0x84350f03 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3844 (Hex)0x84350f04 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3845 (Hex)0x84350f05 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3855 (Hex)0x84350f0f (Service Event)**

Log Severity: Warning (2)

Log Message: Could not open a cluster enumeration object. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3856 (Hex)0x84350f10 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not enumerate all of the nodes in the cluster. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 3857 (Hex)0x84350f11 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not get the cluster's status. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3858 (Hex)0x84350f12 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not open the enumerated resource. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3859 (Hex)0x84350f13 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not enumerate the cluster's resources. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3860 (Hex)0x44350f14 (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is online.

**Event identifier: cpqhsmmsg.dll - 3861 (Hex)0x44350f15 (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is offline. The resource has failed or was taken offline by a cluster administrator.

**Event identifier: cpqhsmmsg.dll - 3862 (Hex)0x44350f16 (Service Event)**

Log Severity: Information (1)

Log Message: Could not get the resource status. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3863 (Hex)0x44350f17 (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is inherited.

**Event identifier: cpqhsmmsg.dll - 3864 (Hex)0x44350f18 (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is initializing. The Cluster service is starting.

**Event identifier: cpqhsmmsg.dll - 3865 (Hex)0x44350f19 (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is pending. The Cluster service is starting or the resource is being put back online or being taken offline.

**Event identifier: cpqhsmmsg.dll - 3866 (Hex)0x44350f1a (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is online pending. The resource is being put back online.

**Event identifier: cpqhsmmsg.dll - 3867 (Hex)0x44350f1b (Service Event)**

Log Severity: Information (1)

Log Message: Resource status is offline pending. The resource is being taken offline.

**Event identifier: cpqhsmmsg.dll - 3868 (Hex)0x84350f1c (Service Event)**

Log Severity: Warning (2)

Log Message: Cluster information is unavailable. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3869 (Hex)0x84350f1d (Service Event)**

Log Severity: Warning (2)

Log Message: The Cluster service is not running. The Cluster service has failed or has not started yet. Try to restart the cluster service.

**Event identifier: cpqhsmmsg.dll - 3870 (Hex)0x84350f1e (Service Event)**

Log Severity: Warning (2)

Log Message: The Agent could not open the Cluster service. The Cluster service may have been stopped. Try to restart the cluster service.

**Event identifier: cpqhsmmsg.dll - 3871 (Hex)0x84350f1f (Service Event)**

Log Severity: Warning (2)

Log Message: The Agent could not open the Cluster service registry key.

**Event identifier: cpqhsmmsg.dll - 3872 (Hex)0x84350f20 (Service Event)**

Log Severity: Warning (2)

Log Message: The specified storage class is not supported by the Agent. The Agent only supports the disk resource class.

**Event identifier: cpqhsmmsg.dll - 3873 (Hex)0x84350f21 (Service Event)**

Log Severity: Warning (2)

Log Message: The fibre controller resided at the storage box is off-line. The Agent only supports the disk resource class.

**Event identifier: cpqhsmmsg.dll - 3874 (Hex)0x84350f22 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 3875 (Hex)0x84350f23 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not open enumerated network. The Cluster service may not be running. Try to restart the Cluster service.

**Event identifier: cpqhsmmsg.dll - 3876 (Hex)0x84350f24 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not enumerate the cluster's networks. The Cluster service may not be running. Try to restart the Cluster service.

## Event Identifiers 4352-4626

**Event identifier: cpqhsmmsg.dll - 4352 (Hex)0x84351100 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not allocate memory. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4353 (Hex)0x84351101 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not open the base of the registry. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4354 (Hex)0x84351102 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4355 (Hex)0x84351103 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4356 (Hex)0x84351104 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not read the registry value "%1". The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4357 (Hex)0x84351105 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent found an incorrect type for registry value "%1". The data contains the type found.

**Event identifier: cpqhsmmsg.dll - 4358 (Hex)0x84351106 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not create a necessary event. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4359 (Hex)0x84351107 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not set an event. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4360 (Hex)0x84351108 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not create its main thread of execution. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4361 (Hex)0x84351109 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent main thread did not terminate properly. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4362 (Hex)0x8435110a (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent got an unexpected error code while waiting for an event. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4363 (Hex)0x8435110b (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent did not respond to a request. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4364 (Hex)0x8435110c (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent received an unknown action code from the service. The data contains the action code.

**Event identifier: cpqhsmmsg.dll - 4365 (Hex)0x8435110d (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not get the system type. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4402 (Hex)0x84351132 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not create an SNMP session. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4403 (Hex)0x84351133 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent SNMP request failed. The data contains the error code.

Action: Complete the following steps:

1. Be sure that the SNMP service is configured to allow SNMP requests from "localhost."
2. Be sure that there is an adequate amount of free memory.

**Event identifier: cpqhsmmsg.dll - 4405 (Hex)0x84351135 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not set the variable because it is unsupported. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4406 (Hex)0x84351136 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent could not set the variable because the value is invalid or out of range. The data contains the error code.

**Event identifier: cpqhsmmsg.dll - 4407 (Hex)0x84351137 (Service Event)**

Log Severity: Warning (2)

Log Message: The External Status MIB Agent is not loaded. Sets are not available. The data contains the error code.



**Event identifier: cpqhsmmsg.dll - 4608 (Hex)0x84351200 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqhsmmsg.dll - 4609 (Hex)0x84351201 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry sub-key. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 4610 (Hex)0x84351202 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 4611 (Hex)0x84351203 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 4612 (Hex)0x84351204 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 4613 (Hex)0x84351205 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqhsmmsg.dll - 4623 (Hex)0x8435120f (Service Event)**

Log Severity: Warning (2)

Log Message: The Agent could not access WMI. The WMI support may have not been started or installed. Restart or Install WMI service and restart the agents.

**Event identifier: cpqhsmmsg.dll - 4624 (Hex)0x84351210 (Service Event)**

Log Severity: Warning (2)

Log Message: The Agent requires WMI service to be running. If NT 4.0 installed the latest version of WMI from Microsoft®, WMI service may need to be started.

**Event identifier: cpqhsmmsg.dll - 4625 (Hex)0x84351211 (Service Event)**

Log Severity: Warning (2)

Log Message: The Agent failed to initialize WMI. WMI service may not have started or may still be in the starting state.

**Event identifier: cpqhsmmsg.dll - 4626 (Hex)0x84351212 (Service Event)**

Log Severity: Warning (2)

Log Message: The Agent failed to process the MOF file to get the data from WMI. Problem with WMI service or MOF file or wrong file paths used.

# Storage agents

## Event Identifiers 256-774

**Event identifier: cpqstmsg.dll - 256 (Hex)0x84350100 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service detected an error. The insertion string is: %1. The data contains the error code.

**Event identifier: cpqstmsg.dll - 257 (Hex)0x84350101 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not allocate memory. The data contains the error code.

**Event identifier: cpqstmsg.dll - 258 (Hex)0x84350102 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not register with the Service Control Manager. The data contains the error code.

**Event identifier: cpqstmsg.dll - 259 (Hex)0x84350103 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not set the service status with the Service Control Manager. The data contains the error code.

**Event identifier: cpqstmsg.dll - 260 (Hex)0x84350104 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not create an event object. The data contains the error code.

**Event identifier: cpqstmsg.dll - 261 (Hex)0x84350105 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not open registry key "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 262 (Hex)0x84350106 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not start any agents successfully.

**Event identifier: cpqstmsg.dll - 263 (Hex)0x84350107 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not read the registry value "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 264 (Hex)0x84350108 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not load the module "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 265 (Hex)0x84350109 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could get the control function for module "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 267 (Hex)0x8435010b (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not start agent "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 268 (Hex)0x8435010c (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service detected an invalid state for agent "%1". The data contains the state.

**Event identifier: cpqstmsg.dll - 269 (Hex)0x8435010d (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not stop agent "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 270 (Hex)0x8435010e (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not terminate agent "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 271 (Hex)0x8435010f (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not unload the module "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 272 (Hex)0x84350110 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not create the registry key "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 273 (Hex)0x84350111 (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agents service could not write the registry value "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 399 (Hex)0xc435018f (Service Event)**

Log Severity: Error (3)

Log Message: The Storage Agents service encountered a fatal error. The service is terminating. The data contains the error code.

**Event identifier: cpqstmsg.dll - 400 (Hex)0x44350190 (Service Event)**

Log Severity: Information (1)

Log Message: The Storage Agents service version %1 has started.

**Event identifier: cpqstmsg.dll - 401 (Hex)0x44350191 (Service Event)**

Log Severity: Information (1)

Log Message: %1

**Event identifier: cpqstmsg.dll - 512 (Hex)0x84350200 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqstmsg.dll - 513 (Hex)0x84350201 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry subkey. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 514 (Hex)0x84350202 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 515 (Hex)0x84350203 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 516 (Hex)0x84350204 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 517 (Hex)0x84350205 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 526 (Hex)0x8435020e (Service Event)**

Log Severity: Warning (2)

Log Message: Unsupported storage system. The ProLiant storage system %1 is not supported by this version of the Storage Agents. Upgrade the agents to the latest version.

**Event identifier: cpqstmsg.dll - 527 (Hex)0x8435020f (Service Event)**

Log Severity: Warning (2)

Log Message: The Drive Array Agent storage system table is full.

**Event identifier: cpqstmsg.dll - 574 (Hex)0x8435023e (Service Event)**

Log Severity: Warning (2)

Log Message: The Drive Array Agent failed to get capacity on SCSI drive because SCSI pass through IOCTL failed.

**Event identifier: cpqstmsg.dll - 768 (Hex)0x84350300 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alerter Agent detected an invalid data type within an alert definition.

**Event identifier: cpqstmsg.dll - 769 (Hex)0x84350301 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alerter Agent detected an error while attempting to log an alert remotely. The data contains the error code.

**Event identifier: cpqstmsg.dll - 771 (Hex)0x84350303 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alerter Agent was unable to log an event in the event log of the system named %1. The data contains the error code.

**Event identifier: cpqstmsg.dll - 772 (Hex)0xc4350304 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Alerter Agent detected a null handle on initialization. The data contains the error code.

**Event identifier: cpqstmsg.dll - 773 (Hex)0xc4350305 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Alerter Agent received an error on WaitForMultipleObjects call. The data contains the error code.

**Event identifier: cpqstmsg.dll - 774 (Hex)0xc4350306 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Alerter Agent received an error on ResetEvent call. The data contains the error code.

## Event Identifiers 1061-1098

**NT Event ID: 1061 (Hex)0xc4350425 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Physical Drive Threshold Exceeded.

Log Message: The physical drive in slot %4, port %5, bay %6 with serial number "%7", has exceeded a drive threshold.

SNMP Trap: cpqDa5PhyDrvThreshPassedTrap - 3030 in CPQIDA.MIB

Symptom: Physical Drive Threshold Passed. This trap indicates that the agent has detected a factory threshold associated with one of the physical drive objects on a drive array, has been exceeded.

User Action: Replace the physical drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaPhyDrvCntlrIndex
- cpqDaPhyDrvBusNumber
- cpqDaPhyDrvBay
- cpqDaPhyDrvModel
- cpqDaPhyDrvFWRev
- cpqDaPhyDrvSerialNum

Supporting SNMP Trap Description: "Factory threshold passed for a physical drive."

**NT Event ID: 1062 (Hex)0xc4350426 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Logical Drive Status Change.

Log Message: Logical drive number %5 on the array controller in slot %4 has a new status of %2.

SNMP Trap: cpqDa3LogDrvStatusChange - 3008 in CPQIDA.MIB

Symptom: Logical Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array logical drive. The variable cpqDaLogDrvStatus indicates the current logical drive status.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaLogDrvStatus

Supporting SNMP Trap Description: "Status is now [cpqDaLogDrvStatus]."

**NT Event ID: 1063 (Hex)0xc4350427 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Spare Drive Status Change.

Log Message: The spare drive in slot %4, port %5, bay %6 has a new status of %2.

SNMP Trap: cpqDa4SpareStatusChange - 3017 in CPQIDA.MIB

Symptom: Spare Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array spare drive. The variable cpqDaSpareStatus indicates the current spare drive status.

User Action: If the spare drive status is failed, replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaSpareStatus
- cpqDaSpareCntlrlIndex
- cpqDaSpareBusNumber
- cpqDaSpareBay

Supporting SNMP Trap Description: "Spare Status is now [cpqDaSpareStatus]."

**NT Event ID: 1064 (Hex)0xc4350428 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Physical Drive Status Change.

Log Message: The physical drive in slot %4, port %5, bay %6 with serial number "%7", has a new status of %2.

SNMP Trap: cpqDa5PhyDrvStatusChange - 3029 in CPQIDA.MIB

Symptom: Physical Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array physical drive. The variable cpaDaPhyDrvStatus indicates the current physical drive status.

User Action: If the physical drive status is failed(3) or predictiveFailure(4), replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaPhyDrvStatus

- cpqDaPhyDrvCntlrIndex
- cpqDaPhyDrvBusNumber
- cpqDaPhyDrvBay
- cpqDaPhyDrvModel
- cpqDaPhyDrvFWRev
- cpqDaPhyDrvSerialNum
- cpqDaPhyDrvFailureCode

Supporting SNMP Trap Description: "Physical Drive Status is now [cpqDaPhyDrvStatus]."

**NT Event ID: 1065 (Hex)0xc4350429 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Accelerator Status Change.

Log Message: The array accelerator board attached to the array controller in slot %4 has a new status of %2.

SNMP Trap: cpqDa5AccelStatusChange - 3025 in CPQIDA.MIB

Symptom: Accelerator Board Status Change. This trap indicates that the agent has detected a change in the status of an array accelerator cache board. The current status is represented by the variable cpqDaAccelStatus.

User Action: If the accelerator board status is permDisabled(5), you may need to replace the accelerator board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrSlot
- cpqDaCntlrModel
- cpqDaAccelSerialNumber
- cpqDaAccelTotalMemory
- cpqDaAccelStatus
- cpqDaAccelErrCode

Supporting SNMP Trap Description: "Status is now [cpqDaAccelStatus]."

**NT Event ID: 1066 (Hex)0xc435042a (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Accelerator Bad Data.

Log Message: The array accelerator board attached to the array controller in slot %4 is reporting that it contains bad cached data.

SNMP Trap: cpqDa5AccelBadDataTrap - 3026 in CPQIDA.MIB

Symptom: Accelerator Board Bad Data. This trap indicates that the agent has detected an array accelerator cache board that has lost battery power. If data was being stored in the accelerator cache memory when the server lost power, that data has been lost.

User Action: Verify that no data has been lost.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrSlot
- cpqDaCntlrModel
- cpqDaAccelSerialNumber
- cpqDaAccelTotalMemory

Supporting SNMP Trap Description: "Accelerator lost battery power. Data Loss possible."

**NT Event ID: 1067 (Hex)0xc435042b (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Drive Array Accelerator Battery Failed.

Log Message: The array accelerator board attached to the array controller in slot %4 is reporting a battery failure.

SNMP Trap: cpqDa5AccelBatteryFailed - 3027 in CPQIDA.MIB

Symptom: Accelerator Board Battery Failed. This trap indicates that the agent has detected a battery failure associated with the array accelerator cache board.

User Action: Replace the Accelerator Cache Board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrSlot
- cpqDaCntlrModel
- cpqDaAccelSerialNumber
- cpqDaAccelTotalMemory

Supporting SNMP Trap Description: "Battery status is failed."

**NT Event ID: 1068 (Hex)0xc435042c (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: SCSI Controller Status Change.

Log Message: The SCSI controller in slot %4, SCSI bus %5 has a new status of %2.

SNMP Trap: cpqScsi3CntlrStatusChange - 5005 in CPQSCSI.MIB

Symptom: SCSI Controller Status Change. The Insight Agent has detected a change in the controller status of a SCSI Controller. The variable cpqScsiCntlrStatus indicates the current controller status.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqScsiCntlrStatus

Supporting SNMP Trap Description: "Status is now [cpqScsiCntlrStatus]."

**NT Event ID: 1069 (Hex)0xc435042d (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: SCSI Logical Drive Status Change.



Log Message: The SCSI logical drive with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4, SCSI has a new status of %2.

SNMP Trap: cpqScsi3LogDrvStatusChange - 5021 in CPQSCSI.MIB

Symptom: Logical Drive Statues Change. The Storage Agent has detected a change in the status of a SCSI logical drive. The current logical drive status is indicated in the cpqScsiLogDrvStatus variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqScsiLogDrvStatus
- cpqScsiLogDrvCntlrlIndex
- cpqScsiLogDrvBusIndex
- cpqScsiLogDrvIndex
- cpqScsiLogDrvOsName

Supporting SNMP Trap Description: "Status is now [cpqScsiLogDrvStatus]."

**NT Event ID: 1070 (Hex)0xc435042e (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: SCSI Physical Drive Status Change.

Log Message: The SCSI physical drive with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a new status of %2.

SNMP Trap: cpqScsi5PhyDrvStatusChange - 5020 in CPQSCSI.MIB

Symptom: Physical Drive Status Change. The Storage Agent has detected a change in the status of a SCSI physical drive. The current physical drive status is indicated in the cpqScsiPhyDrvStatus variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqScsiPhyDrvStatus
- cpqScsiPhyDrvCntlrlIndex
- cpqScsiPhyDrvBusIndex
- cpqScsiPhyDrvIndex
- cpqScsiPhyDrvVendor
- cpqScsiPhyDrvModel
- cpqScsiPhyDrvFWRev
- cpqScsiPhyDrvSerialNum
- cpqScsiPhyDrvOsName

Supporting SNMP Trap Description: "Status is now [cpqScsiPhyDrvStatus]."

**NT Event ID: 1075 (Hex)0x84350433 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fan Status Change.

Log Message: The %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4 has a new status of %2.

SNMP Trap: cpqSs3FanStatusChange - 8008 in CPQSTSYS.MIB

Symptom: Storage System fan status change. The agent has detected a change in the Fan Status of a storage system. The variable cpqSsBoxFanStatus indicates the current fan status.

User Action: If the fan status is degraded or failed, replace any failed fans.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxFanStatus

Supporting SNMP Trap Description: "Storage System fan status changed to [cpqSsBoxFanStatus]."

**NT Event ID: 1076 (Hex)0xc4350434 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: Storage System Temperature Failure.

Log Message: The %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4 has a failed temperature status. Shut down the storage system as soon as possible.

SNMP Trap: cpqSs3TempFailed - 8009 in CPQSTSYS.MIB

Symptom: Storage System temperature failure. The agent has detected that a temperature status has been set to failed. The storage system is shut down.

User Action: Shut down the storage system as soon as possible. Insure that the storage system environment is being cooled properly and that no components are overheated.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxTempStatus

Supporting SNMP Trap Description: "Storage System will be shut down."

**NT Event ID: 1077 (Hex)0x84350435 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Temperature Degraded.

Log Message: The %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4 system has a temperature outside the normal operating range.

SNMP Trap: cpqSs3TempDegraded - 8010 in CPQSTSYS.MIB

Symptom: Storage System temperature degraded. The agent has detected a temperature status that has been set to degraded. The storage system's temperature is outside of the normal operating range.

User Action: Shut down the storage system as soon as possible. Be sure that the storage system environment is being cooled properly and that no components are overheated.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxTempStatus

Supporting SNMP Trap Description: "Temp is outside of normal range."

**NT Event ID: 1078 (Hex)0x44350436 (cpqstmsg.dll)**

Log Severity: Information (1)

Event Title: Storage System Temperature OK.

Log Message: The temperature in the %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4 has returned to the normal operating range.

SNMP Trap: cpqSs3TempOk - 8011 in CPQSTSYS.MIB

Symptom: Storage System temperature OK. The temperature status has been set to OK. The storage system's temperature has returned to normal operating range. It may be reactivated by the administrator.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxTempStatus

Supporting SNMP Trap Description: "Storage System temperature ok."

**Event identifier: cpqstmsg.dll - 1098 (Hex)0x4435044a (Service Event)**

Log Severity: Information (1)

Log Message: Drive Array Physical Drive Monitoring is not enabled. The physical drive in slot %4, port %5, bay %6 with serial number "%7", does not have drive threshold monitoring enabled.

## Event Identifiers 1101-1199

**NT Event ID: 1101 (Hex)0x8435044d (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Side Panel Removed.

Log Message: The side panel has been removed on the %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4.

SNMP Trap: cpqSs3SidePanelRemoved - 8013 in CPQSTSYS.MIB

Symptom: Storage System side panel is removed. The side panel status has been set to removed. The storage system's side panel is not in a properly installed state. This situation may result in improper cooling of the drives in the storage system due to air flow changes caused by the missing side panel.

User Action: Replace the storage system side panel.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxSidePanelStatus

Supporting SNMP Trap Description: "Side panel is removed from unit."

**NT Event ID: 1102 (Hex)0x4435044e (cpqstmsg.dll)**

Log Severity: Information (1)

Event Title: Storage System Side Panel In Place.

Log Message: The side panel has been replaced on the %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4.

SNMP Trap: cpqSs3SidePanelInPlace - 8012 in CPQSTSYS.MIB

Symptom: Storage System side panel is in place. The side panel status has been set to in place. The storage system's side panel has returned to a properly installed state.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxSidePanelStatus

Supporting SNMP Trap Description: "Side panel is re-installed on unit."

**NT Event ID: 1104 (Hex)0x84350450 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fault Tolerant Power Supply Degraded.

Log Message: The fault tolerant power supply in the %6 %7 storage system connected to SCSI bus %5 of the controller in slot %4 has a degraded status. Restore power or replace any failed power supply.

SNMP Trap: cpqSs4PwrSupplyDegraded - 8015 in CPQSTSYS.MIB

Symptom: A storage system power supply status has been set to degraded.

User Action: Restore power or replace any failed storage system power supply.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxFitToIPwrSupplyStatus

Supporting SNMP Trap Description: "A storage system power supply unit has become degraded."

**NT Event ID: 1107 (Hex)0xc4350453 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: SCSI Tape Drive Status Change.

Log Message: The tape drive with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a new status of %2.

SNMP Trap: cpqTape4PhyDrvStatusChange - 5016 in CPQSCSI.MIB

Symptom: Tape Drive Status Change. The Storage Agent has detected a change in the status of a Tape drive. The current physical drive status is indicated in the cpqTapePhyDrvStatus variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapePhyDrvCntlIndex
- cpqTapePhyDrvBusIndex
- cpqTapePhyDrvScsIdIndex
- cpqTapePhyDrvStatus

Supporting SNMP Trap Description: "Status is now [cpqTapePhyDrvStatus]."

**NT Event ID: 1119 (Hex)0x8435045f (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Drive Head Needs Cleaning.

Log Message: The tape drive with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 needs to have a cleaning tape inserted and run.

SNMP Trap: cpqTape3PhyDrvCleaningRequired - 5008 in CPQSCSI.MIB

Symptom: Tape Drive Cleaning Required trap. The Insight Agent has detected a tape drive that needs to have a cleaning tape inserted and run. This causes the tape drive heads to be cleaned.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapePhyDrvCondition

Supporting SNMP Trap Description: "Status is now [cpqTapePhyDrvCondition]."

**NT Event ID: 1120 (Hex)0x84350460 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Drive Cleaning Tape Needs Replacing.

Log Message: The tape drive with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 needs the cleaning tape replaced.

SNMP Trap: cpqTape3PhyDrvCleanTapeReplace - 5009 in CPQSCSI.MIB

Symptom: Tape Drive Cleaning Tape Needs Replacing. The Insight Agent has detected that an autoloader tape unit has a cleaning tape that has been fully used and therefore needs to be replaced with a new cleaning tape.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapePhyDrvCondition

Supporting SNMP Trap Description: "Status is now [cpqTapePhyDrvCondition]."

**NT Event ID: 1121 (Hex)0x84350461 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: IDE Drive Status Degraded.

Log Message: The IDE drive %4 has a degraded status and should be scheduled for replacement.

SNMP Trap: cpqIdeDriveDegraded - 14001 in CPQIDE.MIB

Symptom: An IDE drive status has been set to degraded.

User Action: The drive should be scheduled for replacement. For detailed information on a component replacement, see the appropriate Maintenance and Service Guide.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqIdeIdentIndex

Supporting SNMP Trap Description: "IDE drive [cpqIdeIdentIndex] has become degraded."

**NT Event ID: 1122 (Hex)0x44350462 (cpqstmsg.dll)**

Log Severity: Information (1)

Event Title: IDE Drive Status OK.

Log Message: The IDE drive %4 has returned to a normal operating condition.

SNMP Trap: cpqIdeDriveOk - 14002 in CPQIDE.MIB

Symptom: An IDE drive status has been set to OK.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqIdeIdentIndex

Supporting SNMP Trap Description: "IDE drive [cpqIdeIdentIndex] has returned to normal operating condition."

**NT Event ID: 1145 (Hex)0xc4350479 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Logical Drive Status Change.

Log Message: Logical drive number %5 on array "%4" has a new status of %6.

SNMP Trap: cpqExtArrayLogDrvStatusChange - 16022 in CPQFCA.MIB

Symptom: External Array Logical Drive Status Change. This trap indicates that the agent has detected a change in the status of an External Array logical drive. The variable cpqFcaLogDrvStatus indicates the current logical drive status.

User Action: If the logical drive status is failed, examine the array for failed drives that need replacement.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqFcaLogDrvBoxIndex
- cpqFcaLogDrvIndex
- cpqFcaLogDrvStatus
- cpqFcaLogDrvOsName
- cpqFcaLogDrvFaultTol
- cpqFcaLogDrvSize

Supporting SNMP Trap Description: "Status is now [cpqFcaLogDrvStatus]."

**NT Event ID: 1146 (Hex)0xc435047a (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Physical Drive Status Change.

Log Message: The physical drive in port %5, bay %6 on array "%4" has a new status of %7.

SNMP Trap: cpqFca2PhyDrvStatusChange - 16016 in CPQFCA.MIB

Symptom: External Array Physical Drive Status Change. This trap indicates that the agent has detected a change in the status of a physical drive. The variable `cpqFcaPhyDrvStatus` indicates the current physical drive status.

User Action: If the physical drive status is `threshExceeded(4)`, `predictiveFailure(5)` or `failed(6)`, replace the drive.

Supporting SNMP Trap Data:

- `sysName`
- `cpqHoTrapFlags`
- `cpqSsChassisName`
- `cpqSsChassisTime`
- `cpqFcaPhyDrvBusNumber`
- `cpqFcaPhyDrvBay`
- `cpqFcaPhyDrvStatus`
- `cpqFcaPhyDrvModel`
- `cpqFcaPhyDrvSerialNum`
- `cpqFcaPhyDrvFWRev`
- `cpqFcaPhyDrvFailureCode`

Supporting SNMP Trap Description: "Status is now [`cpqFcaPhyDrvStatus`] for a physical drive on bus [`cpqFcaPhyDrvBusNumber`], bay [`cpqFcaPhyDrvBay`]."

**NT Event ID: 1147 (Hex)0xc435047b (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Spare Drive Status Change.

Log Message: The spare drive in port %5, bay %6 on array "%4" has a new status of %7.

SNMP Trap: `cpqFcaSpareStatusChange` - 16002 in CPQFCA.MIB

Symptom: External Array Spare Drive Status Change. This trap indicates that the agent has detected a change in the status of an External Channel Array spare drive. The variable `cpqFcaSpareStatus` indicates the current spare drive status. The variable `cpqFcaSpareBusNumber` indicates the SCSI bus number associated with this drive.

User Action: If the spare drive status is `failed`, replace the drive.

Supporting SNMP Trap Data:

- `sysName`
- `cpqHoTrapFlags`
- `cpqSsChassisName`
- `cpqSsChassisTime`
- `cpqFcaSpareBusNumber`
- `cpqFcaSpareBay`
- `cpqFcaSpareStatus`

Supporting SNMP Trap Description: "Spare Status is now [`cpqFcaSpareStatus`] on bus [`cpqFcaSpareBusNumber`]."

**NT Event ID: 1148 (Hex)0xc435047c (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Accelerator Status Change.

Log Message: The array accelerator board attached to the external controller in I/O slot %5 of array "%4" has a new status of %6.

SNMP Trap: cpqFca2AccelStatusChange - 16017 in CPQFCA.MIB

Symptom: External Array Accelerator Board Status Change. This trap indicates that the agent has detected a change in the status of an Array Accelerator Cache Board. The current status is represented by the variable cpqFcaAccelStatus.

User Action: If the accelerator board status is permDisabled(5), you may need to replace the accelerator board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqFcaAccelBoxIoSlot
- cpqFcaAccelStatus
- cpqFcaCntlrModel
- cpqFcaAccelSerialNumber
- cpqFcaAccelTotalMemory
- cpqFcaAccelErrCode

Supporting SNMP Trap Description: "Status is now [cpqFcaAccelStatus]."

**NT Event ID: 1149 (Hex)0xc435047d (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Accelerator Bad Data.

Log Message: The array accelerator board attached to the external controller in I/O slot %5 of array "%4" is reporting that it contains bad cached data.

SNMP Trap: cpqFca2AccelBadDataTrap - 16018 in CPQFCA.MIB

Symptom: External Array Accelerator Board Bad Data. This trap indicates that the agent has detected an Array Accelerator Cache Board that has lost battery power. If data was being stored in the accelerator memory when the system lost power, that data has been lost.

User Action: Verify that no data has been lost.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqFcaAccelBoxIoSlot
- cpqFcaCntlrModel
- cpqFcaAccelSerialNumber



- cpqFcaAccelTotalMemory

Supporting SNMP Trap Description: "Accelerator lost battery power. Data Loss possible."

**NT Event ID: 1150 (Hex)0xc435047e (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Accelerator Battery Failed.

Log Message: The array accelerator board attached to the external controller in I/O slot %5 of array "%4" is reporting a battery failure.

SNMP Trap: cpqFca2AccelBatteryFailed - 16019 in CPQFCA.MIB

Symptom: External Array Accelerator Board Battery failed. This trap indicates that the agent has detected a battery failure associated with the Array Accelerator Cache Board.

User Action: Replace the Accelerator Cache Board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqFcaAccelBoxIoSlot
- cpqFcaCntlrModel
- cpqFcaAccelSerialNumber
- cpqFcaAccelTotalMemory

Supporting SNMP Trap Description: "Battery status is failed."

**NT Event ID: 1151 (Hex)0xc435047f (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: External Array Controller Status Change.

Log Message: The external controller in I/O slot %5 of array "%4" has a new status of %6.

SNMP Trap: cpqFca2CntlrStatusChange - 16020 in CPQFCA.MIB

Symptom: External Array Controller Status Change. This trap indicates that the agent has detected a change in the status of an External Array Controller. The variable cpqFcaCntlrStatus indicates the current controller status.

User Action: If the controller status is offline(4), access to the storage box has been lost. Check the storage box and all fibre channel connections for problems.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqFcaCntlrBoxIoSlot
- cpqFcaCntlrStatus
- cpqFcaCntlrModel

- cpqFcaCntlrSerialNumber
- cpqFcaAcceITotalMemory

Supporting SNMP Trap Description: "Status is now [cpqFcaCntlrStatus]."

**NT Event ID: 1152 (Hex)0x84350480 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fan Module Status Change.

Log Message: Storage system "%4" fan module at location %5 has a new status of %6.

SNMP Trap: cpqSsEx2FanStatusChange - 8020 in CPQSTSYS.MIB

Symptom: Storage system fan status change. The agent has detected a change in the fan module status of a storage system. The variable cpqSsFanModuleStatus indicates the current fan status.

User Action: If the fan status is degraded or failed, replace any failed fans.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsFanModuleLocation
- cpqSsFanModuleStatus
- cpqSsFanModuleSerialNumber
- cpqSsFanModuleBoardRevision

Supporting SNMP Trap Description: "Storage system fan status changed to [cpqSsFanModuleStatus]."

**NT Event ID: 1153 (Hex)0x84350481 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Power Supply Status Change.

Log Message: Storage system "%4" power supply in bay %5 has a new status of %6.

SNMP Trap: cpqSsEx2PowerSupplyStatusChange - 8021 in CPQSTSYS.MIB

Symptom: Storage system power supply status change. The agent has detected a change in the power supply status of a storage system. The variable cpqSsPowerSupplyStatus indicates the current status.

User Action: If the power supply status is failed, restore power or replace the failed power supply.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsPowerSupplyBay
- cpqSsPowerSupplyStatus
- cpqSsPowerSupplySerialNumber
- cpqSsPowerSupplyBoardRevision

- cpqSsPowerSupplyFirmwareRevision

Supporting SNMP Trap Description: "Storage system power supply status changed to [cpqSsPowerSupplyStatus]."

**NT Event ID: 1154 (Hex)0x84350482 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Power Supply UPS Status Change.

Log Message: The UPS attached to storage system "%4" power supply bay %5 has a new status of %7.

SNMP Trap: cpqSsExPowerSupplyUpsStatusChange - 8018 in CPQSTSYS.MIB

Symptom: Storage system power supply UPS status change. The agent has detected a change status of a UPS attached to a storage system power supply. The variable cpqSsPowerSupplyUpsStatus indicates the current status.

User Action: If the UPS status is powerFailed(4) or batteryLow(5), restore power to the UPS.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsPowerSupplyBay
- cpqSsPowerSupplyUpsStatus

Supporting SNMP Trap Description: "Storage system power supply UPS status changed to [cpqSsPowerSupplyUpsStatus]."

**NT Event ID: 1155 (Hex)0x84350483 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Temperature Sensor Status Change.

Log Message: Storage system "%4" temperature sensor at location %5 has a new status of %6 and a current temperature value of %7 celsius.

SNMP Trap: cpqSsExTempSensorStatusChange - 8019 in CPQSTSYS.MIB

Symptom: Storage system temperature sensor status change. The agent has detected a change in the status of a storage system temperature sensor. The variable cpqSsTempSensorStatus indicates the current status.

User Action: If the temperature status is degraded or failed, shut down the storage system as soon as possible. Be sure that the storage system environment is being cooled properly and that no components are overheated.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsTempSensorLocation
- cpqSsTempSensorStatus
- cpqSsTempSensorCurrentValue

Supporting SNMP Trap Description: "Storage system temperature sensor status changed to [cpqSsTempSensorStatus]."

**NT Event ID: 1156 (Hex)0x84350484 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Library Failed.

Log Message: The SCSI tape library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has encountered an error.

SNMP Trap: cpqTape3LibraryFailed - 5010 in CPQSCSI.MIB

Symptom: Tape Library Error. The Insight Agent has detected that an autoloader unit has encountered an error.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapeLibrarySerialNumber

Supporting SNMP Trap Description: "Tape library [cpqTapeLibrarySerialNumber] is not operational."

**NT Event ID: 1157 (Hex)0x84350485 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Library OK.

Log Message: The SCSI tape library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has recovered from errors.

SNMP Trap: cpqTape3LibraryOkay - 5011 in CPQSCSI.MIB

Symptom: Tape Library Okay. The Insight Agent has detected that an autoloader unit has recovered from errors.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapeLibrarySerialNumber

Supporting SNMP Trap Description: "Tape Library [cpqTapeLibrarySerialNumber] Recovered."

**NT Event ID: 1158 (Hex)0x84350486 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Library Degraded.

Log Message: The SCSI tape library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 is in a degraded condition.

SNMP Trap: cpqTape3LibraryDegraded - 5012 in CPQSCSI.MIB

Symptom: Tape Library Degraded. The Insight Agent has detected that an autoloader unit is in a degraded condition.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapeLibrarySerialNumber

Supporting SNMP Trap Description: "Tape library [cpqTapeLibrarySerialNumber] is in a degraded condition."

**NT Event ID: 1159 (Hex)0x84350487 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Library Door Open.

Log Message: The SCSI tape library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a door open, so the unit is not operational.

SNMP Trap: cpqTape3LibraryDoorOpen - 5013 in CPQSCSI.MIB

Symptom: Tape Library Door Open. The Insight Agent has detected that the door on an autoloader is open, so the unit is not operational.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapeLibrarySerialNumber

Supporting SNMP Trap Description: "Tape library [cpqTapeLibrarySerialNumber] door opened."

**NT Event ID: 1160 (Hex)0x84350488 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Library Door Closed.

Log Message: The SCSI tape library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a closed door and is now operational.

SNMP Trap: cpqTape3LibraryDoorClosed - 5014 in CPQSCSI.MIB

Symptom: Tape Library Door Closed. The Insight Agent has detected that the door on an autoloader has closed.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapeLibrarySerialNumber

Supporting SNMP Trap Description: "Tape library [cpqTapeLibrarySerialNumber] door closed."

**NT Event ID: 1161 (Hex)0xc4350489 (cpqstmsg.dll)**

Log Severity: Error (3)

Event Title: SCSI CD Library Status Change.

Log Message: The CD Library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a new status of %2.

SNMP Trap: cpqScsiCdLibraryStatusChange - 5015 in CPQSCSI.MIB

Symptom: CD Library Status Change. The Insight Agent has detected a change in the status of a CD Library device. The current CD Library status is indicated in the cpqScsiCdLibraryStatus variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqCdLibraryCntlIndex

- cpqCdLibraryBusIndex
- cpqCdLibraryScsildIndex
- cpqCdLibraryStatus

Supporting SNMP Trap Description: "Status is now [cpqCdLibraryStatus]."

**NT Event ID: 1164 (Hex)0x8435048c (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Controller Status Change.

Log Message: The Drive Array Controller in slot %4 has a new status of %5.

SNMP Trap: cpqDa5CntlrStatusChange - 3028 in CPQIDA.MIB

Symptom: Controller Status Change. This trap indicates that the agent has detected a change in the status of a drive array controller. The variable cpqDaCntlrBoardStatus indicates the current controller status.

User Action: If the board status is generalFailure(3), you may need to replace the controller. If the board status is cableProblem(4), check the cable connections between the controller and the storage system.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrSlot
- cpqDaCntlrBoardStatus
- cpqDaCntlrModel
- cpqDaCntlrSerialNumber
- cpqDaCntlrFWRev
- cpqDaAccelTotalMemory

Supporting SNMP Trap Description: "Status is now [cpqDaCntlrBoardStatus]."

**NT Event ID: 1165 (Hex)0x8435048d (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Controller Active.

Log Message: The Drive Array Controller in slot %4 has become the active controller.

SNMP Trap: cpqDaCntlrActive - 3016 in CPQIDA.MIB

Symptom: Controller Active. This trap indicates that the agent has detected that a backup array controller in a duplexed pair has switched over to the active role. The variable cpqDaCntlrSlot indicates the active controller slot, and cpqDaCntlrPartnerSlot indicates the backup.

User Action: Check the partner controller for problems. If this was the result of a user initiated switch-over, no action is required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrSlot
- cpqDaCntlrPartnerSlot

Supporting SNMP Trap Description: "Controller in slot [cpqDaCntlrSlot] is now active."

**NT Event ID: 1173 (Hex)0x84350495 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Tape Controller Status Change.

Log Message: Fibre Channel tape controller with world wide name "%4" has a new status of %5.

SNMP Trap: cpqFcTapeCntlrStatusChange - 16008 in CPQFCA.MIB

Symptom: Fibre Channel Tape Controller Status Change. This trap indicates that the agent has detected a change in the status of a Fiber Channel Tape Controller. The variable cpqFcTapeCntlrStatus indicates the current tape controller status. The variable cpqFcTapeCntlrWWN indicates the unique tape controller world wide name associated with this controller.

User Action: If the tape controller status is offline, access to the tape library and tapes has been lost. Check the tape library and all Fibre connections for problems.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeCntlrWWN
- cpqFcTapeCntlrStatus

Supporting SNMP Trap Description: "Status is now [cpqFcTapeCntlrStatus] for tape controller [cpqFcTapeCntlrWWN]."

**NT Event ID: 1174 (Hex)0x84350496 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Tape Library Status Change.

Log Message: The Fibre Channel tape library on tape controller with world wide name "%4", SCSI bus %5, SCSI target %6, has a new status of %7.

SNMP Trap: cpqFcTapeLibraryStatusChange - 16009 in CPQFCA.MIB

Symptom: Fibre Channel Tape Library Status Change. This trap indicates that the agent has detected a change in the status of a Fiber Channel Tape library. The variable cpqFcTapeLibraryStatus indicates the current tape library status. The variable cpqFcTapeLibraryScsiTarget indicates the SCSI ID of the tape library.

User Action: If the tape library is failed or is offline, check the tape library front panel and all fibre channel connections.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeCntlrWWN
- cpqFcTapeLibraryScsiBus
- cpqFcTapeLibraryScsiTarget
- cpqFcTapeLibraryScsiLun
- cpqFcTapeLibraryStatus

Supporting SNMP Trap Description: "Status is now [cpqFcTapeLibraryStatus] for the tape library."

**NT Event ID: 1175 (Hex)0x84350497 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Tape Library Door Status Change.

Log Message: The Fibre Channel tape library on tape controller with world wide name "%4", SCSI bus %5, SCSI target %6, has a new door status of %7.

SNMP Trap: cpqFcTapeLibraryDoorStatusChange - 16010 in CPQFCA.MIB

Symptom: Fibre Channel Tape Library Door Status Change. This trap indicates that the agent has detected a change in the door status of a Fiber Channel Tape library. The variable cpqFcTapeLibraryDoorStatus indicates the current tape library door status. The variable cpqFcTapeLibraryScsiTarget indicates the SCSI ID of the tape library.

User Action: If the tape library door is open, close the tape library door.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeCntlrWWN
- cpqFcTapeLibraryScsiBus
- cpqFcTapeLibraryScsiTarget
- cpqFcTapeLibraryScsiLun
- cpqFcTapeLibraryDoorStatus

Supporting SNMP Trap Description: "The door is [cpqFcTapeLibraryDoorStatus] for tape library."

**NT Event ID: 1176 (Hex)0x84350498 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Tape Drive Status Change.

Log Message: The Fibre Channel tape drive on tape controller with world wide name "%4", SCSI bus %5, SCSI target %6, has a new status of %7.

SNMP Trap: cpqFcTapeDriveStatusChange - 16011 in CPQFCA.MIB

Symptom: Fibre Channel Tape Drive Status Change. This trap indicates that the agent has detected a change in the status of a Fiber Channel Tape Drive. The variable cpqFcTapeDriveStatus indicates the current tape status. The variable cpqFcTapeDriveScsiTarget indicates the SCSI ID of the tape drive.

User Action: If the tape is failed or is offline, check the tape and all fibre channel connections.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeCntlrWWN
- cpqFcTapeDriveScsiBus
- cpqFcTapeDriveScsiTarget
- cpqFcTapeDriveScsiLun
- cpqFcTapeDriveStatus

Supporting SNMP Trap Description: "Status is now [cpqFcTapeDriveStatus] for a tape drive."

**NT Event ID: 1177 (Hex)0x84350499 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Tape Drive Cleaning Required.



Log Message: The Fibre Channel tape drive on tape controller with world wide name "%4", SCSI bus %5, SCSI target %6, requires cleaning.

SNMP Trap: cpqFcTapeDriveCleaningRequired - 16012 in CPQFCA.MIB

Symptom: Fibre Channel Tape Drive Cleaning Required trap. The agent has detected a tape drive that needs to have a cleaning tape inserted and run. This causes the tape drive heads to be cleaned.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeCntlrWWN
- cpqFcTapeDriveScsiBus
- cpqFcTapeDriveScsiTarget
- cpqFcTapeDriveScsiLun

Supporting SNMP Trap Description: "Cleaning is needed for tape drive."

**NT Event ID: 1178 (Hex)0x8435049a (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Tape Drive Replace Cleaning Tape.

Log Message: The cleaning tape in the Fibre Channel tape drive on tape controller with world wide name "%4", SCSI bus %5, SCSI target %6, needs to be replaced.

SNMP Trap: cpqFcTapeDriveCleanTapeReplace - 16013 in CPQFCA.MIB

Symptom: Fibre Channel Tape Drive Cleaning Tape Needs Replacing. The agent has detected that an autoloader tape unit has a cleaning tape that has been fully used and therefore needs to be replaced with a new cleaning tape.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeCntlrWWN
- cpqFcTapeDriveScsiBus
- cpqFcTapeDriveScsiTarget
- cpqFcTapeDriveScsiLun

Supporting SNMP Trap Description: "Cleaning tape needs replacing."

**NT Event ID: 1179 (Hex)0x8435049b (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: External Array Controller Active.

Log Message: The external controller in I/O slot %5 of array "%4" has become the active controller.

SNMP Trap: cpqFcaCntlrActive - 16014 in CPQFCA.MIB

Symptom: Fibre Array Controller Active. This trap indicates that the Storage Agent has detected that a backup array controller in a duplexed pair has switched over to the active role. The variable cpqFcaCntlrBoxIoSlot indicates the new active controller index.

User Action: Check the partner controller for problems. If this was the result of a user initiated switch-over, no action is required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqFcaCntlrBoxIoSlot

Supporting SNMP Trap Description: "Controller in I/O slot [cpqFcaCntlrBoxIoSlot] is now active on chassis [cpqSsChassisName]."

**NT Event ID: 1180 (Hex)0x8435049c (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Library Status Change.

Log Message: The tape library in slot %4, SCSI bus %5, SCSI target %6 has a new status of %7

SNMP Trap: cpqDa2TapeLibraryStatusChange - 3031 in CPQIDA.MIB

Symptom: Tape Library Status Change. This trap indicates that the agent has detected a change in the status of a tape library. The variable cpqDaTapeLibraryStatus indicates the current tape library status. The variable cpqDaTapeLibraryScsiTarget indicates the SCSI ID of the tape library.

User Action: If the tape library is failed, check the tape library front panel.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaTapeLibraryCntlrIndex
- cpqDaTapeLibraryScsiBus
- cpqDaTapeLibraryScsiTarget
- cpqDaTapeLibraryScsiLun
- cpqDaTapeLibraryModel
- cpqDaTapeLibraryFWRev
- cpqDaTapeLibrarySerialNumber
- cpqDaTapeLibraryStatus

Supporting SNMP Trap Description: "Status is now [cpqDaTapeLibraryStatus] for the tape library."

**NT Event ID: 1181 (Hex)0x8435049d (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Library Door Status Change.

Log Message: The tape library in slot %4, SCSI bus %5, SCSI target %6 has a new door status of %7.

SNMP Trap: cpqDaTapeLibraryDoorStatusChange - 3021 in CPQIDA.MIB

Symptom: Tape Library Door Status Change. This trap indicates that the agent has detected a change in the door status of a tape library. The variable cpqDaTapeLibraryDoorStatus indicates the current tape library door status. The variable cpqDaTapeLibraryScsiTarget indicates the SCSI ID of the tape library.

User Action: If the tape library door is open, close the tape library door.

Supporting SNMP Trap Data:

- sysName

- cpqHoTrapFlags
- cpqDaTapeLibraryCntlrlIndex
- cpqDaTapeLibraryScsiBus
- cpqDaTapeLibraryScsiTarget
- cpqDaTapeLibraryScsiLun
- cpqDaTapeLibraryDoorStatus

Supporting SNMP Trap Description: "The door is [cpqDaTapeLibraryDoorStatus] for tape library."

**NT Event ID: 1182 (Hex)0x8435049e (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Drive Status Change.

Log Message: The tape drive in slot %4, SCSI bus %5, SCSI target %6 has a new status of %7.

SNMP Trap: cpqDa2TapeDriveStatusChange - 3032 in CPQIDA.MIB

Symptom: Tape Drive Status Change. This trap indicates that the agent has detected a change in the status of a tape drive. The variable cpqDaTapeDrvStatus indicates the current tape status. The variable cpqDaTapeDrvScsildIndex indicates the SCSI ID of the tape drive.

User Action: If the tape is failed, check the tape and all SCSI connections.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaTapeDrvCntlrlIndex
- cpqDaTapeDrvBusIndex
- cpqDaTapeDrvScsildIndex
- cpqDaTapeDrvLunIndex
- cpqDaTapeDrvName
- cpqDaTapeDrvFwRev
- cpqDaTapeDrvSerialNumber
- cpqDaTapeDrvStatus

Supporting SNMP Trap Description: "Status is now [cpqDaTapeDrvStatus] for a tape drive."

**NT Event ID: 1183 (Hex)0x8435049f (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Drive Cleaning Required.

Log Message: The tape drive in slot %4, SCSI bus %5, SCSI target %6 requires cleaning.

SNMP Trap: cpqDaTapeDriveCleaningRequired - 3023 in CPQIDA.MIB

Symptom: Tape Drive Cleaning Required trap. The agent has detected a tape drive that needs to have a cleaning tape inserted and run. This causes the tape drive heads to be cleaned.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

- cpqDaTapeDrvCntlrIndex
- cpqDaTapeDrvBusIndex
- cpqDaTapeDrvScsildIndex
- cpqDaTapeDrvLunIndex

Supporting SNMP Trap Description: "Cleaning is needed for the tape drive."

**NT Event ID: 1184 (Hex)0x843504a0 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Drive Replace Cleaning Tape.

Log Message: The cleaning tape in the tape drive in slot %4, SCSI bus %5, SCSI target %6 needs to be replaced.

SNMP Trap: cpqDaTapeDriveCleanTapeReplace - 3024 in CPQIDA.MIB

Symptom: Tape Drive Cleaning Tape Needs Replacing. The agent has detected that an autoloader tape unit has a cleaning tape that has been fully used and therefore needs to be replaced with a new cleaning tape.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaTapeDrvCntlrIndex
- cpqDaTapeDrvBusIndex
- cpqDaTapeDrvScsildIndex
- cpqDaTapeDrvLunIndex

Supporting SNMP Trap Description: "Cleaning tape needs replacing."

**NT Event ID: 1185 (Hex)0x843504a1 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Controller Status Change.

Log Message: The Fibre Channel Controller in slot %4 has a new status of %5.

SNMP Trap: cpqFca2HostCntlrStatusChange - 16021 in CPQFCA.MIB

Symptom: Fibre Channel Host Controller Status Change. This trap indicates that the agent has detected a change in the status of a Fibre Channel Host Controller. The variable cpqFcaHostCntlrStatus indicates the current controller status.

User Action: If the controller status is failed, replace the controller.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcaHostCntlrSlot
- cpqFcaHostCntlrStatus
- cpqFcaHostCntlrModel
- cpqFcaHostCntlrWorldWideName

Supporting SNMP Trap Description: "Host controller in slot [cpqFcaHostCntlrSlot] has a new status of [cpqFcaHostCntlrStatus]."

**NT Event ID: 1186 (Hex)0x843504a2 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: IDE ATA Disk Status Change.

Log Message: The ATA disk drive with model %6 and serial number %7 has a new status of %2.

SNMP Trap: cpqldeAtaDiskStatusChange - 14004 in CPQIDE.MIB

Symptom: ATA Disk Status Change. This trap indicates that the agent has detected a change in the status of an ATA disk drive. The variable cpqldeAtaDiskStatus indicates the current disk drive status.

User Action: If the physical drive status is smartError(3), failed(4) or ssdWearOut(5) replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqldeAtaDiskControllerIndex
- cpqldeAtaDiskIndex
- cpqldeAtaDiskModel
- cpqldeAtaDiskFwRev
- cpqldeAtaDiskSerialNumber
- cpqldeAtaDiskStatus
- cpqldeAtaDiskChannel
- cpqldeAtaDiskNumber

Supporting SNMP Trap Description: "Status is now [cpqldeAtaDiskStatus] for the ATA disk."

**NT Event ID: 1187 (Hex)0x843504a3 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: ATA RAID Logical Drive Status Change.

Log Message: ATA RAID logical drive number %6 on the "%5" in slot %4 has a new status of %2.

SNMP Trap: cpqldeLogicalDriveStatusChange - 14005 in CPQIDE.MIB

Symptom: IDE Logical Drive Status Change. This trap indicates that the agent has detected a change in the status of an IDE logical drive. The variable cpqldeLogicalDriveStatus indicates the current logical drive status.

User Action: If the logical drive status is failed(5), examine the array for failed drives that need replacement.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqldeControllerModel
- cpqldeControllerSlot
- cpqldeLogicalDriveControllerIndex
- cpqldeLogicalDriveIndex
- cpqldeLogicalDriveStatus

Supporting SNMP Trap Description: "Status is now [cpqldeLogicalDriveStatus] for the IDE logical drive."

**NT Event ID: 1188 (Hex)0x843504a4 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fan Status Change.

Log Message: An enclosure attached to port %5 of storage system "%4" has a new fan status of %7. The enclosure model is "%6".

SNMP Trap: cpqSsExBackplaneFanStatusChange - 8022 in CPQSTSYS.MIB

Symptom: Storage System Fan Status Change. The agent has detected a change in the fan status of a storage system. The variable cpqSsBackplaneFanStatus indicates the current fan status.

User Action: If the fan status is degraded or failed, replace any failed fans.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsBackplaneIndex
- cpqSsBackplaneVendor
- cpqSsBackplaneModel
- cpqSsBackplaneSerialNumber
- cpqSsBackplaneFanStatus

Supporting SNMP Trap Description: "Storage system fan status changed to [cpqSsBackplaneFanStatus]."

**NT Event ID: 1189 (Hex)0x843504a5 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Temperature Status Change.

Log Message: An enclosure attached to port %5 of storage system "%4" has a new temperature status of %7. The enclosure model is "%6".

SNMP Trap: cpqSsExBackplaneTempStatusChange - 8023 in CPQSTSYS.MIB

Symptom: Storage System Temperature Status Change. The agent has detected a change in the status of the temperature in a storage system. The variable cpqSsBackplaneTempStatus indicates the current status.

User Action: If the temperature status is degraded or failed, shut down the storage system as soon as possible. Be sure that the storage system environment is being cooled properly and that no components are overheated.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsBackplaneIndex
- cpqSsBackplaneVendor

- cpqSsBackplaneModel
- cpqSsBackplaneSerialNumber
- cpqSsBackplaneTempStatus

Supporting SNMP Trap Description: "Storage system temperature status changed to [cpqSsBackplaneTempStatus]."

**NT Event ID: 1190 (Hex)0x843504a6 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Power Supply Status Change.

Log Message: An enclosure attached to port %5 of storage system "%4" has a new power supply status of %7. The enclosure model is "%6".

SNMP Trap: cpqSsExBackplanePowerSupplyStatusChange - 8024 in CPQSTSYS.MIB

Symptom: Storage System Power Supply Status Change. The agent has detected a change in the power supply status of a storage system. The variable cpqSsBackplaneFtpsStatus indicates the current status.

User Action: If the power supply status is degraded, restore power or replace the failed power supply.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsBackplaneIndex
- cpqSsBackplaneVendor
- cpqSsBackplaneModel
- cpqSsBackplaneSerialNumber
- cpqSsBackplaneFtpsStatus

Supporting SNMP Trap Description: "Storage system power supply status changed to [cpqSsBackplaneFtpsStatus]."

**NT Event ID: 1191 (Hex)0x843504a7 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Library Status Change.

Log Message: The tape library with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a new status of %7.

SNMP Trap: cpqTapeLibraryStatusChange - 5018 in CPQSCSI.MIB

Symptom: Tape Library Status Change. The Storage Agent has detected a change in the status of a tape library. The current tape library status is indicated in the cpqTapeLibraryState variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapeLibraryCntlrIndex
- cpqTapeLibraryBusIndex

- cpqTapeLibraryScsildIndex
- cpqTapeLibraryLunIndex
- cpqTapeLibraryName
- cpqTapeLibraryFwRev
- cpqTapeLibrarySerialNumber
- cpqTapeLibraryState

Supporting SNMP Trap Description: "Status is now [cpqTapeLibraryState]."

**NT Event ID: 1192 (Hex)0x843504a8 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SCSI Tape Drive Status Change.

Log Message: The tape drive with SCSI target %6 connected to SCSI bus %5 of the controller in slot %4 has a new status of %2.

SNMP Trap: cpqTape5PhyDrvStatusChange - 5019 in CPQSCSI.MIB

Symptom: Tape Drive Status Change. The Storage Agent has detected a change in the status of a tape drive. The current physical drive status is indicated in the cpqTapePhyDrvStatus variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqTapePhyDrvCntlrIndex
- cpqTapePhyDrvBusIndex
- cpqTapePhyDrvScsildIndex
- cpqTapePhyDrvLunIndex
- cpqTapePhyDrvName
- cpqTapePhyDrvFwRev
- cpqTapePhyDrvSerialNumber
- cpqTapePhyDrvStatus

Supporting SNMP Trap Description: "Status is now [cpqTapePhyDrvStatus]."

**NT Event ID: 1193 (Hex)0x843504a9 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: External Tape Drive Status Change.

Log Message: The tape drive at location "%4", has a new status of %7.

SNMP Trap: cpqExtTapeDriveStatusChange - 16023 in CPQFCA.MIB

Symptom: External Tape Drive Status Change. This trap indicates that the agent has detected a change in the status of an External Tape Drive. The variable cpqFcTapeDriveStatus indicates the current tape status.

User Action: If the tape is failed or is offline, check the tape and all connections.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags



- cpqFcTapeDriveCntlIndex
- cpqFcTapeDriveScsiBus
- cpqFcTapeDriveScsiTarget
- cpqFcTapeDriveScsiLun
- cpqFcTapeDriveModel
- cpqFcTapeDriveFWRev
- cpqFcTapeDriveSerialNumber
- cpqFcTapeDriveLocation
- cpqFcTapeDriveStatus

Supporting SNMP Trap Description: "Status is now [cpqFcTapeDriveStatus] for a tape drive."

**NT Event ID: 1194 (Hex)0x843504aa (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: External Tape Drive Cleaning Required.

Log Message: The tape drive at location "%4" requires cleaning.

SNMP Trap: cpqExtTapeDriveCleaningRequired - 16024 in CPQFCA.MIB

Symptom: External Tape Drive Cleaning Required trap. The agent has detected a tape drive that needs to have a cleaning tape inserted and run. This causes the tape drive heads to be cleaned.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeDriveCntlIndex
- cpqFcTapeDriveScsiBus
- cpqFcTapeDriveScsiTarget
- cpqFcTapeDriveScsiLun
- cpqFcTapeDriveModel
- cpqFcTapeDriveFWRev
- cpqFcTapeDriveSerialNumber
- cpqFcTapeDriveLocation

Supporting SNMP Trap Description: "Cleaning is needed for tape drive."

**NT Event ID: 1195 (Hex)0x843504ab (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: External Tape Drive Replace Cleaning Tape.

Log Message: The cleaning tape in the tape drive at location "%4" needs to be replaced.

SNMP Trap: cpqExtTapeDriveCleanTapeReplace - 16025 in CPQFCA.MIB

Symptom: External Tape Drive Cleaning Tape Needs Replacing. The agent has detected that an autoloader tape unit has a cleaning tape that has been fully used and therefore needs to be replaced with a new cleaning tape.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeDriveCntlIndex
- cpqFcTapeDriveScsiBus
- cpqFcTapeDriveScsiTarget
- cpqFcTapeDriveScsiLun
- cpqFcTapeDriveModel
- cpqFcTapeDriveFWRev
- cpqFcTapeDriveSerialNumber
- cpqFcTapeDriveLocation

Supporting SNMP Trap Description: "Cleaning tape needs replacing."

**NT Event ID: 1196 (Hex)0x843504ac (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Recovery Server Option Status Change.

Log Message: Storage system "%4" has a new RSO status of %5.

SNMP Trap: cpqSsExRecoveryServerStatusChange - 8025 in CPQSTSYS.MIB

Symptom: Storage System Recovery Server Option Status Change. The agent has detected a change in the recovery server option status of a storage system. The variable cpqSsChassisRsoStatus indicates the current status.

User Action: If the RSO status is noSecondary(6) or linkDown(7), Be sure that the secondary server is operational and that all cables are connected properly. If the RSO status is secondaryRunningAuto(8) or secondaryRunningUser(9), examine the primary server for failed components.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsChassisName
- cpqSsChassisTime
- cpqSsChassisRsoStatus
- cpqSsChassisIndex

Supporting SNMP Trap Description: "Storage system recovery server option status changed to [cpqSsChassisRsoStatus]."

**NT Event ID: 1197 (Hex)0x843504ad (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: External Tape Library Status Change.

Log Message: The tape library at location "%4", has a new status of %7.

SNMP Trap: cpqExtTapeLibraryStatusChange - 16026 in CPQFCA.MIB

Symptom: External Tape Library Status Change. This trap indicates that the agent has detected a change in the status of an External Tape library. The variable cpqFcTapeLibraryStatus indicates the current tape library status.

User Action: If the tape library is failed or is offline, check the tape library front panel and all connections.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeLibraryCntlrlIndex
- cpqFcTapeLibraryScsiBus
- cpqFcTapeLibraryScsiTarget
- cpqFcTapeLibraryScsiLun
- cpqFcTapeLibraryModel
- cpqFcTapeLibraryFWRev
- cpqFcTapeLibrarySerialNumber
- cpqFcTapeLibraryLocation
- cpqFcTapeLibraryStatus

Supporting SNMP Trap Description: "Status is now [cpqFcTapeLibraryStatus] for the tape library."

**NT Event ID: 1198 (Hex)0x843504ae (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: External Tape Library Door Status Change.

Log Message: The tape library at location "%4", has a new door status of %7.

SNMP Trap: cpqExtTapeLibraryDoorStatusChange - 16027 in CPQFCA.MIB

Symptom: External Tape Library Door Status Change. This trap indicates that the agent has detected a change in the door status of an External Tape library. The variable cpqFcTapeLibraryDoorStatus indicates the current tape library door status.

User Action: If the tape library door is open, close the tape library door.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcTapeLibraryCntlrlIndex
- cpqFcTapeLibraryScsiBus
- cpqFcTapeLibraryScsiTarget
- cpqFcTapeLibraryScsiLun
- cpqFcTapeLibraryModel
- cpqFcTapeLibraryFWRev
- cpqFcTapeLibrarySerialNumber
- cpqFcTapeLibraryLocation
- cpqFcTapeLibraryDoorStatus

Supporting SNMP Trap Description: "The door is [cpqFcTapeLibraryDoorStatus] for tape library."

**NT Event ID: 1199 (Hex)0x843504af (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Controller Status Change.

Log Message: The Drive Array Controller in %7 has a new status of %5.

SNMP Trap: cpqDa6CntlrStatusChange - 3033 in CPQIDA.MIB

Symptom: Controller Status Change. This trap indicates that the agent has detected a change in the status of a drive array controller. The variable cpqDaCntlrBoardStatus indicates the current controller status.

User Action: If the board status is generalFailure(3), you may need to replace the controller. If the board status is cableProblem(4), check the cable connections between the controller and the storage system.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaCntlrIndex
- cpqDaCntlrBoardStatus
- cpqDaCntlrModel
- cpqDaCntlrSerialNumber
- cpqDaCntlrFWRev
- cpqDaAccelTotalMemory

Supporting SNMP Trap Description: "Status is now [cpqDaCntlrBoardStatus]."

## Event Identifiers 1200-1294

### **NT Event ID: 1200 (Hex)0x843504b0 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Logical Drive Status Change.

Log Message: Logical drive number %5 on the array controller in %4 has a new status of %2.

SNMP Trap: cpqDa6LogDrvStatusChange - 3034 in CPQIDA.MIB

Symptom: Logical Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array logical drive. The variable cpqDaLogDrvStatus indicates the current logical drive status.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaLogDrvCntlrIndex
- cpqDaLogDrvIndex
- cpqDaLogDrvStatus

Supporting SNMP Trap Description: "Status is now [cpqDaLogDrvStatus]."

### **NT Event ID: 1201 (Hex)0x843504b1 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Spare Drive Status Change.

Log Message: The spare drive in %4, port %5, bay %6 has a new status of %2.

SNMP Trap: cpqDa6SpareStatusChange - 3035 in CPQIDA.MIB

Symptom: Spare Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array spare drive. The variable cpqDaSpareStatus indicates the current spare drive status.

User Action: If the spare drive status is failed, replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaSpareCntlrIndex
- cpqDaSparePhyDrvIndex
- cpqDaSpareStatus
- cpqDaSpareBusNumber
- cpqDaSpareBay

Supporting SNMP Trap Description: "Spare Status is now [cpqDaSpareStatus]."

**NT Event ID: 1202 (Hex)0x843504b2 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Physical Drive Status Change.

Log Message: The physical drive in %4, port %5, bay %6 with serial number "%7", has a new status of %2.

SNMP Trap: cpqDa6PhyDrvStatusChange - 3036 in CPQIDA.MIB

Symptom: Physical Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array physical drive. The variable cpaDaPhyDrvStatus indicates the current physical drive status.

User Action: If the physical drive status is failed(3) or predictive Failure(4), replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaPhyDrvIndex
- cpqDaPhyDrvBusNumber
- cpqDaPhyDrvBay
- cpqDaPhyDrvModel
- cpqDaPhyDrvFWRev
- cpqDaPhyDrvSerialNum
- cpqDaPhyDrvFailureCode

- cpqDaPhyDrvStatus

Supporting SNMP Trap Description: "Physical Drive Status is now [cpqDaPhyDrvStatus]."

**NT Event ID: 1203 (Hex)0x843504b3 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Physical Drive Threshold Exceeded.

Log Message: The physical drive in %4, port %5, bay %6 with serial number "%7", has exceeded a drive threshold.

SNMP Trap: cpqDa6PhyDrvThreshPassedTrap - 3037 in CPQIDA.MIB

Symptom: Physical Drive Threshold Passed. This trap indicates that the agent has detected a factory threshold associated with one of the physical drive objects on a drive array has been exceeded.

User Action: Replace the physical drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaPhyDrvCntlrIndex
- cpqDaPhyDrvIndex
- cpqDaPhyDrvBusNumber
- cpqDaPhyDrvBay
- cpqDaPhyDrvModel
- cpqDaPhyDrvFWRev
- cpqDaPhyDrvSerialNum

Supporting SNMP Trap Description: "Factory threshold passed for a physical drive."

**NT Event ID: 1204 (Hex)0x843504b4 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Accelerator Status Change.

Log Message: The array accelerator board attached to the array controller in %4 has a new status of %2.

SNMP Trap: cpqDa6AccelStatusChange - 3038 in CPQIDA.MIB

Symptom: Accelerator Board Status Change. This trap indicates that the agent has detected a change in the status of an array accelerator cache board. The current status is represented by the variable cpqDaAccelStatus.

User Action: If the accelerator board status is permDisabled(5), you may need to replace the accelerator board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaCntlrModel
- cpqDaAccelCntlrIndex

- cpqDaAccelSerialNumber
- cpqDaAccelTotalMemory
- cpqDaAccelStatus
- cpqDaAccelErrCode

Supporting SNMP Trap Description: "Status is now [cpqDaAccelStatus]."

**NT Event ID: 1205 (Hex)0x843504b5 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Accelerator Bad Data.

Log Message: The array accelerator board attached to the array controller in %4 is reporting that it contains bad cached data.

SNMP Trap: cpqDa6AccelBadDataTrap - 3039 in CPQIDA.MIB

Symptom: Accelerator Board Bad Data. This trap indicates that the agent has detected an array accelerator cache board that has lost battery power. If data was being stored in the accelerator cache memory when the server lost power, that data has been lost.

User Action: Verify that no data has been lost.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaCntlrModel
- cpqDaAccelCntlrIndex
- cpqDaAccelSerialNumber
- cpqDaAccelTotalMemory

Supporting SNMP Trap Description: "Accelerator lost battery power. Data Loss possible."

**NT Event ID: 1206 (Hex)0x843504b6 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Accelerator Battery Failed.

Log Message: The array accelerator board attached to the array controller in %4 is reporting a battery failure.

SNMP Trap: cpqDa6AccelBatteryFailed - 3040 in CPQIDA.MIB

Symptom: Accelerator Board Battery Failed. This trap indicates that the agent has detected a battery failure associated with the array accelerator cache board.

User Action: Replace the Accelerator Cache Board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaPhyDrvCntlrIndex
- cpqDaCntlrHwLocation
- cpqDaCntlrModel

- cpqDaAccelCntlrIndex
- cpqDaAccelSerialNumber
- cpqDaAccelTotalMemory

Supporting SNMP Trap Description: "Battery status is failed."

**NT Event ID: 1207 (Hex)0x843504b7 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Library Status Change.

Log Message: The tape library in %4, SCSI bus %5, SCSI target %6 has a new status of %7.

SNMP Trap: cpqDa6TapeLibraryStatusChange - 3041 in CPQIDA.MIB

Symptom: Tape Library Status Change. This trap indicates that the agent has detected a change in the status of a tape library. The variable cpqDaTapeLibraryStatus indicates the current tape library status. The variable cpqDaTapeLibraryScsiTarget indicates the SCSI ID of the tape library.

User Action: If the tape library is failed, check the tape library front panel.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaTapeLibraryCntlrIndex
- cpqDaTapeLibraryScsiBus
- cpqDaTapeLibraryScsiTarget
- cpqDaTapeLibraryScsiLun
- cpqDaTapeLibraryModel
- cpqDaTapeLibraryFWRev
- cpqDaTapeLibrarySerialNumber
- cpqDaTapeLibraryStatus

Supporting SNMP Trap Description: "Status is now [cpqDaTapeLibraryStatus] for the tape library."

**NT Event ID: 1208 (Hex)0x843504b8 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Library Door Status Change.

Log Message: The tape library in %4, SCSI bus %5, SCSI target %6 has a new door status of %7.

SNMP Trap: cpqDa6TapeLibraryDoorStatusChange - 3042 in CPQIDA.MIB

Symptom: Tape Library Door Status Change. This trap indicates that the agent has detected a change in the door status of a tape library. The variable cpqDaTapeLibraryDoorStatus indicates the current tape library door status. The variable cpqDaTapeLibraryScsiTarget indicates the SCSI ID of the tape library.

User Action: If the tape library door is open, close the tape library door.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation



- cpqDaTapeLibraryCntlrIndex
- cpqDaTapeLibraryScsiBus
- cpqDaTapeLibraryScsiTarget
- cpqDaTapeLibraryScsiLun
- cpqDaTapeLibraryModel
- cpqDaTapeLibraryFWRev
- cpqDaTapeLibrarySerialNumber
- cpqDaTapeLibraryDoorStatus

Supporting SNMP Trap Description: "The door is [cpqDaTapeLibraryDoorStatus] for tape library."

**NT Event ID: 1209 (Hex)0x843504b9 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Drive Status Change.

Log Message: The tape drive in %4, SCSI bus %5, SCSI target %6 has a new status of %7.

SNMP Trap: cpqDa6TapeDriveStatusChange - 3043 in CPQIDA.MIB

Symptom: Tape Drive Status Change. This trap indicates that the agent has detected a change in the status of a tape drive. The variable cpqDaTapeDrvStatus indicates the current tape status. The variable cpqDaTapeDrvScsildIndex indicates the SCSI ID of the tape drive.

User Action: If the tape is failed, check the tape and all SCSI connections.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaTapeDrvCntlrIndex
- cpqDaTapeDrvBusIndex
- cpqDaTapeDrvScsildIndex
- cpqDaTapeDrvLunIndex
- cpqDaTapeDrvName
- cpqDaTapeDrvFwRev
- cpqDaTapeDrvSerialNumber
- cpqDaTapeDrvStatus

Supporting SNMP Trap Description: "Status is now [cpqDaTapeDrvStatus] for a tape drive."

**NT Event ID: 1210 (Hex)0x843504ba (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Drive Cleaning Required.

Log Message: The tape drive in %4, SCSI bus %5, SCSI target %6 requires cleaning.

SNMP Trap: cpqDa6TapeDriveCleaningRequired - 3044 in CPQIDA.MIB

Symptom: Tape Drive Cleaning Required trap. The agent has detected a tape drive that needs to have a cleaning tape inserted and run. This causes the tape drive heads to be cleaned.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaTapeDrvCntlrIndex
- cpqDaTapeDrvBusIndex
- cpqDaTapeDrvScsildIndex
- cpqDaTapeDrvLunIndex
- cpqDaTapeDrvName
- cpqDaTapeDrvFwRev
- cpqDaTapeDrvSerialNumber

Supporting SNMP Trap Description: "Cleaning is needed for the tape drive."

**NT Event ID: 1211 (Hex)0x843504bb (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Tape Drive Replace Cleaning Tape.

Log Message: The cleaning tape in the tape drive in %4, SCSI bus %5, SCSI target %6 needs to be replaced.

SNMP Trap: cpqDa6TapeDriveCleanTapeReplace - 3045 in CPQIDA.MIB

Symptom: Tape Drive Cleaning Tape Needs Replacing. The agent has detected that an autoloader tape unit has a cleaning tape that has been fully used and therefore needs to be replaced with a new cleaning tape.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaTapeDrvCntlrIndex
- cpqDaTapeDrvBusIndex
- cpqDaTapeDrvScsildIndex
- cpqDaTapeDrvLunIndex
- cpqDaTapeDrvName
- cpqDaTapeDrvFwRev
- cpqDaTapeDrvSerialNumber

Supporting SNMP Trap Description: "Cleaning tape needs replacing."

**NT Event ID: 1212 (Hex)0x843504bc (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fan Status Change.

Log Message: The %6 %7 storage system connected to SCSI bus %5 of the controller in %4 has a new status of %2.

SNMP Trap: cpqSs5FanStatusChange - 8026 in CPQSTSYS.MIB

Symptom: Storage System fan status change. The agent has detected a change in the Fan Status of a storage system. The variable cpqSsBoxFanStatus indicates the current fan status.

User Action: If the fan status is degraded or failed, replace any failed fans.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxFanStatus

Supporting SNMP Trap Description: "Storage System fan status changed to [cpqSsBoxFanStatus]."

**NT Event ID: 1213 (Hex)0x843504bd (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Temperature Status Change.

Log Message: The %6 %7 storage system connected to SCSI bus %5 of the controller in %4 has a new temperature status of %2.

SNMP Trap: cpqSs5TempStatusChange - 8027 in CPQSTSYS.MIB

Symptom: Storage System Temperature Status Change. The agent has detected a change in the temperature status of a storage system. The variable cpqSsBoxTempStatus indicates the current temperature status.

User Action: If the temperature status is degraded or failed, shut down the storage system as soon as possible. Be sure that the storage system environment is being cooled properly and that no components are overheated.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxTempStatus

Supporting SNMP Trap Description: "Storage System temperature status changed to [cpqSsBoxTempStatus]."

**NT Event ID: 1214 (Hex)0x843504be (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fault Tolerant Power Supply Status Change.

Log Message: The fault tolerant power supply in the %6 %7 storage system connected to SCSI bus %5 of the controller in %4 has a new status of %2.

SNMP Trap: cpqSs5PwrSupplyStatusChange - 8028 in CPQSTSYS.MIB

Symptom: Storage System Fault Tolerant Power Supply Status Change. The agent has detected a change in the power supply status of a storage system. The variable cpqSsBoxFitToIPwrSupplyStatus indicates the current power supply status.

User Action: If the power supply status is degraded, restore power or replace the failed power supply.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxFitToIPwrSupplyStatus

Supporting SNMP Trap Description: "Storage system power supply status changed to [cpqSsBoxFitToIPwrSupplyStatus]."

**NT Event ID: 1215 (Hex)0x843504bf (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Fibre Channel Controller Status Change.

Log Message: The Fibre Channel Controller in %4 has a new status of %5.

SNMP Trap: cpqFca3HostCntlrStatusChange - 16028 in CPQFCA.MIB

Symptom: Fibre Channel Host Controller Status Change. This trap indicates that the agent has detected a change in the status of a Fibre Channel Host Controller. The variable cpqFcaHostCntlrStatus indicates the current controller status.

User Action: If the controller status is failed, replace the controller.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqFcaHostCntlrHwLocation
- cpqFcaHostCntlrIndex
- cpqFcaHostCntlrStatus
- cpqFcaHostCntlrModel
- cpqFcaHostCntlrSerialNumber
- cpqFcaHostCntlrWorldWideName
- cpqFcaHostCntlrWorldWidePortName

Supporting SNMP Trap Description: "Host controller has a new status of [cpqFcaHostCntlrStatus]."

**NT Event ID: 1216 (Hex)0x843504c0 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Physical Drive Status Change.

Log Message: The physical drive in %4, %5 with serial number "%7", has a new status of %2.

SNMP Trap: cpqDa7PhyDrvStatusChange - 3046 in CPQIDA.MIB

Symptom: Physical Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array physical drive. The variable cpqDaPhyDrvStatus indicates the current physical drive status.

User Action: If the physical drive status is failed(3), predictiveFailure(4), ssdWearOut(8) or notAuthenticated(9) replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaPhyDrvCntlrIndex
- cpqDaPhyDrvIndex
- cpqDaPhyDrvLocationString
- cpqDaPhyDrvType
- cpqDaPhyDrvModel
- cpqDaPhyDrvFWRev
- cpqDaPhyDrvSerialNum
- cpqDaPhyDrvFailureCode
- cpqDaPhyDrvStatus
- cpqDaPhyDrvBusNumber

Supporting SNMP Trap Description: "Physical Drive Status is now [cpqDaPhyDrvStatus]."

**NT Event ID: 1217 (Hex)0x843504c1 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Spare Drive Status Change.

Log Message: The spare drive in %4, %5 has a new status of %2.

SNMP Trap: cpqDa7SpareStatusChange - 3047 in CPQIDA.MIB

Symptom: Spare Drive Status Change. This trap indicates that the agent has detected a change in the status of a drive array spare drive. The variable cpqDaSpareStatus indicates the current spare drive status.

User Action: If the spare drive status is failed, replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaSpareCntlrIndex

- cpqDaSparePhyDrvIndex
- cpqDaSpareStatus
- cpqDaSpareLocationString
- cpqDaSpareDrvBusNumber

Supporting SNMP Trap Description: "Spare Status is now [cpqDaSpareStatus]."

**NT Event ID: 1218 (Hex)0x843504c2 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fan Status Change.

Log Message: The %6 %7 storage system connected to %5 of the controller in%4 has a new status of %2.

SNMP Trap: cpqSs6FanStatusChange - 8029 in CPQSTSYS.MIB

Symptom: Storage System Fan Status Change. The agent has detected a change in the fan status of a storage system. The variable cpqSsBoxFanStatus indicates the current fan status.

User Action: If the fan status is degraded or failed, replace any failed fans.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxFanStatus
- cpqSsBoxLocationString

Supporting SNMP Trap Description: "Storage System fan status changed to [cpqSsBoxFanStatus]."

**NT Event ID: 1219 (Hex)0x843504c3 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Temperature Status Change.

Log Message: The %6 %7 storage system connected to %5 of the controller in%4 has a new temperature status of %2.

SNMP Trap: cpqSs6TempStatusChange - 8030 in CPQSTSYS.MIB

Symptom: Storage System Temperature Status Change. The agent has detected a change in the temperature status of a storage system. The variable cpqSsBoxTempStatus indicates the current temperature status.

User Action: If the temperature status is degraded or failed, shut down the storage system as soon as possible. Be sure that the storage system environment is being cooled properly and that no components are overheated.

Supporting SNMP Trap Data:

- sysName

- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxTempStatus
- cpqSsBoxLocationString

Supporting SNMP Trap Description: "Storage System temperature status changed to [cpqSsBoxTempStatus]."

**NT Event ID: 1220 (Hex)0x843504c4 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Fault Tolerant Power Supply Status Change.

Log Message: The fault tolerant power supply in the %6 %7 storage system connected to %5 of the controller in%4 has a new status of %2.

SNMP Trap: cpqSs6PwrSupplyStatusChange - 8031 in CPQSTSYS.MIB

Symptom: Storage System Fault Tolerant Power Supply Status Change. The agent has detected a change in the power supply status of a storage system. The variable cpqSsBoxFitTolPwrSupplyStatus indicates the current power supply status.

User Action: If the power supply status is degraded, restore power or replace the failed power supply.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxFitTolPwrSupplyStatus
- cpqSsBoxLocationString

Supporting SNMP Trap Description: "Storage System power supply status changed to [cpqSsBoxFitTolPwrSupplyStatus]."

**NT Event ID: 1221 (Hex)0x843504c5 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SAS/SATA Physical Drive Status Change.

Log Message: The physical drive in %4, %5 with serial number "%6", has a new status of %7.

SNMP Trap: cpqSasPhyDrvStatusChange - 5022 in CPQSCSI.MIB

Symptom: Physical Drive Status Change. The Storage Agent has detected a change in the status of a SAS or SATA physical drive. The current physical drive status is indicated in the cpqSasPhyDrvStatus variable.

User Action: If the physical drive status is predictiveFailure(3), failed(5), ssdWearOut(10) or notAuthenticated(12) replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSasHbaHwLocation
- cpqSasPhyDrvLocationString
- cpqSasPhyDrvHbaIndex
- cpqSasPhyDrvIndex
- cpqSasPhyDrvStatus
- cpqSasPhyDrvType
- cpqSasPhyDrvModel
- cpqSasPhyDrvFWRev
- cpqSasPhyDrvSerialNumber
- cpqSasPhyDrvSasAddress

Supporting SNMP Trap Description: "Status is now [cpqSasPhyDrvStatus]."

**NT Event ID: 1222 (Hex)0x843504c6 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SAS/SATA Logical Drive Status Change.

Log Message: Logical drive number %5 on the HBA in %4 has a new status of %6.

SNMP Trap: cpqSasLogDrvStatusChange - 5023 in CPQSCSI.MIB

Symptom: Logical Drive Status Change. The Storage Agent has detected a change in the status of a SAS or SATA logical drive. The current logical drive status is indicated in the cpqSasLogDrvStatus variable.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSasHbaHwLocation
- cpqSasLogDrvHbaIndex
- cpqSasLogDrvIndex
- cpqSasLogDrvStatus
- cpqSasLogDrvOsName

Supporting SNMP Trap Description: "Status is now [cpqSasLogDrvStatus]."

**NT Event ID: 1223 (Hex)0x843504c7 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SAS Tape Drive Status Change.



Log Message: The tape drive in %4, %5 with serial number "%6", has a new status of %7. (Tape Drive status values: 1=other, 2=ok, 3=offline)

SNMP Trap: cpqSas2TapeDrvStatusChange - 5025 in CPQSCSI.MIB

Symptom: The Storage Agent has detected a change in the status of a SAS tape drive. The current tape drive status is indicated in the cpqSasTapeDrvStatus variable.

Supporting SNMP Trap Data

- sysName
- cpqHoTrapFlags
- cpqSasHbaHwLocation
- cpqSasTapeDrvLocationString
- cpqSasTapeDrvHbaIndex
- cpqSasTapeDrvIndex
- cpqSasTapeDrvName
- cpqSasTapeDrvFWRev
- cpqSasTapeDrvSerialNumber
- cpqSasTapeDrvSasAddress
- cpqSasTapeDrvStatus

Supporting SNMP Trap Description: "Status is now %d."

**NT Event ID: 1224 (Hex)0x843504c8 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Partner Controller Status Change.

Log Message: The Drive Array Controller in %4 has a Drive Array Partner Controller with serial number %5. This Partner Controller has a new status of %2. (Partner Controller status values: 1=other, 2=ok, 3=generalFailure)

SNMP Trap: cpqDaCntlrPartnerStatusChange - 3048 in CPQIDA.MIB

Symptom: The agent has detected a change in the status of a drive array partner controller. The variable cpqDaCntlrPartnerBoardStatus indicates the current partner controller status. The variable cpqDaCntlrSerialNumber indicates the controller's serial number and cpqDaCntlrPartnerSerialNumber indicates the partner controller's serial number.

User Action: Check the partner controller for problems. If lost communication with the partner controller is the result of a user initiated action, no remedial action is required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaCntlrIndex
- cpqDaCntlrModel
- cpqDaCntlrSerialNumber
- cpqDaCntlrPartnerSerialNumber
- cpqDaCntlrPartnerBoardStatus

Supporting SNMP Trap Description: "Partner controller status is now %d."

**NT Event ID: 1225 (Hex)0x843504c9 (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Storage System Connection Status Change.

Log Message: The %7 storage system connected to %5 of the controller in %4 has a new connection status of %6. (Connection status values: 1=other, 2=notSupported, 3=connected, 4=notConnected)

SNMP Trap: cpqSsConnectionStatusChange - 8032 in CPQSTSYS.MIB

Symptom: The agent has detected a change in the connection status of a storage system. The variable cpqSsBoxConnectionStatus indicates the current connection status.

User Action: If the connection status is disconnected, take action to restore the connection between the HBA and the storage system.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSsBoxCntlrHwLocation
- cpqSsBoxCntlrIndex
- cpqSsBoxBusIndex
- cpqSsBoxVendor
- cpqSsBoxModel
- cpqSsBoxSerialNumber
- cpqSsBoxConnectionStatus
- cpqSsBoxLocationString
- cpqSsBoxTargetSasAddress
- cpqSsBoxLocalManagelpAddress

Supporting SNMP Trap Description: "Storage system connection status changed to %d."

**NT Event ID: 1226 (Hex)0x843504ca (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: SAS/SATA Physical Drive SSD Wear Status Change.

Log Message: The physical drive in %4, %5 with serial number "%6", has a new solid state wear status of %7. (Drive status values: 1=other, 2=ok, 3=fiftySixDayThreshold, 4=fivePercentThreshold, 5=twoPercentThreshold, 6=ssdWearOut)

SNMP Trap: cpqSasPhyDrvSSDWearStatusChange - 5026 in CPQSCSI.MIB

Symptom: The agent has detected a change in the SSD wear status of a SAS or SATA physical drive. The variable cpqSasPhyDrvSSDWearStatus indicates the current SSD wear status.

User Action: If the SSD wear status is ssdWearOut(6), replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSasHbaHwLocation
- cpqSasPhyDrvLocationString

- cpqSasPhyDrvHbaIndex
- cpqSasPhyDrvIndex
- cpqSasPhyDrvType
- cpqSasPhyDrvModel
- cpqSasPhyDrvFWRev
- cpqSasPhyDrvSerialNumber
- cpqSasPhyDrvSasAddress

Supporting SNMP Trap Description: "Solid State Disk Wear Status is now %d."

**NT Event ID: 1227 (Hex)0x843504cb (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: Drive Array Physical Drive SSD Wear Status Change.

Log Message: The physical drive in %4, %5 with serial number "%6", has a new solid state wear status of %7. (Drive status values: 1=other, 2=ok, 3=fiftySixDayThreshold, 4=fivePercentThreshold, 5=twoPercentThreshold, 6=ssdWearOut)

SNMP Trap: cpqDaPhyDrvSSDWearStatusChange- 3049 in CPQIDA.MIB

Symptom: This trap signifies that the agent has detected a change in the SSD wear status of a drive array physical drive. The variable cpqDaPhyDrvSSDWearStatus indicates the current SSD wear status.

User Action: If the SSD wear status is ssdWearOut(6), replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqDaCntlrHwLocation
- cpqDaPhyDrvCntlrIndex
- cpqDaPhyDrvIndex
- cpqDaPhyDrvLocationString
- cpqDaPhyDrvType
- cpqDaPhyDrvModel
- cpqDaPhyDrvFWRev
- cpqDaPhyDrvSerialNum
- cpqDaPhyDrvSSDWearStatus
- cpqSasPhyDrvSSDWearStatus

Supporting SNMP Trap Description: "Solid State Disk Wear Status is now %d."

**NT Event ID: 1228 (Hex)0x843504cc (cpqstmsg.dll)**

Log Severity: Warning (2)

Event Title: IDE Disk SSD Wear Status Change.

Log Message: The ATA disk drive with model %6 and serial number %7 has a new solid state wear status of %2. (SSD wear status values: 1=other, 2=ok, 3=fiftySixDayThreshold, 4=fivePercentThreshold, 5=twoPercentThreshold, 6=ssdWearOut)

SNMP Trap: cpqIdeAtaDiskSSDWearStatusChange - 14006 in CPQIDE.MIB

Symptom: This trap signifies that the agent has detected a change in the SSD wear status of a SATA physical drive. The variable cpqldeAtaDiskSSDWearStatus indicates the current SSD wear status.

User Action: If the SSD wear status is ssdWearOut(6), replace the drive.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqldeAtaDiskControllerIndex
- cpqldeAtaDiskIndex
- cpqldeAtaDiskModel
- cpqldeAtaDiskFwRev
- cpqldeAtaDiskSerialNumber
- cpqldeAtaDiskSSDWearStatus
- cpqldeAtaDiskChannel
- cpqldeAtaDiskNumber

Supporting SNMP Trap Description: "Solid State Disk Wear Status is now %d."

**Event identifier: cpqstmsg.dll - 1280 (Hex)0x84350500 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqstmsg.dll - 1281 (Hex)0x84350501 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry subkey. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 1282 (Hex)0x84350502 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 1283 (Hex)0x84350503 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 1284 (Hex)0x84350504 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 1285 (Hex)0x84350505 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 1294 (Hex)0x8435050e (Service Event)**

Log Severity: Warning (2)

Log Message: Unsupported storage system. The ProLiant storage system %1 is unsupported by this version of the Storage Agents. Upgrade the agents to the latest version.

## Event Identifiers 1343-4613

**Event identifier: cpqstmsg.dll - 1343 (Hex) 0x8435053f (Service Event)**

Log Severity: Warning (2)

Log Message: Duplicate SCSI port found in slot %1. The current system ROM may not support this SCSI controller. You may need to update your system ROM.

**Event identifier: cpqstmsg.dll - 1344 (Hex) 0x84350540 (Service Event)**

Log Severity: Warning (2)

Log Message: A version mismatch has been detected with the SCSI device monitor driver (CPQSDM.SYS). The current driver version is %1.

Cause: You may not have rebooted after a Storage Agents upgrade. Always reboot the system after installing agents.

**Event identifier: cpqstmsg.dll - 1346 (Hex) 0x84350540 (Service Event)**

Log Severity: Warning (2)

Log Message: The SCSI controller on port %1 has been omitted. The SCSI Agent could not get the slot data for the controller.

**Event identifier: cpqstmsg.dll - 1792 (Hex) 0x84350700 (Service Event)**

Log Severity: Warning (2)

Log Message: The SNMP Agent is unable to generate traps due to an error during initialization.

Cause: The SNMP service might not be running. Reinstalling the agents may fix this error.

**Event identifier: cpqstmsg.dll - 1795 (Hex) 0x84350703 (Service Event)**

Log Severity: Warning (2)

Log Message: The SNMP Agent is older than other components. The SNMP Agent is older than the other components of the Storage Agents. Reinstall the entire Storage Agents package to correct this error.

**Event identifier: cpqstmsg.dll - 1796 (Hex) 0x84350704 (Service Event)**

Log Severity: Warning (2)

Log Message: The %1 Agent is older than other components. The %1 Agent is older than the other components of the Storage Agents. Reinstall the entire Storage Agents package to correct this error.

**Event identifier: cpqstmsg.dll - 1800 (Hex) 0x84350708 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read security configuration information. SNMP sets have been disabled.

Cause: This can be caused by an invalid or missing configuration or by a corrupt registry. Reinstalling the Storage Agents might correct this issue.

**Event identifier: cpqstmsg.dll - 1803 (Hex) 0xc435070b (Service Event)**

Log Severity: Error (3)

Log Message: Unable to load a required library. This error can be caused by a corrupt or missing file. Reinstalling the Storage Agents or running the Emergency Repair procedure may correct this error.

**Event identifier: cpqstmsg.dll - 1804 (Hex) 0x8435070c (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage SNMP Agent was unable to forward an SNMP trap to the Remote Insight Board trap due to processing error. The data contains the error code.

**Event identifier: cpqstmsg.dll - 1806 (Hex) 0x8435070e (Service Event)**

Log Severity: Warning (2)

Log Message: The Storage Agent service is not running. The SNMP Agent has determined that the Storage Agent service is not running. Stop the SNMP service and restart the Storage Agents service. If the error persists, reinstalling the Storage Agents may correct this error.

**Event identifier: cpqstmsg.dll - 1807 (Hex) 0x4435070f (Service Event)**

Log Severity: Information (1)

Log Message: The Storage SNMP Agent has determined the Storage Agents service is running.

**Event identifier: cpqstmsg.dll - 1808 (Hex) 0x44350710 (Service Event)**

Log Severity: Information (1)

Log Message: The agent could not deliver trap %1. The agent was unable to use Asynchronous Management to deliver a trap. This can be caused by a failure in the Remote Access Service or by a missing or invalid configuration. Use the HPE Insight Management Agents control panel to verify the Asynchronous Management configuration settings. Use the Network control panel to verify the Remote Access configuration. If this error persists, reinstalling the Storage Agents or the Remote Access Service may correct this error. For more information, see the Insight Asynchronous Management documentation.

**Event identifier: cpqstmsg.dll - 3584 (Hex) 0x84350e00 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not allocate memory. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3585 (Hex) 0x84350e01 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not open the base of the registry. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3586 (Hex) 0x84350e02 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 3587 (Hex) 0x84350e03 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 3588 (Hex) 0x84350e04 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not read the registry value "%1". The data contains the error code.

**Event identifier: cpqstmsg.dll - 3589 (Hex) 0x84350e05 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent found an incorrect type for registry value "%1". The data contains the type found.

**Event identifier: cpqstmsg.dll - 3590 (Hex) 0x84350e06 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not create an event. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3591 (Hex) 0x84350e07 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not open an event. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3592 (Hex) 0x84350e08 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not set an event. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3593 (Hex) 0x84350e09 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not create a mutex. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3594 (Hex) 0x84350e0a (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not open a mutex. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3595 (Hex) 0x84350e0b (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent could not create its main thread of execution. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3596 (Hex) 0x84350e0c (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent main thread did not terminate properly. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3597 (Hex) 0x84350e0d (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent got an unexpected error code while waiting for an event. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3598 (Hex) 0x84350e0e (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent got an unexpected error code while waiting for multiple events. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3599 (Hex) 0x84350e0f (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent did not respond to a request. The data contains the error code.

**Event identifier: cpqstmsg.dll - 3600 (Hex) 0x84350e10 (Service Event)**

Log Severity: Warning (2)

Log Message: The IDE Agent received an unknown action code from the service. The data contains the action code.

**Event identifier: cpqstmsg.dll - 4097 (Hex) 0x84351001 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry subkey. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4098 (Hex) 0x84351002 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4099 (Hex) 0x84351003 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4100 (Hex) 0x84351004 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4101 (Hex) 0x84351005 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4609 (Hex) 0x84351201 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4610 (Hex) 0x84351202 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4611 (Hex) 0x84351203 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4612 (Hex) 0x84351204 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqstmsg.dll - 4613 (Hex) 0x84351205 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry subkey: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

## Server agents

### Event Identifiers 256-1024

**Event identifier: cpqsvmsg.dll - 256 (Hex) 0x84350100 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service detected an error. The insertion string is: %1. The data contains the error code.



**Event identifier: cpqsvmsg.dll - 257 (Hex)0x84350101 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not allocate memory. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 258 (Hex)0x84350102 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not register with the Service Control Manager. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 259 (Hex)0x84350103 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not set the service status with the Service Control Manager. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 260 (Hex)0x84350104 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not create an event object. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 261 (Hex)0x84350105 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not open registry key "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 262 (Hex)0x84350106 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not start any agents successfully.

**Event identifier: cpqsvmsg.dll - 263 (Hex)0x84350107 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not read the registry value "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 264 (Hex)0x84350108 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not load the module "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 265 (Hex)0x84350109 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not get the control function for module "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 266 (Hex)0x8435010a (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not initialize agent "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 267 (Hex)0x8435010b (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not start agent "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 268 (Hex)0x8435010c (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service detected an invalid state for agent "%1". The data contains the state.

**Event identifier: cpqsvmsg.dll - 269 (Hex)0x8435010d (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not stop agent "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 270 (Hex)0x8435010e (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not terminate agent "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 271 (Hex)0x8435010f (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not unload the module "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 272 (Hex)0x84350110 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not create the registry key "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 273 (Hex)0x84350111 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agents service could not write the registry value "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 399 (Hex)0xc435018f (Service Event)**

Log Severity: Error (3)

Log Message: The Server Agents service encountered a fatal error. The service is terminating. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 400 (Hex)0x44350190 (Service Event)**

Log Severity: Information (1)

Log Message: The Server Agents service version %1 has started.

**Event identifier: cpqsvmsg.dll - 401 (Hex)0x44350191 (Service Event)**

Log Severity: Information (1)

Log Message: %1

**Event identifier: cpqsvmsg.dll - 768 (Hex)0x84350300 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alert Agent detected an invalid data type within an alert definition.

**Event identifier: cpqsvmsg.dll - 769 (Hex)0x84350301 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alert Agent detected an error while attempting to log an alert remotely. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 770 (Hex)0x84350302 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alerter Agent detected an error while attempting to retrieve data from key = %1 in the registry. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 771 (Hex)0x84350303 (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Alerter Agent was unable to log an event in the event log of the system named %1. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 772 (Hex)0xc4350304 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Alerter Agent detected a null handle on initialization. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 773 (Hex)0xc4350305 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Alerter Agent received an error on WaitForMultipleObjects call. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 774 (Hex)0xc4350306 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Alerter Agent received an error on ResetEvent call. The data contains the error code.

**NT Event ID: 1024 (Hex)0xc4350400 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: A cache accelerator parity error indicates a cache module needs to be replaced.

SNMP Trap: cpqHe3CacheAccelParityError - 6046 in CPQHLTH.MIB

Symptom: A cache accelerator parity error indicates that a cache module needs to be replaced. The error information is reported in the variable cpqHeEventLogErrorDesc.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Cache Accelerator errors may require a replacement module."

## Event Identifiers 1025-1092

**NT Event ID: 1025 (Hex)0x84350401 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Advanced Memory Protection subsystem has detected a memory fault. The Online Spare Memory has been activated. Schedule server down time to replace the memory.

SNMP Trap: cpqHeResilientMemOnlineSpareEngaged - 6047 in CPQHLTH.MIB

Symptom: Advanced Memory Protection Online Spare Engaged. The Advanced Memory Protection subsystem has detected a memory fault. The Online Spare Memory has been activated.

User Action: Schedule server down time to replace the faulty memory.

Supporting SNMP Trap Data:

- sysName

- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Advanced Memory Protection subsystem has engaged the online spare memory."

**NT Event ID: 1026 (Hex)0x84350402 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Advanced Memory Protection sub-system has detected a memory fault. The Mirrored Memory has been activated. Schedule server down time to replace the memory.

SNMP Trap: cpqHeResilientMemMirroredMemoryEngaged - 6051 in CPQHLTH.MIB

Symptom: Advanced Memory Protection Mirrored Memory Engaged. The Advanced Memory Protection subsystem has detected a memory fault. Mirrored Memory has been activated.

User Action: Replace the faulty memory.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Advanced Memory Protection subsystem has engaged the online spare memory."

**NT Event ID: 1027 (Hex)0x84350403 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Advanced Memory Protection sub-system has detected a memory fault. Advanced ECC has been activated. Schedule server down time to replace the memory.

SNMP Trap: cpqHeResilientAdvancedECCMemoryEngaged - 6052 in CPQHLTH.MIB

Symptom: Advanced Memory Protection Advanced ECC Memory Engaged. The Advanced Memory Protection subsystem has detected a memory fault. Advanced ECC has been activated.

User Action: Replace the faulty memory.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Advanced Memory Protection subsystem has engaged the advanced ECC memory."

**NT Event ID: 1028 (Hex)0x84350404 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Advanced Memory Protection sub-system has detected a memory fault. The XOR recovery engine has been activated. Schedule server down time to replace the memory.

SNMP Trap: cpqHeResilientMemXorMemoryEngaged - 6053 in CPQHLTH.MIB

Symptom: Advanced Memory Protection XOR Engine Memory Engaged. The Advanced Memory Protection subsystem has detected a memory fault. The XOR engine has been activated.

User Action: Replace the faulty memory.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Advanced Memory Protection subsystem has engaged the XOR memory."

**NT Event ID: 1029 (Hex)0x44350405 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: The Fault Tolerant Power Supply Sub-system has returned to a redundant state.

SNMP Trap: cpqHe3FitTolPowerRedundancyRestored - 6054 in CPQHLTH.MIB

Symptom: The Fault Tolerant Power Supplies have returned to a redundant state for the specified chassis.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolPowerSupplyChassis

Supporting SNMP Trap Description: "The Power Supplies are now redundant on Chassis [cpqHeFitTolPowerSupplyChassis]."

**NT Event ID: 1030 (Hex) 0x44350406 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: The Fan Sub-system has returned to a redundant state.

SNMP Trap: cpqHe3FitTolFanRedundancyRestored - 6055 in CPQHLTH.MIB

Symptom: The Fault Tolerant Fans have returned to a redundant state for the specified chassis.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolFanChassis

Supporting SNMP Trap Description: "The Fans are now redundant on Chassis [cpqHeFitTolFanChassis]."

**NT Event ID: 1035 (Hex) 0x8435040BL (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: Corrected/uncorrected memory errors detected. The errors have been corrected, but the memory module should be replaced. Value 0 for CPU means memory is not Processor based.

SNMP Trap: cpqHe5CorrMemReplaceMemModule - 6064 in CPQHLTH.MIB

Symptom: Corrected Memory Errors Detected. The errors have been corrected, but the memory module should be replaced. Value 0 for CPU means memory is not processor-based.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeResMem2BoardNum
- cpqHeResMem2CpuNum
- cpqHeResMem2RiserNum
- cpqHeResMem2ModuleNum
- cpqHeResMem2ModulePartNo

- cpqHeResMem2ModuleSize
- cpqSiServerSystemId

Supporting SNMP Trap Description: "Correctable memory errors require a replacement of the memory module in slot [cpqHeResMem2BoardNum], socket [cpqHeResMem2ModuleNum], Cpu [cpqHeResMem2CpuNum] Riser [cpqHeResMem2RiserNum]." Correctable/uncorrectable memory errors require a replacement of the memory module in slot [cpqHeResMem2BoardNum], cpu [cpqHeResMem2CpuNum], riser [cpqHeResMem2RiserNum], socket [cpqHeResMem2ModuleNum].

**NT Event ID: 1036 (Hex) 0x4435040CL (cpqsvmsg.dll)**

Log Severity: Informational (1)

Log Message: A memory board or cartridge has been removed from the system. Please reinsert the memory board or cartridge.

SNMP Trap: cpqHe5ResMemBoardRemoved - 6065 in CPQHLTH.MIB

Symptom: Memory board or cartridge or riser removed. An Advanced Memory Protection sub-system board or cartridge or riser has been removed from the system. Value 0 for CPU means memory is not processor-based.

User Action: Be sure that the board, cartridge, or riser memory is installed correctly, and then re-install the memory board, cartridge, or processor.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeResMem2BoardSlotNum
- cpqHeResMem2BoardCpuNum
- cpqHeResMem2BoardRiserNum

Supporting SNMP Trap Description: "Memory Board or Cartridge Removed from Slot [cpqHeResMem2BoardSlotNum], Cpu [cpqHeResMem2BoardCpuNum], Riser [cpqHeResMem2BoardRiserNum]."

**NT Event ID: 1037 (Hex) 0x4435040DL (cpqsvmsg.dll)**

Log Severity: Informational (1)

Log Message: System Information Agent: Health: A memory board or cartridge has been inserted into the system.

SNMP Trap: cpqHe5ResMemBoardInserted - 6066 in CPQHLTH.MIB

Symptom: Memory board or cartridge or riser inserted. An Advanced Memory Protection sub-system board, cartridge, or riser has been installed. Value 0 for CPU means memory is not processor-based.

User Action: None.

SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeResMem2BoardSlotNum
- cpqHeResMem2BoardCpuNum
- cpqHeResMem2BoardRiserNum

Supporting SNMP Trap Description: "Memory Board or Cartridge Inserted into Slot [cpqHeResMem2BoardSlotNum], Cpu[cpqHeResMem2BoardCpuNum], Riser[cpqHeResMem2BoardRiserNum]."

**NT Event ID: 1038 (Hex) 0xC435040EL (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: A memory board or cartridge bus error has been detected in the memory subsystem.

SNMP Trap: cpqHe5ResMemBoardBusError- 6067 in CPQHLTH.MIB

Symptom: Memory board, cartridge, or riser bus error detected. An Advanced Memory Protection subsystem board, cartridge, or riser bus error has been detected. Value 0 for CPU means memory is not processor-based.

User Action: Replace the indicated board or cartridge or Riser.

SNMP Trap Data:

- sysName,
- cpqHoTrapFlags
- cpqHeResMem2BoardSlotNum
- cpqHeResMem2BoardCpuNum
- cpqHeResMem2BoardRiserNum

Supporting SNMP Trap Description: "Memory Board or Cartridge Inserted into Slot [cpqHeResMem2BoardSlotNum], Cpu[cpqHeResMem2BoardCpuNum], Riser[cpqHeResMem2BoardRiserNum]."

**NT Event ID: 1039 (Hex) 0x8435040FL (cpqsvmsg.dll)**

Log Severity: Warning (3)

Log Message: The Advanced Memory Protection sub-system has detected a memory fault. The LockStep recovery engine has been activated. For instruction on replacing the faulty memory, see the server documentation.

SNMP Trap: cpqHeResilientMemLockStepMemoryEngaged - 6068 in CPQHLTH.MIB

Symptom: Advanced Memory Protection LockStep Engine Memory Engaged. The Advanced Memory Protection subsystem has detected a memory fault. The LockStep engine has been activated.

User Action: Replace the faulty memory.

Supporting SNMP Trap Data:

- sysName,
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Advanced Memory Protection subsystem has engaged the LockStep memory."

**NT Event ID: 1040 (Hex) 0xC43504A0L (cpqsvmsg.dll)**

Log Severity: Warning (3)

Log Message: The fault tolerant power supply AC power loss for the specified chassis and bay location.

SNMP Trap: cpqHeResilientMemLockStepMemoryEngaged - 6069 in CPQHLTH.MIB

Symptom: The fault tolerant power supply AC power loss for the specified chassis and bay location.

Supporting SNMP Trap Data:

- sysName

- cpqHoTrapFlags
- cpqHeFitToIPowerSupplyChassis
- cpqHeFitToIPowerSupplyBay
- cpqHeFitToIPowerSupplyStatus
- cpqHeFitToIPowerSupplyModel
- cpqHeFitToIPowerSupplySerialNumber
- cpqHeFitToIPowerSupplyAutoRev
- cpqHeFitToIPowerSupplyFirmwareRev
- cpqHeFitToIPowerSupplySparePartNum
- cpqSiServerSystemId

Supporting SNMP Trap Description: "The Power Supply AC power loss in [sysName], Bay [cpqHeFitToIPowerSupplyBay], Status [cpqHeFitToIPowerSupplyStatus], Model [cpqHeFitToIPowerSupplyModel], Serial Num [cpqHeFitToIPowerSupplySerialNumber], Firmware [cpqHeFitToIPowerSupplyFirmwareRev]."

**NT Event ID: 1072 (Hex)0x84350430 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The frequency of memory errors is high enough such that tracking of correctable memory errors has been temporarily disabled.

SNMP Trap: cpqHe3CorrectableMemoryLogDisabled - 6016 in CPQHLTH.MIB

Symptom: Correctable memory error tracking disabled. The frequency of errors is so high that the error tracking logic has been temporarily disabled. The cpqHeCorrMemLogStatus variable indicated the current tracking status.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeCorrMemLogStatus

Supporting SNMP Trap Description: "Too many memory errors - tracking now disabled."

**NT Event ID: 1082 (Hex)0xc435043a (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: A Thermal Temperature Condition has been set to failed. The system will be shut down due to this thermal condition.

SNMP Trap: cpqHe3ThermalTempFailed - 6017 in CPQHLTH.MIB

Symptom: The temperature status has been set to failed. The system is shut down due to this thermal condition.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "System will be shut down due to this thermal condition."

**NT Event ID: 1083 (Hex)0x8435043b (cpqsvmsg.dll)**

Log Severity: Warning (2)



Log Message: The Thermal Temperature Condition has been set to degraded. The system may be shut down due to this thermal condition depending on the state of the thermal degraded action value '%4'.

SNMP Trap: cpqHe3ThermalTempDegraded - 6018 in CPQHLTH.MIB

Symptom: The temperature status has been set to degraded. The server's temperature is outside of the normal operating range. The server is shut down if the cpqHeThermalDegradedAction variable is set to shutdown (3).

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeThermalDegradedAction

Supporting SNMP Trap Description: "Temperature out of range. Shutdown may occur."

**NT Event ID: 1084 (Hex)0x4435043c (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: The Thermal Temperature Condition has been set to OK. The server's temperature has returned to its normal operating range.

SNMP Trap: cpqHe3ThermalTempOk - 6019 in CPQHLTH.MIB

Symptom: The temperature status has been set to OK. The server's temperature has returned to the normal operating range.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Temperature has returned to normal range."

**NT Event ID: 1085 (Hex)0xc435043d (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: A System Fan Condition has been set to failed. The system may be shut down due to this thermal condition.

SNMP Trap: cpqHe3ThermalSystemFanFailed - 6020 in CPQHLTH.MIB

Symptom: The system fan status has been set to failed. A required system fan is not operating normally. The system is shut down if the cpqHeThermalDegradedAction variable is set to shutdown (3).

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeThermalDegradedAction

Supporting SNMP Trap Description: "Required fan not operating normally. Shutdown may occur."

**NT Event ID: 1086 (Hex)0x8435043e (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: A System Fan Condition has been set to degraded. If the system fan is part of a redundancy group, the system will not be shut down. If the system fan is not part of a redundancy group, the system may be shut down depending on the state of the thermal degraded action value '%4'.

SNMP Trap: cpqHe3ThermalSystemFanDegraded - 6021 in CPQHLTH.MIB

Symptom: The system fan status has been set to degraded. An optional system fan is not operating normally.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "An optional fan is not operating normally."

**NT Event ID: 1087 (Hex)0x4435043f (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: A System Fan Condition has been set to OK. The server's system fan has resumed normal operation.

SNMP Trap: cpqHe3ThermalSystemFanOk - 6022 in CPQHLTH.MIB

Symptom: The system fan status has been set to OK. Any previously non-operational system fans have returned to normal operation.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "System fan has returned to normal operation."

**NT Event ID: 1088 (Hex)0xc4350440 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: A Processor Fan Condition has been set to failed. The system will be shut down due to this condition.

SNMP Trap: cpqHe3ThermalCpuFanFailed - 6023 in CPQHLTH.MIB

Symptom: The CPU fan status has been set to failed. A processor fan is not operating normally. The server is shut down.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "CPU fan has failed. Server will be shutdown."

**NT Event ID: 1089 (Hex)0x44350441 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: A Processor Fan Condition has been set to OK. The server's processor fan has resumed normal operation.

SNMP Trap: cpqHe3ThermalCpuFanOk - 6024 in CPQHLTH.MIB

Symptom: The CPU fan status has been set to OK. Any previously non-operational processor fans have returned to normal operation.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "CPU fan is now OK."

**NT Event ID: 1090 (Hex)0x44350442 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: The server is operational again. The server has previously been shut down by the Automatic Server Recovery (ASR) feature and has just become operational again.

SNMP Trap: cpqHe3AsrConfirmation - 6025 in CPQHLTH.MIB

Symptom: The server is operational again. The server has previously been shut down by the Automatic Server Recovery (ASR) feature and has just become operational again.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Server is operational again after ASR shutdown."

**NT Event ID: 1091 (Hex)0x44350443 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: The server is operational again. The server has previously been shut down due to a thermal anomaly and has just become operational again.

SNMP Trap: cpqHe3ThermalConfirmation - 6026 in CPQHLTH.MIB

Symptom: The server is operational again. The server has previously been shut down due to a thermal anomaly on the server and has just become operational again.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Server is operational again after thermal shutdown."

**NT Event ID: 1092 (Hex)0x84350444 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: Post Errors were detected. One or more Power-On-Self-Test errors were detected during server startup.

SNMP Trap: cpqHe3PostError - 6027 in CPQHLTH.MIB

Symptom: One or more POST errors occurred. Power On Self-Test (POST) errors occur during the server restart process.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Errors occurred during server restart."

## Event Identifiers 1103-1183

**NT Event ID: 1103 (Hex)0x8435044f (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Fault Tolerant Power Sub-system has been set to Degraded. Check power connections and replace the power supply as needed.

SNMP Trap: cpqHe3FitToIPwrSupplyDegraded - 6028 in CPQHLTH.MIB

Symptom: The fault tolerant power supply sub-system condition has been set to degraded.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The server power supply status has become degraded."

**NT Event ID: 1108 (Hex)0x84350454 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Remote Insight Board has detected unauthorized login attempts. More than '%4' login attempts detected.

SNMP Trap: cpqSm2UnauthorizedLoginAttempts - 9003 in CPQSM2.MIB

Symptom: Remote Insight/Integrated Lights-Out Unauthorized Login Attempts. The Remote Insight/Integrated Lights-Out firmware has detected unauthorized login attempts.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSm2CntlrBadLoginAttemptsThresh

Supporting SNMP Trap Description: "More than [cpqSm2CntlrBadLoginAttemptsThresh] unauthorized login attempts detected."

**NT Event ID: 1109 (Hex)0xc4350455 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: The Remote Insight Board has detected a battery failure.

SNMP Trap: cpqSm2BatteryFailed - 9004 in CPQSM2.MIB

Symptom: Remote Insight Battery Failed. The Remote Insight battery has failed and needs to be replaced.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Remote Insight battery failed."

**NT Event ID: 1110 (Hex)0xc4350456 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: The Remote Insight Board has detected self test error '%4'.

SNMP Trap: cpqSm2SelfTestError - 9005 in CPQSM2.MIB

Symptom: Remote Insight/Integrated Lights-Out Self Test Error. The Remote Insight/Integrated Lights-Out firmware has detected a Remote Insight self test error.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSm2CntlrSelfTestErrors

Supporting SNMP Trap Description: "Remote Insight/Integrated Lights-Out self test error [cpqSm2CntlrSelfTestErrors]."

**NT Event ID: 1111 (Hex)0xc4350457 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: The Remote Insight Board has detected a controller interface error.

SNMP Trap: cpqSm2InterfaceError - 9006 in CPQSM2.MIB

Symptom: Remote Insight/Integrated Lights-Out Interface Error. The host OS has detected an error in the Remote Insight/ Integrated Lights-Out interface. The firmware is not responding.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Server [sysName], Remote Insight/Integrated Lights-Out interface error."

**NT Event ID: 1112 (Hex)0x84350458 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Remote Insight Board has detected that the battery is disconnected.

SNMP Trap: cpqSm2BatteryDisconnected - 9007 in CPQSM2.MIB

Symptom: Remote Insight Battery Disconnected. The Remote Insight battery cable has been disconnected.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Remote Insight battery disconnected."

**NT Event ID: 1113 (Hex)0x84350459 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Remote Insight Board has detected that the keyboard cable is disconnected.

SNMP Trap: cpqSm2KeyboardCableDisconnected - 9008 in CPQSM2.MIB

Symptom: Keyboard Cable Disconnected. The Remote Insight keyboard cable has been disconnected.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Remote Insight keyboard cable disconnected."

**NT Event ID: 1114 (Hex)0x8435045a (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: A processor has crossed the threshold of allowable corrected errors. The processor should be replaced.

SNMP Trap: cpqSeCpuThresholdPassed - 1005 in CPQSTDEQ.MIB

Symptom: This trap is sent when an internal processor error threshold has been passed on a particular processor, causing it to become degraded. This trap is sent when cpqSeCpuThreshPassed transitions from false to true.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

- cpqSeCpuSlot
- cpqSeCpuSocketNumber
- cpqSeCpuSpeed
- cpqSeCpuExtSpeed
- cpqSeCpuCacheSize

Supporting SNMP Trap Description: "CPU internal corrected errors have passed a set threshold."

SNMP Trap: cpqSeCpuStatusChange - 1006 in CPQSTDEQ.MIB

Symptom: This trap is sent when CPU status changed. CPU can be brought down to Stop state and removed from O.S Active set or Brought back to Running state and made member of O.S Active set.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSeCpuUnitIndex
- cpqSeCpuSlot
- cpqSeCpuName
- cpqSeCpuSpeed
- cpqSeCpuStep
- cpqSeCpuStatus
- cpqSeCpuExtSpeed
- cpqSeCpuSocketNumber
- cpqSeCpuHwLocation

Supporting SNMP Trap Description: "Processor in Slot [cpqSeCpuSlot] status change to [cpqSeCpuStatus]."

SNMP Trap: cpqSeCpuPowerPodstatusChange - 1007 in CPQSTDEQ.MIB

Symptom: This Trap is sent if CPU Power Pod status changes.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSeCpuUnitIndex
- cpqSeCpuSlot
- cpqSeCpuName
- cpqSeCpuSpeed
- cpqSeCpuStep
- cpqSeCpuPowerpodStatus
- cpqSeCpuExtSpeed
- cpqSeCpuSocketNumber

- cpqSeCpuHwLocation

Supporting SNMP Trap Description: "Processor in Slot [cpqSeCpuSlot] Power supply status is [cpqSeCpuPowerpodStatus]."

**NT Event ID: 1115 (Hex)0x8435045b (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: A computer cover has been removed since last system start up. Be sure the system cover is installed properly. This situation may result in improper cooling of the system due to air flow changes caused by the missing cover.

SNMP Trap: cpqSiHoodRemoved - 2001 in CPQSINFO.MIB

Symptom: The access panel is removed. The access panel status has been set to removed. The access panel is not installed properly. This situation may result in improper cooling of the system due to air flow changes caused by the missing access panel.

User Action: Replace the access panel and be sure that it is installed properly. Verify that the system is working properly.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Hood is removed from unit."

**NT Event ID: 1116 (Hex)0x8435045c (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Remote Insight Board has detected that the mouse cable is disconnected.

SNMP Trap: cpqSm2MouseCableDisconnected - 9009 in CPQSM2.MIB

Symptom: Mouse Cable Disconnected. The Remote Insight mouse cable has been disconnected.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Remote Insight mouse cable disconnected."

**NT Event ID: 1117 (Hex)0x8435045d (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Remote Insight Board has detected that the external power cable is disconnected.

SNMP Trap: cpqSm2ExternalPowerCableDisconnected - 9010 in CPQSM2.MIB

Symptom: External Power Cable Disconnected. The Remote Insight external power cable has been disconnected.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Remote Insight external power cable disconnected."

**NT Event ID: 1118 (Hex)0x4435045e (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: The Fault Tolerant Power Supply Sub-system has been returned to the OK state.

SNMP Trap: cpqHe4FitTolPowerSupplyOk - 6048 in CPQHLTH.MIB

Symptom: The fault tolerant power supply condition has been set back to the OK state for the specified chassis and bay location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolPowerSupplyChassis
- cpqHeFitTolPowerSupplyBay
- cpqHeFitTolPowerSupplyStatus
- cpqHeFitTolPowerSupplyModel
- cpqHeFitTolPowerSupplySerialNumber
- cpqHeFitTolPowerSupplyAutoRev
- cpqHeFitTolPowerSupplyFirmwareRev
- cpqHeFitTolPowerSupplySparePartNum
- cpqSiServerSystemId

Supporting SNMP Trap Description: "The Power Supply is OK on Chassis [cpqHeFitTolPowerSupplyChassis], Bay [cpqHeFitTolPowerSupplyBay], Status [cpqHeFitTolPowerSupplyStatus], Model [cpqHeFitTolPowerSupplyModel], Serial Num [cpqHeFitTolPowerSupplySerialNumber], Firmware [cpqHeFitTolPowerSupplyFirmwareRev]."

**NT Event ID: 1123 (Hex)0x84350463 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: Post Errors were detected. One or more Power-On-Self-Test errors were detected during server startup.

SNMP Trap: cpqHe3PostError - 6027 in CPQHLTH.MIB

Symptom: One or more POST errors occurred. Power On Self-Test (POST) errors occur during the server restart process.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "Errors occurred during server restart."

**NT Event ID: 1124 (Hex)0x84350464 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Fault Tolerant Power Supply Sub-system is in a degraded state. Restore power or replace the failed power supply.

SNMP Trap: cpqHe4FitTolPowerSupplyDegraded - 6049 in CPQHLTH.MIB

Symptom: The fault tolerant power supply condition has been set to degraded for the specified chassis and bay location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags



- cpqHeFitTolPowerSupplyChassis
- cpqHeFitTolPowerSupplyBay
- cpqHeFitTolPowerSupplyStatus
- cpqHeFitTolPowerSupplyModel
- cpqHeFitTolPowerSupplySerialNumber
- cpqHeFitTolPowerSupplyAutoRev
- cpqHeFitTolPowerSupplyFirmwareRev
- cpqHeFitTolPowerSupplySparePartNum
- cpqSiServerSystemId

Supporting SNMP Trap Description: "The Power Supply is Degraded on Chassis [cpqHeFitTolPowerSupplyChassis], Bay [cpqHeFitTolPowerSupplyBay], Status [cpqHeFitTolPowerSupplyStatus], Model [cpqHeFitTolPowerSupplyModel], Serial Num [cpqHeFitTolPowerSupplySerialNumber], Firmware [cpqHeFitTolPowerSupplyFirmwareRev]."

**NT Event ID: 1125 (Hex)0xc4350465 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: The Fault Tolerant Power Supply Sub-system is in a failed state. Restore power or replace the failed power supply.

SNMP Trap: cpqHe4FitTolPowerSupplyFailed - 6050 in CPQHLTH.MIB

Symptom: The fault tolerant power supply condition has been set to failed for the specified chassis and bay location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolPowerSupplyChassis
- cpqHeFitTolPowerSupplyBay
- cpqHeFitTolPowerSupplyStatus
- cpqHeFitTolPowerSupplyModel
- cpqHeFitTolPowerSupplySerialNumber
- cpqHeFitTolPowerSupplyAutoRev
- cpqHeFitTolPowerSupplyFirmwareRev
- cpqHeFitTolPowerSupplySparePartNum
- cpqSiServerSystemId

Supporting SNMP Trap Description: "The Power Supply is Failed on Chassis [cpqHeFitTolPowerSupplyChassis], Bay [cpqHeFitTolPowerSupplyBay], Status [cpqHeFitTolPowerSupplyStatus], Model [cpqHeFitTolPowerSupplyModel], Serial Num [cpqHeFitTolPowerSupplySerialNumber], Firmware [cpqHeFitTolPowerSupplyFirmwareRev]."

**NT Event ID: 1126 (Hex)0x84350466 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Fault Tolerant Power Supply Sub-system has lost redundancy. Restore power or replace any failed or missing power supplies.

SNMP Trap: cpqHe3FitTolPowerRedundancyLost - 6032 in CPQHLTH.MIB

Symptom: The Fault Tolerant Power Supplies have lost redundancy for the specified chassis.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolPowerSupplyChassis

Supporting SNMP Trap Description: "The Power Supplies are no longer redundant on Chassis [cpqHeFitTolPowerSupplyChassis]."

**NT Event ID: 1127 (Hex)0x44350467 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: Fault Tolerant Power Supply Inserted. A hot-plug fault tolerant power supply has been inserted into the system.

SNMP Trap: cpqHe3FitTolPowerSupplyInserted - 6033 in CPQHLTH.MIB

Symptom: A Fault Tolerant Power Supply has been inserted into the specified chassis and bay location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolPowerSupplyChassis
- cpqHeFitTolPowerSupplyBay

Supporting SNMP Trap Description: "The Power Supply Inserted on Chassis [cpqHeFitTolPowerSupplyChassis], Bay [cpqHeFitTolPowerSupplyBay]."

**NT Event ID: 1128 (Hex)0x84350468 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: Fault Tolerant Power Supply Removed. A hot-plug fault tolerant power supply has been removed from the system.

SNMP Trap: cpqHe3FitTolPowerSupplyRemoved - 6034 in CPQHLTH.MIB

Symptom: A Fault Tolerant Power Supply has been removed from the specified chassis and bay location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolPowerSupplyChassis
- cpqHeFitTolPowerSupplyBay

Supporting SNMP Trap Description: "The Power Supply Removed on Chassis [cpqHeFitTolPowerSupplyChassis], Bay [cpqHeFitTolPowerSupplyBay]."

**NT Event ID: 1129 (Hex)0x84350469 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Fan Sub-system is in a degraded state. Replace the fan.

SNMP Trap: cpqHe3FitTolFanDegraded - 6035 in CPQHLTH.MIB

Symptom: The Fault Tolerant Fan condition has been set to degraded for the specified chassis and fan.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolFanChassis
- cpqHeFitTolFanIndex

Supporting SNMP Trap Description: "The Fan Degraded on Chassis [cpqHeFitTolFanChassis], Fan [cpqHeFitTolFanIndex]."

**NT Event ID: 1130 (Hex)0xc435046a (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: The Fan Sub-system is in a failed state. Replace the fan.

SNMP Trap: cpqHe3FitTolFanFailed - 6036 in CPQHLTH.MIB

Symptom: The Fault Tolerant Fan condition has been set to failed for the specified chassis and fan.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolFanChassis
- cpqHeFitTolFanIndex

Supporting SNMP Trap Description: "The Fan Failed on Chassis [cpqHeFitTolFanChassis], Fan [cpqHeFitTolFanIndex]."

**NT Event ID: 1131 (Hex)0x8435046b (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Fan Sub-system has lost redundancy. Replace any failed or missing fans.

SNMP Trap: cpqHe3FitTolFanRedundancyLost - 6037 in CPQHLTH.MIB

Symptom: The Fault Tolerant Fans have lost redundancy for the specified chassis.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolFanChassis

Supporting SNMP Trap Description: "The Fans are no longer redundant on Chassis [cpqHeFitTolFanChassis]."

**NT Event ID: 1132 (Hex)0x4435046c (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: Fan Inserted. A hot-plug fan has been inserted into the system.

SNMP Trap: cpqHe3FitTolFanInserted - 6038 in CPQHLTH.MIB

Symptom: A Fault Tolerant Fan has been inserted into the specified chassis and fan location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFitTolFanChassis

- cpqHeFltTolFanIndex

Supporting SNMP Trap Description: "The Fan Inserted on Chassis [cpqHeFltTolFanChassis], Fan [cpqHeFltTolFanIndex]."

**NT Event ID: 1133 (Hex)0x8435046d (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: Fan Removed. A hot-plug fan has been removed from the system.

SNMP Trap: cpqHe3FltTolFanRemoved - 6039 in CPQHLTH.MIB

Symptom: A Fault Tolerant Fan has been removed from the specified chassis and fan location.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeFltTolFanChassis
- cpqHeFltTolFanIndex

Supporting SNMP Trap Description: "The Fan Removed on Chassis [cpqHeFltTolFanChassis], Fan [cpqHeFltTolFanIndex]."

**NT Event ID: 1134 (Hex)0xc435046e (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: A Temperature Sensor Condition has been set to failed. The system will be shut down due to this overheat condition.

SNMP Trap: cpqHe3TemperatureFailed - 6040 in CPQHLTH.MIB

Symptom: The temperature status has been set to failed in the specified chassis and location. The system is shut down due to this condition.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeTemperatureChassis
- cpqHeTemperatureLocale

Supporting SNMP Trap Description: "Temperature Exceeded on Chassis [cpqHeTemperatureChassis], Location [cpqHeTemperatureLocale]."

**NT Event ID: 1135 (Hex)0x8435046f (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: A Temperature Sensor Condition has been set to degraded. The system may or may not shut down depending on the state of the thermal degraded action value '%6'.

SNMP Trap: cpqHe3TemperatureDegraded - 6041 in CPQHLTH.MIB

Symptom: The temperature status has been set to degraded in the specified chassis and location.

The server's temperature is outside of the normal operating range. The server is shut down if the cpqHeThermalDegradedAction variable is set to shutdown (3).

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

- cpqHeThermalDegradedAction
- cpqHeTemperatureChassis
- cpqHeTemperatureLocale

Supporting SNMP Trap Description: "Temperature out of range on Chassis [cpqHeTemperatureChassis], Location [cpqHeTemperatureLocale]. Shutdown may occur."

**NT Event ID: 1136 (Hex)0x44350470 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: A Temperature Sensor Condition has been set to OK. The system's temperature has returned to the normal operating range.

SNMP Trap: cpqHe3TemperatureOk - 6042 in CPQHLTH.MIB

Symptom: The temperature status has been set to OK in the specified chassis and location. The server's temperature has returned to the normal operating range.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHeTemperatureChassis
- cpqHeTemperatureLocale

Supporting SNMP Trap Description: "Temperature Normal on Chassis [cpqHeTemperatureChassis], Location [cpqHeTemperatureLocale]."

**NT Event ID: 1137 (Hex)0x84350471 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The DC-DC power converter is in a degraded state. Replace the power converter.

SNMP Trap: cpqHe3PowerConverterDegraded - 6043 in CPQHLTH.MIB

Symptom: The DC-DC Power Converter condition has been set to degraded for the specified chassis, slot, and socket.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHePwrConvChassis
- cpqHePwrConvSlot
- cpqHePwrConvSocket

Supporting SNMP Trap Description: "The Power Converter Degraded on Chassis [cpqHePwrConvChassis], Slot [cpqHePwrConvSlot], Socket [cpqHePwrConvSocket]."

**NT Event ID: 1138 (Hex)0xc4350472 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: The DC-DC power converter is in a failed state. Replace the power converter.

SNMP Trap: cpqHe3PowerConverterFailed - 6044 in CPQHLTH.MIB

Symptom: The DC-DC Power Converter condition has been set to failed for the specified chassis, slot, and socket.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHePwrConvChassis
- cpqHePwrConvSlot
- cpqHePwrConvSocket

Supporting SNMP Trap Description: "The Power Converter Failed on Chassis [cpqHePwrConvChassis], Slot [cpqHePwrConvSlot], Socket [cpqHePwrConvSocket]."

**NT Event ID: 1139 (Hex)0x84350473 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The DC-DC power converter is in a failed state. Replace System Information Agent:  
Health: The DC-DC Power Converter sub-system has lost redundancy. Replace any failed or degraded power converters.

SNMP Trap: cpqHe3PowerConverterRedundancyLost - 6045 in CPQHLTH.MIB

Symptom: The DC-DC Power Converters have lost redundancy for the specified chassis.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqHePwrConvChassis

Supporting SNMP Trap Description: "The Power Converters are no longer redundant on Chassis [cpqHePwrConvChassis]."

**NT Event ID: 1140 (Hex)0x84350474 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: Hot Plug PCI Board Removed. A hot plug PCI adapter has been removed from the system.

SNMP Trap: cpqSiHotPlugSlotBoardRemoved - 2008 in CPQSINFO.MIB

Symptom: Hot Plug Slot Board Removed. A Hot Plug Slot Board has been removed from the specified chassis and slot.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSiHotPlugSlotChassis
- cpqSiHotPlugSlotIndex

Supporting SNMP Trap Description: "Hot Plug Slot Board Removed from Chassis [cpqSiHotPlugSlotChassis], Slot [cpqSiHotPlugSlotIndex]."

**NT Event ID: 1141 (Hex)0x44350475 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: Hot Plug PCI Board Inserted. A hot plug PCI adapter has been inserted into the system.

SNMP Trap: cpqSiHotPlugSlotBoardInserted - 2009 in CPQSINFO.MIB

Symptom: Hot Plug Slot Board Inserted. A Hot Plug Slot Board has been inserted into the specified chassis and slot.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSiHotPlugSlotChassis
- cpqSiHotPlugSlotIndex

Supporting SNMP Trap Description: "Hot Plug Slot Board Inserted into Chassis [cpqSiHotPlugSlotChassis], Slot [cpqSiHotPlugSlotIndex]."

**NT Event ID: 1142 (Hex)0xc4350476 (cpqsvmsg.dll)**

Log Severity: Error (3)

Log Message: Hot Plug PCI Board Failed. A hot plug PCI adapter has failed to power up. Insure the board and all cables are installed correctly.

SNMP Trap: cpqSiHotPlugSlotPowerUpFailed - 2010 in CPQSINFO.MIB

Symptom: Hot Plug Slot Board Failed Power-Up. A Hot Plug Slot Board has failed to power up in the specified chassis and slot.

User Action: Be sure the board and all cables are installed correctly, and that the board type and revision are the same as the replaced board.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSiHotPlugSlotChassis
- cpqSiHotPlugSlotIndex
- cpqSiHotPlugSlotErrorStatus

Supporting SNMP Trap Description: "Hot Plug Slot Board Failed in Chassis [cpqSiHotPlugSlotChassis], Slot [cpqSiHotPlugSlotIndex], Error [cpqSiHotPlugSlotErrorStatus]."

**NT Event ID: 1143 (Hex)0x44350477 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: Rack Name Changed.

SNMP Trap: cpqRackNameChanged - 22001 in CPQRACK.MIB

Symptom: The rack name has changed. This trap indicates that an agent or utility has changed the name of the rack. Each of the server blades in each of the enclosure within the rack is updated to reflect the new rack name. It may take several minutes for the rack name change to be propagated throughout the entire rack.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid

- cpqRackSerialNum
- cpqRackTrapSequenceNum

Supporting SNMP Trap Description: "The rack name has changed to [cpqRackName]."

**NT Event ID: 1144 (Hex)0x44350478 (cpqsvmsg.dll)**

Log Severity: Information (1)

Log Message: Rack Enclosure Name Changed.

SNMP Trap: cpqRackEnclosureNameChanged - 22002 in CPQRACK.MIB

Symptom: The enclosure name has changed. This trap indicates that an agent or utility has changed the name of an enclosure within the rack. Each of the components within the rack is updated to reflect the new enclosure name. It may take several minutes for the enclosure name change to be propagated throughout the entire enclosure.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureModel
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure name has changed to [cpqRackCommonEnclosureName] in rack [cpqRackName]."

**NT Event ID: 1145 (Hex)0x44350479 (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Enclosure Removed

Log Message: This trap indicates that an enclosure has been removed from the rack.

SNMP Trap: cpqRackEnclosureRemoved - 22003 in CPQRACK.MIB

Symptom: The enclosure has been removed. This trap indicates that an enclosure has been removed from the rack.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureModel



- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] has been removed from rack [cpqRackName]."

**NT Event ID: 1146 (Hex)0x4435047a (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Enclosure Inserted

Log Message: This trap indicates that an enclosure has been inserted into the rack.

SNMP Trap: cpqRackEnclosureInserted - 22004 in CPQRACK.MIB

Symptom: The enclosure has been inserted. This trap indicates that an enclosure has been inserted into the rack.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureModel
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] has been inserted into rack [cpqRackName]."

**NT Event ID: 1147 (Hex)0xc435047b (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Rack Enclosure Overheated

Log Message: This trap indicates that an enclosure temperature sensor has been tripped indicating an overheat condition.

SNMP Trap: cpqRackEnclosureTempFailed - 22005 in CPQRACK.MIB

Symptom: The enclosure temperature status has been set to failed. This trap indicates that an enclosure temperature sensor has been tripped, indicating an overheat condition.

User Action: Shut down the enclosure and possibly the rack as soon as possible. Be sure that all fans are working properly and that air flow in the rack has not been blocked.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid

- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTempLocation
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] temperature sensor in rack [cpqRackName] has been set to failed."

**NT Event ID: 1148 (Hex)0x8435047c (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Enclosure Overheating

Log Message: This trap indicates that an enclosure temperature sensor has been tripped indicating a possible overheat condition.

SNMP Trap: cpqRackEnclosureTempDegraded - 22006 in CPQRACK.MIB

Symptom: The enclosure temperature status has been set to degraded. This trap indicates that an enclosure temperature sensor has been tripped, indicating a possible overheat condition.

User Action: Shut down the enclosure and possibly the rack as soon as possible. Be sure that all fans are working properly and that air flow in the rack has not been blocked.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTempLocation
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] temperature sensor in rack [cpqRackName] has been set to degraded."

**NT Event ID: 1149 (Hex)0x4435047d (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Rack Enclosure Temperature Normal

Log Message: This trap indicates that an enclosure temperature sensor has returned to normal.

SNMP Trap: cpqRackEnclosureTempOk - 22007 in CPQRACK.MIB

Symptom: The enclosure temperature status has been set to OK. This trap indicates that an enclosure temperature sensor has returned to normal.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTempLocation
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] temperature sensor in rack [cpqRackName] has been set to ok."

**NT Event ID: 1150 (Hex)0xc435047e (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Rack Enclosure Fan Failed

Log Message: This trap indicates that an enclosure fan has failed and less than the minimum number of fans in the redundant fan group are operating. This may result in overheating of the enclosure.

SNMP Trap: cpqRackEnclosureFanFailed - 22008 in CPQRACK.MIB

Symptom: The enclosure fan status has been set to failed. This trap indicates that an enclosure fan has failed and that no other fans in the redundant fan group are operating. This may result in the enclosure overheating.

User Action: Replace the fan as soon as possible.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureFanLocation
- cpqRackCommonEnclosureFanSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] fan in rack [cpqRackName] has been set to failed."

**NT Event ID: 1151 (Hex)0x8435047f (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Enclosure Fan Degraded

Log Message: This trap indicates that an enclosure fan has failed but other fans in the redundant fan group are still operating. This may result in overheating of the enclosure.

SNMP Trap: cpqRackEnclosureFanDegraded - 22009 in CPQRACK.MIB

Symptom: The enclosure fan status has been set to degraded. This trap indicates that an enclosure fan has failed but that other fans in the redundant fan group are still operating. This may result in the enclosure overheating.

User Action: Replace the fan as soon as possible.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureFanLocation
- cpqRackCommonEnclosureFanSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] fan in rack [cpqRackName] has been set to degraded."

**NT Event ID: 1152 (Hex)0x44350480 (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Rack Enclosure Fan OK

Log Message: This trap indicates that an enclosure fan has returned to normal operation.

SNMP Trap: cpqRackEnclosureFanOk - 22010 in CPQRACK.MIB

Symptom: The enclosure fan status has been set to OK. This trap indicates that an enclosure fan has returned to normal operation.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureFanLocation
- cpqRackCommonEnclosureFanSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] fan in rack [cpqRackName] has been set to ok."

**NT Event ID: 1153 (Hex)0x84350481 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Enclosure Fan Removed

Log Message: The enclosure fan has been removed.

SNMP Trap: cpqRackEnclosureFanRemoved - 22011 in CPQRACK.MIB

Symptom: The enclosure fan has been removed.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureFanLocation
- cpqRackCommonEnclosureFanSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] fan in rack [cpqRackName] has been removed."

**NT Event ID: 1154 (Hex)0x44350482 (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Rack Enclosure Fan Inserted

Log Message: The enclosure fan has been inserted.

SNMP Trap: cpqRackEnclosureFanInserted - 22012 in CPQRACK.MIB

Symptom: The enclosure fan has been inserted.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureFanLocation
- cpqRackCommonEnclosureFanSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The enclosure [cpqRackCommonEnclosureName] fan in rack [cpqRackName] has been inserted."

**NT Event ID: 1155 (Hex)0xc4350483 (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Rack Power Supply Failed

Log Message: This trap indicates that a power supply has failed.

SNMP Trap: cpqRackPowerSupplyFailed - 22013 in CPQRACK.MIB

Symptom: The power supply status has been set to failed. This trap indicates that a power supply has failed.

User Action: Replace the power supply as soon as possible.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackPowerSupplyEnclosureName
- cpqRackPowerSupplySerialNum
- cpqRackPowerSupplyPosition
- cpqRackPowerSupplyFWRev
- cpqRackPowerSupplySparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power supply [cpqRackPowerSupplyPosition] in enclosure [cpqRackPowerSupplyEnclosureName] in rack [cpqRackName] has been set to failed."

**NT Event ID: 1156 (Hex)0x84350484 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Power Supply Degraded

Log Message: This trap indicates that a power supply has degraded.

SNMP Trap: cpqRackPowerSupplyDegraded - 22014 in CPQRACK.MIB

Symptom: The power supply status has been set to degraded. This trap indicates that a power supply has degraded.

User Action: Replace the power supply as soon as possible.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackPowerSupplyEnclosureName
- cpqRackPowerSupplySerialNum
- cpqRackPowerSupplyPosition
- cpqRackPowerSupplyFWRev
- cpqRackPowerSupplySparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power supply [cpqRackPowerSupplyPosition] in enclosure [cpqRackPowerSupplyEnclosureName] in rack [cpqRackName] has been set to degraded."

**NT Event ID: 1157 (Hex)0x44350485 (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Rack Power Supply OK

Log Message: This trap indicates that a power supply has returned to normal operation.

SNMP Trap: cpqRackPowerSupplyOk - 22015 in CPQRACK.MIB

Symptom: The power supply status has been set to OK. This trap indicates that a power supply has returned to normal operation.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackPowerSupplyEnclosureName
- cpqRackPowerSupplySerialNum
- cpqRackPowerSupplyPosition
- cpqRackPowerSupplyFWRev
- cpqRackPowerSupplySparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power supply [cpqRackPowerSupplyPosition] in enclosure [cpqRackPowerSupplyEnclosureName] in rack [cpqRackName] has been set to ok."

**NT Event ID: 1158 (Hex)0x84350486 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Power Supply Removed

Log Message: The power supply has been removed.

SNMP Trap: cpqRackPowerSupplyRemoved - 22016 in CPQRACK.MIB

Symptom: The power supply has been removed.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackPowerSupplyEnclosureName
- cpqRackPowerSupplySerialNum
- cpqRackPowerSupplyPosition
- cpqRackPowerSupplyFWRev
- cpqRackPowerSupplySparePartNumber

- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power supply [cpqRackPowerSupplyPosition] in enclosure [cpqRackPowerSupplyEnclosureName] in rack [cpqRackName] has been removed."

**NT Event ID: 1159 (Hex)0x44350487 (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Rack Power Supply Inserted

Log Message: The power supply has been inserted.

SNMP Trap: cpqRackPowerSupplyInserted - 22017 in CPQRACK.MIB

Symptom: The power supply has been inserted.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackPowerSupplyEnclosureName
- cpqRackPowerSupplySerialNum
- cpqRackPowerSupplyPosition
- cpqRackPowerSupplyFWRev
- cpqRackPowerSupplySparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power supply [cpqRackPowerSupplyPosition] in enclosure [cpqRackPowerSupplyEnclosureName] in rack [cpqRackName] has been inserted."

**NT Event ID: 1160 (Hex)0x84350488 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Power Subsystem Not Redundant

Log Message: The rack power subsystem is no longer in a redundant state.

SNMP Trap: cpqRackPowerSubsystemNotRedundant - 22018 in CPQRACK.MIB

Symptom: The rack power subsystem is no longer in a redundant state.

User Action: Replace any failed power supplies as soon as possible to return the system to a redundant state.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid



- cpqRackPowerEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power subsystem in enclosure [cpqRackPowerEnclosureName] in rack [cpqRackName] is no longer redundant."

**NT Event ID: 1161 (Hex)0x84350489 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Power Subsystem Input Voltage Problem

Log Message: The rack power supply detected an input line voltage problem.

SNMP Trap: cpqRackPowerSubsystemLineVoltageProblem - 22019 in CPQRACK.MIB

Symptom: The rack power supply detected an input line voltage problem.

User Action: Check the power input for the power supply or replace any failed power supplies as soon as possible.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackPowerSupplyEnclosureName
- cpqRackPowerSupplyPosition
- cpqRackPowerSupplyFWRev
- cpqRackPowerSupplyInputLineStatus
- cpqRackPowerSupplySparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The rack power supply detected an input line voltage problem in power supply [cpqRackPowerSupplyPosition], enclosure [cpqRackPowerSupplyEnclosureName], rack [cpqRackName]."

**NT Event ID: 1162 (Hex)0x8435048a (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Power Subsystem Overload

Log Message: The rack power subsystem overload condition.

SNMP Trap: cpqRackPowerSubsystemOverloadCondition - 22020 in CPQRACK.MIB

Symptom: The rack power subsystem overload condition.

User Action: Replace any failed power supplies as soon as possible to return the system to a redundant state.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

- cpqRackName
- cpqRackUid
- cpqRackPowerEnclosureName
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The power subsystem in enclosure [cpqRackPowerEnclosureName] in rack [cpqRackName] is in an overload condition."

**NT Event ID: 1163 (Hex)0xc435048b (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Server Power Shedding Shutdown

Log Message: Server shutdown due to power shedding.

SNMP Trap: cpqRackPowerShedAutoShutdown - 22021 in CPQRACK.MIB

Symptom: Server shutdown due to power shedding. The server blade was shut down due to a lack of power.

User Action: Check power connections or add power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "The server shutdown due to lack of power blade [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1164 (Hex)0xc435048c (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Server Power On Prevented

Log Message: Server power on prevented to preserve redundancy.

SNMP Trap: cpqRackServerPowerOnFailedNotRedundant - 22022 in CPQRACK.MIB

Symptom: Server power on prevented to preserve redundancy. There is not enough power to power on the server blade and maintain redundancy for the other blades in the enclosure.

User Action: Check power connections or add power supplies.

Supporting SNMP Trap Data:

- sysName

- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Server power on prevented to preserve redundancy in blade [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1165 (Hex)0xc435048d (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Not Enough Power To Power On

Log Message: Inadequate power to power on.

SNMP Trap: cpqRackServerPowerOnFailedNotEnoughPower - 22023 in CPQRACK.MIB

Symptom: Inadequate power to power on. There is not enough power to power on the server blade.

User Action: Check power connections or add power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Inadequate power to power on blade [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1166 (Hex)0xc435048e (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Inadequate Power To Power On

Log Message: There is not enough power to power on the server blade. The server enclosure micro-controller was not found.

SNMP Trap: cpqRackServerPowerOnFailedEnclosureNotFound - 22024 in CPQRACK.MIB

Symptom: Inadequate power to power on. There is not enough power to power on the server blade. The server enclosure micro-controller was not found.

User Action: Check server enclosure connections or add power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Inadequate power to power on blade [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1167 (Hex)0xc435048f (cpqsvmsg.dll)**

Log Severity: Error (3)

Event Title: Inadequate Power To Power On

Log Message: There is not enough power to power on the server blade. The power enclosure micro-controller was not found.

SNMP Trap: cpqRackServerPowerOnFailedPowerChassisNotFound - 22025 in CPQRACK.MIB

Symptom: Inadequate power to power on. There is not enough power to power on the server blade. The power enclosure micro-controller was not found.

User Action: Check power enclosure connections or add power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Inadequate power to power on blade [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1168 (Hex)0x84350490 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Server Power On Via Manual Override

Log Message: Server power on via manual override.

SNMP Trap: cpqRackServerPowerOnManualOverride - 22026 in CPQRACK.MIB

Symptom: Server power on via manual override. The server blade was powered on by a manual override.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Server power on via manual override on blade [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1169 (Hex)0x84350491 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Fuse or Breaker Tripped

Log Message: The fuse has been tripped.

SNMP Trap: cpqRackFuseOpen - 22027 in CPQRACK.MIB

Symptom: Fuse open. The fuse has been tripped.

User Action: Check enclosure and blade power connections and reset the fuse.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureFuseLocation
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Fuse open fuse [cpqRackCommonEnclosureFuseLocation], in enclosure [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1170 (Hex)0x84350492 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Server Blade Removed

Log Message: The server blade has been removed from the enclosure.

SNMP Trap: cpqRackServerBladeRemoved - 22028 in CPQRACK.MIB

Symptom: Server blade removed. The server blade has been removed from the enclosure.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladeName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Server blade [cpqRackServerBladeName] removed from position [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1171 (Hex)0x44350493 (cpqsvmsg.dll)**

Log Severity: Information (1)

Event Title: Server Blade Inserted

Log Message: The server blade has been inserted from the enclosure.

SNMP Trap: cpqRackServerBladeInserted - 22029 in CPQRACK.MIB

Symptom: Server blade inserted. The server blade has been inserted into the enclosure.

User Action: None.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackServerBladeEnclosureName
- cpqRackServerBladeName
- cpqRackServerBladePosition
- cpqRackServerBladeSparePartNumber
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Server blade [cpqRackServerBladeName] inserted into position [cpqRackServerBladePosition], in enclosure [cpqRackServerBladeEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1172 (Hex)0x84350494 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Rack Power Subsystem Not Load Balanced

Log Message: The power subsystem is out of balance for this power enclosure.

SNMP Trap: cpqRackPowerChassisNotLoadBalanced - 22030 in CPQRACK.MIB

Symptom: Power subsystem not load balanced. The power subsystem is out of balance for this power enclosure.

User Action: Check the power enclosure and power supplies. Replace any failed or degraded power supplies. Add additional power supplies if needed.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Power subsystem not load balanced in enclosure [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1173 (Hex)0x84350495 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Power Subsystem DC Power Problem

Log Message: There is a power subsystem DC power problem for this enclosure.

SNMP Trap: cpqRackPowerChassisDcPowerProblem - 22031 in CPQRACK.MIB

Symptom: Power subsystem DC power problem. There is a power subsystem DC power problem for this power enclosure.

User Action: Check the power enclosure and power supplies. Replace any failed or degraded power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Power subsystem DC power problem in enclosure [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1174 (Hex)0x84350496 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Power Subsystem Facility AC Power Problem

Log Message: The AC facility input power has been exceeded for this power enclosure.

SNMP Trap: cpqRackPowerChassisAcFacilityPowerExceeded - 22032 in CPQRACK.MIB

Symptom: Power subsystem AC facility input power exceeded for this power enclosure.

User Action: Check the power enclosure and power supplies. Replace any failed or degraded power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Power subsystem AC facility input power exceeded in enclosure [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1175 (Hex)0x84350497 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Power Subsystem Unknown Power Consumption

Log Message: There is an unknown power consumer drawing power.

SNMP Trap: cpqRackPowerUnknownPowerConsumption - 22033 in CPQRACK.MIB

Symptom: Unknown power consumption. There is an unknown power consumer drawing power.

User Action: Check the power enclosure and power supplies. Replace any failed or degraded power supplies.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Unknown power consumption in rack [cpqRackName]."

**NT Event ID: 1176 (Hex)0x84350498 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Power Subsystem Load Balancing Wire Missing

Log Message: The power subsystem load balancing wire missing.

SNMP Trap: cpqRackPowerChassisLoadBalancingWireMissing - 22034 in CPQRACK.MIB



Symptom: Power subsystem load balancing wire missing. The power subsystem load balancing wire is missing.

User Action: Connect the load balancing wire.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Power subsystem load balancing wire missing for enclosure [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1177 (Hex)0x84350499 (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Power Subsystem Too Many Power Enclosures

Log Message: The maximum number of power enclosures has been exceeded.

SNMP Trap: cpqRackPowerChassisTooManyPowerChassis - 22035 in CPQRACK.MIB

Symptom: Power subsystem has too may power enclosures. The maximum number of power enclosures has been exceeded.

User Action: Remove the extra power enclosure.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Power subsystem has too may power enclosures [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1178 (Hex)0x8435049a (cpqsvmsg.dll)**

Log Severity: Warning (2)

Event Title: Power Subsystem Configuration Error

Log Message: The power subsystem has been improperly configured.

SNMP Trap: cpqRackPowerChassisConfigError - 22036 in CPQRACK.MIB

Symptom: Power subsystem improperly configured. The power subsystem has been improperly configured.

User Action: Check the cabling of the power enclosure.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqRackName
- cpqRackUid
- cpqRackCommonEnclosureName
- cpqRackCommonEnclosureSerialNum
- cpqRackCommonEnclosureSparePartNumber
- cpqRackCommonEnclosureTrapSequenceNum

Supporting SNMP Trap Description: "Power subsystem has been improperly configured in enclosure [cpqRackCommonEnclosureName], in rack [cpqRackName]."

**NT Event ID: 1179 (Hex) 0x8435049B (cpqsvmsg.dll)**

Log Severity: Warning (2)

Log Message: The Management Processor is in reset state. The data contains the error code.

SNMP Trap: cpqHeManagementProcInReset - 6061 in CPQHLTH.MIB

Symptom: The Management processor is currently in reset. The management processor is currently in the process of being reset because of a firmware update or some other event.

User action: None

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Management processor is in the process of being reset."

**NT Event ID: 1180 (Hex) 0x0435049c (cpqsvmsg.dll)**

Log Severity: Informational (1)

Log Message: The Management Processor has successfully reset and is now available again. The data contains the error code.

SNMP Trap: cpqHeManagementProcReady - 6062 in CPQHLTH.MIB

Symptom: The Management processor is ready. The management processor has successfully reset and is now available again.

User action: None

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: "The Management processor is ready after a successfull reset"

**NT Event ID: 1181 (Hex) 0x8435049D (cpqsvmsg.dll)**

Log Severity: Warning (3)

Log Message: The Management Processor has not reset successfully and is not operational. The data contains the error code.

SNMP Trap: cpqHeManagementProcFailedReset - 6063 in CPQHLTH.MIB

Symptom: The Management processor failed reset. The management processor was not successfully reset and is not operational.

User action: Reset the management processor again or re-flash the management processor firmware.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags

Supporting SNMP Trap Description: The Management processor failed reset.

**NT Event ID: 1182 (Hex)0x4435049EL**

Log Severity: Informational

Log Message: USB storage device '%5' attached. The data contains the error code.

SNMP Trap: 1008 in CPQSTDEQ.MIB

Symptom: The USB key is attached to the server.

User Action: None required.

Supporting SNMP Trap Data:

- sysName,
- cpqHoTrapFlags
- cpqSeUSBDeviceType
- cpqSeUSBDeviceName

Supporting SNMP Trap Description: This trap is sent when a USB storage device has been attached.

Symbolic Name: CPQ\_STD\_USB\_DEV\_ATTACHED

**NT Event ID: 1183 (Hex)0x4435049FL**

Log Severity: Informational

Log Message: USB storage device '%5' removed. The data contains the error code.

SNMP TRAP: 1009 in CPQSTDEQ.MIB

Symptom: The USB key has been removed from the server.

User Action: None required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqSeUSBDeviceType
- cpqSeUSBDeviceName

Supporting SNMP Trap Description: This trap is sent when a attached USB storage device is removed.

Symbolic Name: CPQ\_STD\_USB\_DEV\_REMOVED

## Event Identifiers 1539-3352

**Event identifier: cpqsvmsg.dll - 1539 (Hex)0xc4350603 (Service Event)**

Log Severity: Error (3)

Log Message: Unable to write to the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 1540 (Hex)0xc4350604 (Service Event)**

Log Severity: Error (3)

Log Message: Unable to read from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 1543 (Hex)0xc4350607 (Service Event)**

Log Severity: Error (3)

Log Message: Unable to load a required driver. This error can be caused by a corrupt or missing file. Reinstalling the Server Agents, the software support drivers, or running the Emergency Repair procedure may correct this error.

**Event identifier: cpqsvmsg.dll - 1544 (Hex)0x84350608 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 1574 (Hex)0xc4350626 (Service Event)**

Log Severity: Error (3)

Log Message: Could not write the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 1792 (Hex)0x84350700 (Service Event)**

Log Severity: Warning (2)

Log Message: The Server SNMP Agent is unable to generate traps due to an error during initialization.

**Event identifier: cpqsvmsg.dll - 1795 (Hex)0x84350703 (Service Event)**

Log Severity: Warning (2)

Log Message: The SNMP Agent is older than other components. The SNMP Agent is older than the other components of the Server Agents. Reinstall the entire Server Agents package to correct this error.

**Event identifier: cpqsvmsg.dll - 1796 (Hex)0x84350704 (Service Event)**

Log Severity: Warning (2)

Log Message: The %1 Agent is older than other components. The %1 Agent is older than the other components of the Server Agents. Reinstall the entire Server Agents package to correct this error.

**Event identifier: cpqsvmsg.dll - 1800 (Hex)0x84350708 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read security configuration information. SNMP sets have been disabled.

**Event identifier: cpqsvmsg.dll - 1803 (Hex)0xc435070b (Service Event)**

Log Severity: Error (3)

Log Message: Unable to load a required library. This error can be caused by a corrupt or missing file. Reinstalling the Server Agents or running the Emergency Repair procedure may correct this error.

**Event identifier: cpqsvmsg.dll - 1806 (Hex)0x8435070e (Service Event)**

Log Severity: Warning (2)

Log Message: The Server Agent service is not running. The Server SNMP Agent has determined that the Server Agent service is not running. Stop the SNMP service and restart the Server Agents service. If the error persists, reinstalling the Server Agents may correct this error.

**Event identifier: cpqsvmsg.dll - 1808 (Hex)0x44350710 (Service Event)**

Log Severity: Information (1)

Log Message: The agent could not deliver trap %1. The agent was unable to use Asynchronous Management to deliver a trap. This can be caused by a failure in the Remote Access Service or by a missing or invalid configuration. Use the Management Agent control panel to verify the Asynchronous Management configuration settings. Use the Network control panel to verify the Remote Access configuration. If this error persists, reinstalling the Server Agents or the Remote Access Service may correct this error. For more information, see the Asynchronous Management documentation.

**Event identifier: cpqsvmsg.dll - 3328 (Hex)0x84350d00 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system may correct this error.

**Event identifier: cpqsvmsg.dll - 3329 (Hex)0x84350d01 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read from the registry sub-key. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 3330 (Hex)0x84350d02 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not write the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 3331 (Hex)0x84350d03 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 3332 (Hex)0x84350d04 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 3333 (Hex)0x84350d05 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not read the registry sub-key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqsvmsg.dll - 3342 (Hex)0x84350d0e (Service Event)**

Log Severity: Warning (2)

Log Message: The Remote Insight Agent got an unexpected error code while waiting for multiple events. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 3345 (Hex)0x84350d11 (Service Event)**

Log Severity: Warning (2)

Log Message: Remote Insight Board device driver not present. The Remote Insight Agent requires the Remote Insight Board device driver (CPQSM2.SYS) to be installed. Install the driver from the latest Software Support for Windows. If you do not have a Remote Insight Board in this system, disable the Remote Insight Agent via the Management Agents Control Panel.

**Event identifier: cpqsvmsg.dll - 3351 (Hex)0x84350d17 (Service Event)**

Log Severity: Warning (2)

Log Message: The shared memory interface has been reset.

**Event identifier: cpqsvmsg.dll - 3352 (Hex)0xc4350d18 (Service Event)**

Log Severity: Error (3)

Log Message: The Remote Insight board has been reset.

## Event Identifiers 5632-5684

**Event identifier: cpqsvmsg.dll - 5632 (Hex)0x84351600 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not allocate memory. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5633 (Hex)0x84351601 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not open the base of the registry. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5634 (Hex)0x84351602 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5635 (Hex)0x84351603 (Service Event)**

Log Severity: Warning (2)

Log Message: "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5636 (Hex)0x84351604 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not read the registry value "%1". The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5637 (Hex)0x84351605 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent found an incorrect type for registry value "%1". The data contains the type found.

**Event identifier: cpqsvmsg.dll - 5638 (Hex)0x84351606 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not create a necessary event. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5639 (Hex)0x84351607 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not set an event. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5640 (Hex)0x84351608 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not create its main thread of execution. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5641 (Hex)0x84351609 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent main thread did not terminate properly. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5642 (Hex)0x8435160a (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent got an unexpected error code while waiting for an event. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5643 (Hex)0x8435160b (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent did not respond to a request. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5644 (Hex)0x8435160c (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent received an unknown action code from the service. The data contains the action code.

**Event identifier: cpqsvmsg.dll - 5645 (Hex)0x8435160d (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not get the system type. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5682 (Hex)0x84351632 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not set the variable because it is unsupported. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5683 (Hex)0x84351633 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent could not set the variable because the value is invalid or out of range. The data contains the error code.

**Event identifier: cpqsvmsg.dll - 5684 (Hex)0x84351634 (Service Event)**

Log Severity: Warning (2)

Log Message: The Rack And Enclosure MIB Agent is not loaded. Sets are not available. The data contains the error code.

## NIC agents

### Event Identifiers 256-299

**Event identifier: cpqnimsg.dll - 256 (Hex)0x84350100 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent detected an error. The insertion string is: %1. The data contain the error code.

**Event identifier: cpqnimsg.dll - 257 (Hex)0x84350101 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to allocate memory. This indicates a low memory condition. Rebooting the system will correct this error.

**Event identifier: cpqnmmsg.dll - 258 (Hex)0x84350102 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent could not register with the Service Control Manager. The data contain the error code.

**Event identifier: cpqnmmsg.dll - 259 (Hex)0x84350103 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent could not set the service status with the Service Control Manager. The data contain the error code.

**Event identifier: cpqnmmsg.dll - 260 (Hex)0x84350104 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent could not start the Service Control Dispatcher. The data contain the error code.

**Event identifier: cpqnmmsg.dll - 261 (Hex)0x84350105 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnmmsg.dll - 262 (Hex)0x84350106 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not create the registry key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnmmsg.dll - 263 (Hex)0x84350107 (Service Event)**

Log Severity: Warning (2)

Log Message: Could not delete the registry key: "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnmmsg.dll - 264 (Hex)0x84350108 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to open the registry key "%1". This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnmmsg.dll - 265 (Hex)0x84350109 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnmmsg.dll - 266 (Hex)0x8435010a (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnmmsg.dll - 267 (Hex)0x8435010b (Service Event)**

Log Severity: Warning (2)



Log Message: Unable to write "%1" to the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnimsg.dll - 268 (Hex)0x8435010c (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to enumerate "%1" from the registry. This error can be caused by a corrupt registry or a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnimsg.dll - 269 (Hex)0xc435010d (Service Event)**

Log Severity: Error (3)

Log Message: The NIC Management Agent encountered a fatal error. The service is terminating. The data contain the error code.

**Event identifier: cpqnimsg.dll - 270 (Hex)0x8435010e (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to create thread. This error can be caused by a low memory condition. Rebooting the server may correct this error.

**Event identifier: cpqnimsg.dll - 271 (Hex)0x8435010f (Service Event)**

Log Severity: Warning (2)

Log Message: Could not open the driver for device "%1". This error can be caused by an improperly installed adapter. Removing and reinstalling the device may correct the problem. The data contain the error code.

**Event identifier: cpqnimsg.dll - 272 (Hex)0x84350110 (Service Event)**

Log Severity: Warning (2)

Log Message: Failure in driver %1. This error can be caused by an outdated driver version. Installing a later version of the driver may correct the problem. The data contain the error code.

**Event identifier: cpqnimsg.dll - 273 (Hex)0x84350111 (Service Event)**

Log Severity: Warning (2)

Log Message: There were no physical adapters in team: "%1." This error can be caused by improperly installed drivers. Remove all device instances associated with the team and re-install the drivers and team.

**Event identifier: cpqnimsg.dll - 274 (Hex)0x84350112 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent cannot generate Traps due to a communication problem with the NIC SNMP extension agent.

**Event identifier: cpqnimsg.dll - 275 (Hex)0x44350113 (Service Event)**

Log Severity: Information (1)

Log Message: Communication with the NIC SNMP extension agent has been restored. TRAPS can now be sent.

**Event identifier: cpqnimsg.dll - 276 (Hex)0x84350114 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent cannot communicate with the Token Ring Protocol driver (CNMPROT.SYS).

**Event identifier: cpqnimsg.dll - 277 (Hex)0x44350115 (Service Event)**

Log Severity: Information (1)

Log Message: The NIC Management Agent version %1 has started.

**Event identifier: cpqnimsg.dll - 279 (Hex)0x84350117 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent could not set an event. The data contain the error code.

**Event identifier: cpqnimsg.dll - 280 (Hex)0x84350118 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent service could not start any agents successfully.

**Event identifier: cpqnimsg.dll - 281 (Hex)0x84350119 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent main thread did not terminate properly. The data contain the error code.

**Event identifier: cpqnimsg.dll - 283 (Hex)0x8435011b (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent did not respond to a request. The data contain the error code.

**Event identifier: cpqnimsg.dll - 285 (Hex)0x8435011d (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Management Agent could not get the system type. The data contain the error code.

**Event identifier: cpqnimsg.dll - 287 (Hex)0x8435011f (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service could not load the module "%1". The data contain the error code.

**Event identifier: cpqnimsg.dll - 288 (Hex)0x84350120 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service could get the control function for module "%1". The data contain the error code.

**Event identifier: cpqnimsg.dll - 290 (Hex)0x84350122 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service could not start agent "%1". The data contain the error code.

**Event identifier: cpqnimsg.dll - 291 (Hex)0x84350123 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service detected an invalid state for agent \*"%1". The data contain the state.

**Event identifier: cpqnimsg.dll - 292 (Hex)0x84350124 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service could not stop agent "%1". The data contain the error code.

**Event identifier: cpqnimsg.dll - 293 (Hex)0x84350125 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service could not terminate agent "%1". The data contain the error code.

**Event identifier: cpqnimsg.dll - 294 (Hex)0x84350126 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC Agent service could not unload the module "%1". The data contain the error code.

**Event identifier: cpqnimsg.dll - 296 (Hex)0xc4350128 (Service Event)**

Log Severity: Error (3)

Log Message: A driver for a NIC failed to open. This error can be caused by an improperly installed adapter. Removing and reinstalling all adapters may correct the problem. The NIC Agent service will not respond to any management requests.

**Event identifier: cpqnimsg.dll - 297 (Hex)0x84350129 (Service Event)**

Log Severity: Warning (2)

Log Message: An attempt to log an event to the IML failed. The IML log may be full. Clearing the IML log may correct this problem.

**Event identifier: cpqnimsg.dll - 298 (Hex)0xc435012a (Service Event)**

Log Severity: Error (3)

Log Message: A fatal error occurred during Virus Throttle WMI event processing. Virus Throttle related traps will not be sent.

Cause: WMI service is probably not running. Starting WMI service or NIC agent might solve this problem.

**Event identifier: cpqnimsg.dll - 299 (Hex)0x8435012b (Service Event)**

Log Severity: Warning (2)

Log Message: An attempt to query WMI for Virus Throttle event failed. The event data gives the error number.

## Event Identifiers 300-1293

**Event identifier: cpqnimsg.dll - 300 (Hex)0x8435012c (Service Event)**

Log Severity: Warning (2)

Log Message: The WBEM query was cancelled by WMI. The query was issued again.

Cause: WMI service was probably restarted.

**Event identifier: cpqnimsg.dll - 1024 (Hex)0x84350400 (Service Event)**

Log Severity: Warning (2)

Log Message: The SNMP Insight Agent is unable to generate traps due to an error during initialization.

Cause: Check to Be sure that the SNMP service is running. Reinstalling the agents may fix this error.

**Event identifier: cpqnimsg.dll - 1025 (Hex)0x84350401 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC SNMP Management Agent's trap thread has encountered an error while waiting for event notification from event log.

**Event identifier: cpqnimsg.dll - 1027 (Hex)0x84350403 (Service Event)**

Log Severity: Warning (2)

Log Message: The SNMP Agent is older than other components. The SNMP Agent is older than the other components of the Insight Agents. Reinstall the entire Insight Agents package to correct this error.

**Event identifier: cpqnimsg.dll - 1028 (Hex)0x84350404 (Service Event)**

Log Severity: Warning (2)

Log Message: The %1 Agent is older than other components. The %1 Agent is older than the other components of the Insight Agents. Reinstall the entire Insight Agents package to correct this error.

**Event identifier: cpqnimsg.dll - 1029 (Hex)0x84350405 (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC SNMP Management Agent has failed to refresh data associated with key %1. Check to make sure management service is up and running. This may cause data received from Compaq SNMP agent to be old or invalid.

**Event identifier: cpqnimsg.dll - 1030 (Hex)0xc4350406 (Service Event)**

Log Severity: Error (3)

Log Message: The NIC SNMP Management Agent was unable to process a SNMP request because the Insight Agents Service is not up and running.

**Event identifier: cpqnimsg.dll - 1031 (Hex)0x44350407 (Service Event)**

Log Severity: Information (1)

Log Message: The NIC SNMP Management Agent has continued refreshing data for the key associated with %1.

**Event identifier: cpqnimsg.dll - 1032 (Hex)0x84350408 (Service Event)**

Log Severity: Warning (2)

Log Message: Unable to read security configuration information. SNMP sets have been disabled.

Cause: This can be caused by an invalid or missing configuration or by a corrupt registry. Reinstalling the Insight Agents may correct this problem.

**Event identifier: cpqnimsg.dll - 1033 (Hex)0x44350409 (Service Event)**

Log Severity: Information (1)

Log Message: The SNMP Insight Agent will allow SNMP sets.

**Event identifier: cpqnimsg.dll - 1034 (Hex)0x4435040a (Service Event)**

Log Severity: Information (1)

Log Message: The SNMP Insight Agent will not allow SNMP sets.

**Event identifier: cpqnimsg.dll - 1035 (Hex)0xc435040b (Service Event)**

Log Severity: Error (3)

Log Message: Unable to load a required library. This error can be caused by a corrupt or missing file. Reinstalling the Insight Agents or running the Emergency Repair procedure may correct this error.

**Event identifier: cpqnimsg.dll - 1036 (Hex)0x8435040c (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC SNMP Management Agent was unable to forward an SNMP trap to the Compaq Remote Insight Board trap due to processing error. The data contains the error code.

**Event identifier: cpqnimsg.dll - 1037 (Hex)0x8435040d (Service Event)**

Log Severity: Warning (2)

Log Message: The NIC SNMP Management Agent was unable to get last modification time for key %1.

**Event identifier: cpqnimsg.dll - 1038 (Hex)0x8435040e (Service Event)**

Log Severity: Warning (2)

Log Message: The Management Agent service is not running. The SNMP Management Agent has determined that the Management Agent service is not running. Stop the SNMP service and restart the Management Agents service. If the error persists, reinstalling the Management Agents may correct this error.

**Event identifier: cpqnimsg.dll - 1039 (Hex)0x4435040f (Service Event)**

Log Severity: Information (1)

Log Message: The NIC SNMP Management Agent has determined the Insight Agent Management service is running.

**Event identifier: cpqnimsg.dll - 1040 (Hex)0x44350410 (Service Event)**

Log Severity: Information (1)

Log Message: The agent could not deliver trap %1. The agent was unable to use Asynchronous Management to deliver a trap. This can be caused by a failure in the Remote Access Service or by a missing or invalid configuration. Use the Insight Agent control panel to verify the Asynchronous Management configuration settings. Use the Network control panel to verify the Remote Access configuration. If this error persists, reinstalling the Insight Agents or the Remote Access Service may correct this error. For more information, see the Insight Asynchronous Management documentation.

**NT Event ID: 1282 (Hex)0x44350502 (cpqnimsg.dll)**

Log Severity: Information (1)

Log Message: Redundancy has been increased by the NIC in slot %1, port %2. Number of functional NICs in the team: %3.

SNMP Trap: cpqNicRedundancyIncreased - 18003 in CPQNIC.MIB

Symptom: This trap is sent any time a previously failed physical adapter in a connected logical adapter group returns to the OK condition. This trap is not sent when a logical adapter group has connectivity restored from a Failed condition. The cpqNicConnectivityRestored trap is sent instead. This can be caused by replacing a faulty cable or by connecting a cable that was disconnected.

User Action: None required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqNicIfPhysAdapterSlot
- cpqNicIfPhysAdapterPort
- cpqNicIfLogMapAdapterOKCount

Supporting SNMP Trap Description: "Redundancy increased by adapter in slot [cpqNicIfPhysAdapterSlot], port [cpqNicIfPhysAdapterPort]."

**NT Event ID: 1283 (Hex)0xc4350503 (cpqnimsg.dll)**

Log Severity: Error (3)

Log Message: Redundancy has been reduced by the NIC in slot %1, port %2. Number of functional NICs in the team: %3.

SNMP Trap: cpqNicRedundancyReduced - 18004 in CPQNIC.MIB

Symptom: This trap is sent any time a physical adapter in a logical adapter group changes to the Failed condition, but at least one physical adapter remains in the OK condition. This can be caused by loss of link due to a cable being removed from the adapter or the Hub or Switch. Internal adapter, Hub, or Switch failures can also cause this condition.

User Action: Check the cables to the adapter and the Hub or Switch. If no cable problems are found, the adapter, Hub, or Switch may need replacement.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqNicIfPhysAdapterSlot
- cpqNicIfPhysAdapterPort
- cpqNicIfLogMapAdapterOKCount

Supporting SNMP Trap Description: "Redundancy decreased by adapter in slot [cpqNicIfPhysAdapterSlot], port [cpqNicIfPhysAdapterPort]."

**NT Event ID: 1290 (Hex)0x4435050A (cpqnimsg.dll)**

Log Severity: Information (1)

Log Message: Connectivity has been restored for the NIC in slot %1, port %2.

SNMP Trap: cpqNic3ConnectivityRestored - 18011 in CPQNIC.MIB

Symptom: This trap is sent any time connectivity is restored to a logical adapter. This occurs when the physical adapter in a single adapter configuration returns to the OK condition or at least one physical adapter in a logical adapter group returns to the OK condition. This can be caused by replacement of a faulty cable or re-attaching a cable that was unplugged.

User Action: None required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqNicIfPhysAdapterSlot
- cpqNicIfPhysAdapterPort
- cpqSiServerSystemId
- cpqNicIfPhysAdapterStatus
- cpqSePciSlotBoardName
- cpqNicIfPhysAdapterPartNumber
- ipAdEntAddr
- cpqNicIfLogMapIPv6Address

Supporting SNMP Trap Description: "Connectivity is restored for adapter in slot [cpqNicIfPhysAdapterSlot], port [cpqNicIfPhysAdapterPort]."

**NT Event ID: 1291 (Hex)0xc435050B (cpqnimsg.dll)**

Log Severity: Error (3)

Log Message: Connectivity has been lost for the NIC in slot %1, port %2.

SNMP Trap: cpqNic3ConnectivityLost - 18012 in CPQNIC.MIB

Symptom: This trap is sent any time the status of a logical adapter changes to the Failed condition. This occurs when the adapter in a single adapter configuration fails, or when the last adapter in a redundant configuration fails. This can be caused by loss of link due to a cable being removed from the adapter or the Hub or Switch. Internal adapter, Hub, or Switch failures can also cause this condition.

User Action: Check the cables to the adapter and the Hub or Switch. If no cable problems are found, the adapter, Hub, or Switch may need replacement.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqNicIfPhysAdapterSlot
- cpqNicIfPhysAdapterPort
- cpqSiServerSystemId
- cpqNicIfPhysAdapterStatus
- cpqSePciSlotBoardName
- cpqNicIfPhysAdapterPartNumber
- ipAdEntAddr
- cpqNicIfLogMapIPv6Address

Supporting SNMP Trap Description: "Connectivity lost for adapter in slot [cpqNicIfPhysAdapterSlot], port [cpqNicIfPhysAdapterPort]."

**NT Event ID: 1292 (Hex)0x4435050C (cpqnimsg.dll)**

Log Severity: Information (1)

Log Message: Redundancy has been increased by the NIC in slot %1, port %2. Number of functional NICs in the team: %3.

SNMP Trap: cpqNic3RedundancyIncreased - 18013 in CPQNIC.MIB

Symptom: This trap is sent any time a previously failed physical adapter in a connected logical adapter group returns to the OK condition. This trap is not sent when a logical adapter group has connectivity restored from a Failed condition. The cpqNicConnectivityRestored trap is sent instead. This can be caused by replacing of a faulty cable or connecting a cable that was disconnected.

User Action: None required.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqNicIfPhysAdapterSlot
- cpqNicIfPhysAdapterPort
- cpqSiServerSystemId
- cpqNicIfPhysAdapterStatus
- cpqSePciSlotBoardName
- cpqNicIfPhysAdapterPartNumber
- ipAdEntAddr
- cpqNicIfLogMapIPv6Address
- cpqNicIfLogMapAdapterOKCount

Supporting SNMP Trap Description: "Redundancy increased by adapter in slot [cpqNicIfPhysAdapterSlot], port [cpqNicIfPhysAdapterPort]."

**NT Event ID: 1293 (Hex)0xc435050D (cpqnimsg.dll)**

Log Severity: Error (3)

Log Message: Redundancy has been reduced by the NIC in slot %1, port %2. Number of functional NICs in the team: %3.

SNMP Trap: cpqNic3RedundancyReduced - 18014 in CPQNIC.MIB

Symptom: This trap is sent any time a physical adapter in a logical adapter group changes to the Failed condition, but at least one physical adapter remains in the OK condition. This can be caused by loss of link due to a cable being removed from the adapter or the Hub or Switch. Internal adapter, Hub, or Switch failures can also cause this condition.

User Action: Check the cables to the adapter and the Hub or Switch. If no cable problems are found, the adapter, Hub, or Switch may need replacement.

Supporting SNMP Trap Data:

- sysName
- cpqHoTrapFlags
- cpqNicIfPhysAdapterSlot
- cpqNicIfPhysAdapterPort
- cpqSiServerSystemId
- cpqNicIfPhysAdapterStatus
- cpqSePciSlotBoardName
- cpqNicIfPhysAdapterPartNumber
- ipAdEntAddr
- cpqNicIfLogMapIPv6Address
- cpqNicIfLogMapAdapterOKCount

Supporting SNMP Trap Description: "Redundancy decreased by adapter in slot [cpqNicIfPhysAdapterSlot], port [cpqNicIfPhysAdapterPort]."



# Support and other resources

## Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website (<http://www.hpe.com/assistance>).
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website (<http://www.hpe.com/support/hpesc>).

## Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

## Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates, go to either of the following:
  - Hewlett Packard Enterprise Support Center Get connected with updates page (<http://www.hpe.com/support/e-updates>)
  - Software Depot website (<http://www.hpe.com/support/softwaredepot>)
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center More Information on Access to Support Materials page (<http://www.hpe.com/support/AccessToSupportMaterials>).



**IMPORTANT:** Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HP Passport set up with relevant entitlements.

## Websites

- Hewlett Packard Enterprise Information Library (<http://www.hpe.com/info/enterprise/docs>)
- Hewlett Packard Enterprise Support Center (<http://www.hpe.com/support/hpesc>)
- Contact Hewlett Packard Enterprise Worldwide (<http://www.hpe.com/assistance>)

- Subscription Service/Support Alerts (<http://www.hpe.com/support/e-updates>)
- Software Depot (<http://www.hpe.com/support/softwaredepot>)
- Customer Self Repair (<http://www.hpe.com/support/selfrepair>)
- Insight Remote Support (<http://www.hpe.com/info/insightremotesupport/docs>)
- Serviceguard Solutions for HP-UX (<http://www.hpe.com/info/hpux-serviceguard-docs>)
- Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix (<http://www.hpe.com/storage/spock>)
- Storage white papers and analyst reports (<http://www.hpe.com/storage/whitepapers>)

## Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

For more information and device support details, go to the Insight Remote Support website (<http://www.hpe.com/info/insightremotesupport/docs>).

# Acronyms and abbreviations

## ADG

Advanced Data Guarding (also known as RAID 6)

## ADU

Array Diagnostics Utility

## AHS

active health system

## ASR

Automatic Server Recovery

## CA

certificate authority

## CGI

Common Gateway Interface

## CLP

command line protocol

## CONREP

Configuration Replication utility

## DDNS

Dynamic Domain Name System

## DHCP

Dynamic Host Configuration Protocol

## DMA

direct memory access

## DNS

domain name system

## EBIPA

Enclosure Bay IP Addressing

## EEPROM

electrical erasable programmable read only memory

## EV

environment variable

## FBDIMM

fully buffered DIMM

## FBWC

flash-backed write cache

## HB

heartbeat

## HBA

host bus adapter

## HPE SSA

HPE Smart Storage Administrator

## HPERCU

HPE ROM Configuration Utility

## iLO

Integrated Lights-Out

## IML

Integrated Management Log

## IRC

Integrated Remote Console

## JRC

Java Remote Console

## LDAP

Lightweight Directory Access Protocol

## LOM

Lights-Out Management

## MMC

Microsoft Management Console

**NMI**

nonmaskable interrupt

**NTP**

network time protocol

**NVDIMM**

non-volatile dual in-line memory module

**NVDIMM-N**

non-volatile dual in-line memory module with byte-addressable interface to DRAM

**NVRAM**

nonvolatile memory

**OA**

Onboard Administrator

**POST**

Power-On Self-Test

**PPM**

processor power module

**QPI**

QuickPath Interconnect

**RBSU**

ROM-Based Setup Utility

**RDIMM**

registered dual in-line memory module

**RIBCL**

Remote Insight Board Command Language

**RIS**

reserve information sector

**SAS**

serial attached SCSI

**SATA**

serial ATA

**SIM**

Systems Insight Manager

**SLES**

SUSE Linux Enterprise Server

**SMART**

self-monitoring analysis and reporting technology

**SR-IOV**

Single root I/O Virtualization

**SSD**

solid-state drive

**SSH**

Secure Shell

**SSL**

Secure Sockets Layer

**SSO**

single sign-on

**SSP**

Selective Storage Presentation

**UDIMM**

unregistered dual in-line memory module

**UEFI**

Unified Extensible Firmware Interface

**UID**

unit identification

**VC**

Virtual Connect

**VRM**

voltage regulator module

**WINS**

Windows® Internet Naming Service

# Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback ([\*\*mailto:docsfeedback@hpe.com\*\*](mailto:docsfeedback@hpe.com)). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.

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