Lenovo XClarity Administrator Problem Determination Guide

Version 1.2.0

Note

Before using this information and the product it supports, read the general information in Appendix A "Notices" on page 669.

Contents

Summary of changes

Follow-on releases of Lenovo XClarity Administrator management software support new hardware, software enhancements, and fixes.

Refer to the change history file (*.chg) that is provided in the update package for information about fixes.

Version 1.2.0

This version supports the following enhancements for problem determination and resolution.

Function	Description
Service and support	You can collect service data for RackSwitch switches and Lenovo Storage systems (see Collecting and downloading diagnostic data for an endpoint). You can set up service forwarders (including Call Home) and manually open service tickets for ThinkServer servers, RackSwitch switches, and Lenovo Storage systems (see Setting up automatic problem notification to Lenovo Support (Call Home) and Opening a problem record with the Lenovo Support Center).
Warranty	You can view warranty information for Lenovo Storage systems (see Viewing warranty information).

Version 1.1.1

The are no enhancements to the support or troubleshooting information in this version.

Version 1.1.0

This version supports the following enhancements for problem determination and resolution.

Function	Description
Service and support jobs	You can cancel long-running service and support jobs, such as collecting Lenovo XClarity Administrator diagnostic data (see "Monitoring jobs" on page 27).
Warranty	You can view warranty information for each managed endpoint (see "Viewing warranty information" on page 32).
Call home	The default proxy that is configured for network access is used for call home communication (see "Setting up automatic problem notification to Lenovo Support (Call Home)" on page 33). Call home complies with the NIST SP 800-131A. You can optionally choose to require an inspection of diagnostic files before they are forwarded to the service provider. You can also optionally choose to notify someone when there are diagnostic files that require inspection (see "Setting up automatic problem notification to Lenovo Support (Call Home)" on page 33 and "Inspecting and transferring diagnostic files" on page 40).
Diagnostic files	You can automatically send diagnostic files for a specified set of managed endpoints to your preferred service provider using call home or SFTP when a serviceable event occurs on one or more specific endpoints or on all endpoints. You can define and enable up to 10 different service providers, including Lenovo Support through call home (see "Setting up automatic problem notification to Lenovo Support (Call Home)" on page 33). You can download multiple Lenovo XClarity Administrator diagnostic files at one time (see "Downloading Lenovo XClarity Administrator diagnostic files" on page 43).

Function	Description
	You can attach diagnostic files for specific endpoints to an active problem record (see "Attaching diagnostic files to an open problem record" on page 46). You can delete endpoint diagnostic files (see "Collecting and downloading diagnostic data for an endpoint" on page 41).

Version 1.0.2

The are no enhancements to the support or troubleshooting information in this version.

Version 1.0.1

The are no enhancements to the support or troubleshooting information in this version.

Chapter 1. Lenovo XClarity Administrator

Lenovo XClarity Administrator is a centralized, resource-management solution that simplifies infrastructure management, speeds responses, and enhances the availability of Lenovo® server systems and solutions. It runs as a virtual appliance that automates discovery, inventory, tracking, monitoring, and provisioning for server, network, and storage hardware in a secure environment.
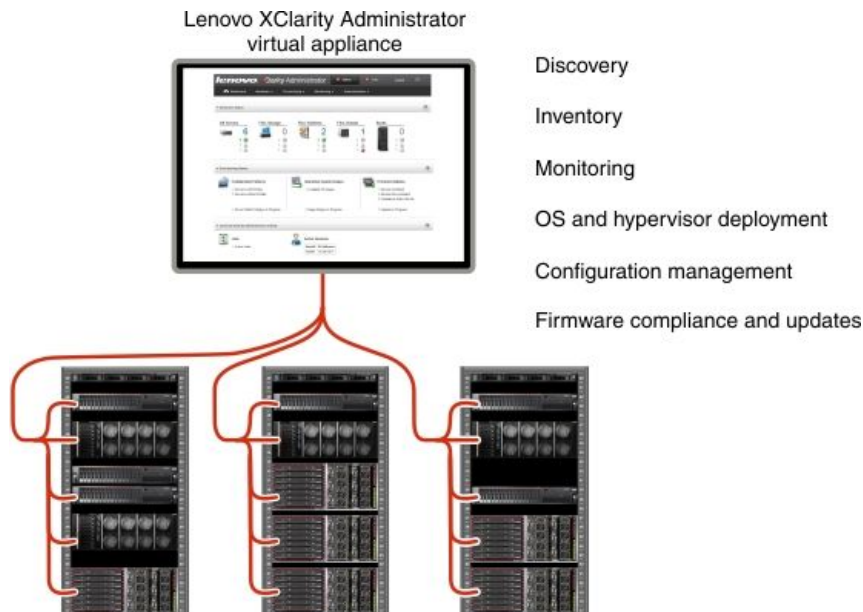
Lenovo XClarity Administrator provides a central interface to perform the following functions for all managed endpoints.

Hardware management

Lenovo XClarity Administrator provides agent-free hardware management. It can automatically discover manageable endpoints, including server, network, and storage hardware. Inventory data is collected for managed endpoints for an at-a-glance view of the managed hardware inventory and status.

There are various management tasks for each supported endpoint, including viewing status and properties, and configuring system and network settings, launching the management interfaces, powering on and off, and remote control. For more information about managing endpoints, see Managing chassis, Managing servers, and Managing switches in the Lenovo XClarity Administrator online documentation.

Tip: Server, network, and storage hardware that can be managed by Lenovo XClarity Administrator is referred to as *endpoints*. Hardware that is under Lenovo XClarity Administrator management is referred to as *managed endpoints*.

You can use the rack view in Lenovo XClarity Administrator to group your managed endpoints to reflect the physical rack setup in your datacenter. For more information about racks, see Managing racks in the Lenovo XClarity Administrator online documentation.

Hardware monitoring

Lenovo XClarity Administrator provides a centralized view of all events and alerts that are generated from the managed endpoints. An event or alert is passed to the Lenovo XClarity Administrator and is displayed in the events or alerts log. A summary of all events and alerts is visible from the Dashboard

and the Status bar. Events and alerts for a specific endpoint are available from the Alerts and Events detail page for that endpoint.

For more information about monitoring hardware, see Working with events and Working with alerts in the Lenovo XClarity Administrator online documentation.

Operating-system deployment
You can use Lenovo XClarity Administrator to manage a repository of operating-system images and to deploy operating-system images to up to 28 servers managed servers concurrently.

For more information about deploying operating systems, see Deploying an operating system image in the Lenovo XClarity Administrator online documentation.

Configuration management
You can quickly provision and pre-provision all of your servers using a consistent configuration. Configuration settings (such as local storage, I/O adapters, boot settings, firmware, ports, and IMM and UEFI settings) are saved as a server pattern that can be applied to one or more managed servers. When the server patterns are updated, the changes are automatically deployed to the applied servers.

Server patterns also integrate support for virtualizing I/O addresses, so you can virtualize Flex System fabric connections or repurpose servers without disruption to the fabric.

For more information about configuring servers, see Configuring servers using the Lenovo XClarity Administrator in the Lenovo XClarity Administrator online documentation.

Firmware compliance and updates
Firmware management is simplified by assigning firmware-compliance policies to managed endpoints. When you create and assign a compliance policy to managed endpoints, Lenovo XClarity Administrator monitors changes to the inventory for those endpoints and flags any endpoints that are out of compliance.

When an endpoint is out of compliance, you can use Lenovo XClarity Administrator to apply and activate firmware updates for all devices in that endpoint from a repository of firmware updates that you manage.

Note: Refreshing the repository and downloading firmware updates requires an Internet connection. If Lenovo XClarity Administrator has no Internet connection, you can manually import firmware updates to the repository.

For more information about updating firmware, see Updating firmware on managed endpoints in the Lenovo XClarity Administrator online documentation.

User management
Lenovo XClarity Administrator provides a centralized authentication server to create and manage user accounts and to manage and authenticate user credentials. The authentication server is created automatically when you start the management server for the first time. The user accounts that you create for Lenovo XClarity Administrator are also used to log in to managed chassis and servers. For more information about users, see Managing user accounts in the Lenovo XClarity Administrator online documentation.

Lenovo XClarity Administrator supports three types of authentication servers:

- **Local authentication server**. By default, Lenovo XClarity Administrator is configured to use the local authentication server that resides on the management node.

- **External LDAP server**. Currently, only Microsoft Active Directory is supported. This server must reside on an outboard Microsoft Windows server that is connected to the management network.When an external LDAP server is used, the local authentication server is disabled.

- **External SAML 2.0 identity provider**. Currently, only Microsoft Active Directory Federation Services (AD FS) is supported. In addition to entering a user name and password, multi-factor authentication can be set up to enable additional security by requiring a PIN code, reading smart card, and client certificate.

For more information about authentication types, see Managing the authentication server in the Lenovo XClarity Administrator online documentation.

When you create a user account, you assign a predefined or customized role group to the user account to control the level of access for that user. For more information about role groups, see Creating a role group in the Lenovo XClarity Administrator online documentation.

Lenovo XClarity Administrator includes an audit log that provides a historical record of user actions, such as logging on, creating new users, or changing user passwords. For more information about the audit log, see Working with events in the Lenovo XClarity Administrator online documentation.

Security

If your environment must comply with either NIST SP 800-131A or FIPS 140-2 standards, Lenovo XClarity Administrator can help you achieve a fully compliant environment.

Lenovo XClarity Administrator supports self-signed SSL certificates (which are issued by an internal certificate authority) and external SSL certificates (which are issued by a private or commercial CA).

Firewalls on chassis and servers can be configured to accept incoming requests from only Lenovo XClarity Administrator.

For more information about security, see Implementing a secure environment in the Lenovo XClarity Administrator online documentation.

Service and support

Lenovo XClarity Administrator can be set up to collect and send diagnostic files automatically to your preferred service provider when certain serviceable events occur in Lenovo XClarity Administrator and the managed endpoints. You can choose to send diagnostic files to Lenovo Support using Call Home or to another service provider using SFTP. You can also manually collect diagnostic files, open a problem record, and send diagnostic files to the Lenovo Support Center.

Task automation using scripts

Lenovo XClarity Administrator can be integrated into external, higher-level management and automation platforms through open REST application programming interfaces (APIs). Using the REST APIs, Lenovo XClarity Administrator can easily integrate with your existing management infrastructure.

The PowerShell toolkit provides a library of cmdlets to automate provisioning and resource management from a Microsoft PowerShell session. The Python toolkit provides a Python-based library of commands and APIs to automate provisioning and resource management from an OpenStack environment, such as Ansible or Puppet. Both of these toolkits provide an interface to Lenovo XClarity Administrator REST APIs to automate functions such as:

- Logging in to Lenovo XClarity Administrator
- Managing and unmanaging chassis, servers, storage systems, and top-of-rack switches (endpoints)
- Collecting and viewing inventory data for endpoints and components
- Deploying an operating-system image to one or more servers
- Configuring servers through the use of Configuration Patterns
- Applying firmware updates to endpoints

Integration with other managed software

Lenovo XClarity Administrator is available stand-alone or as a bundled offering that is known as Lenovo XClarity Pro. Lenovo XClarity Pro is composed of the base Administrator product plus two Lenovo XClarity Integrator modules that provide integration into Microsoft Systems Center or VMware vCenter. Together, these tools provide discovery, monitoring, configuration, and management functions to reduce the cost and complexity of routine system administration for supported endpoints.

For more information about Lenovo XClarity Integrator, see the following documents:
• Lenovo XClarity Integrator for Microsoft System Center (http://shop.lenovo.com/us/en/systems/software/ systems-management/xclarity-integrators/ #tab-microsoft)
• Lenovo XClarity Integrator for VMware vCenter (http://shop.lenovo.com/us/en/systems/software/ systems-management/xclarity-integrators/ #tab-vmware)

For additional considerations, see Using management software other than the LXCA in the Lenovo XClarity Administrator online documentation.

Documentation

The Lenovo XClarity Administrator documentation is updated regularly online. See the Lenovo XClarity Administrator online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/ aug_product_page.html) for the most current information and procedures.

Chapter 2. Alerts, events, and jobs

Lenovo XClarity Administrator provides several methods that you can use to monitor the status of managed systems. The Alerts list provides a realtime view of issues that have been identified with Lenovo XClarity Administrator or any managed endpoints. The audit log and event log provide a historical view of user actions and events actions that have been identified by Lenovo XClarity Administrator.

Working with alerts

Alerts are hardware or management conditions that require investigation and user action. Lenovo XClarity Administrator polls the managed endpoints asynchronously and displays alerts that are received from those endpoints.

About this task

Typically, when an alert is received, a corresponding event is stored in the event log. It is possible to have an alert without a corresponding event in the event log (even if the log wraps). For example, events that occur before you manage a chassis are not displayed in the event log. However, the alerts for the chassis are displayed in the alert log because Lenovo XClarity Administrator polls the CMM after the chassis has been managed.

Viewing active alerts

You can view a list of all active hardware and management alerts.

Procedure

Complete one of these procedures to view the active alerts.

- To view only alerts for managed endpoints (known as *hardware alerts*):
    1. From the Lenovo XClarity Administrator title bar, click the **Status** pull-down to display a summary of hardware and management alerts.
    2. Click the **With Hardware Alerts** tab to see a summary of alerts for each managed endpoint.
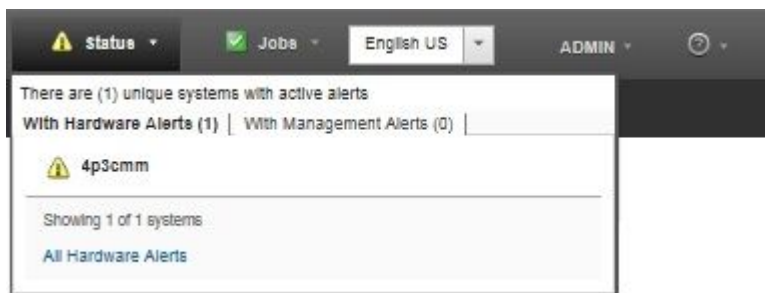
    3. Hover the cursor over an endpoint that is listed under that tab to display a list of alerts for that endpoint.
    4. Click the **All Hardware Alerts** link to display the Alerts page with a filtered list of all hardware alerts.
- To view only alerts from Lenovo XClarity Administrator (known as *management alerts*):
    1. From the Lenovo XClarity Administrator title bar, click the **Status** pull-down to display a summary of hardware and management alerts.
    2. Click the **With Management Alerts** tab to see a summary of all CMM and Lenovo XClarity Administrator alerts.

3. Hover the cursor over an endpoint that is listed under that tab to display a list of alerts for that endpoint.

4. Click the **All Management Alerts** link to display the Alerts page with a filtered list of all CMM and Lenovo XClarity Administrator alerts.

- To view all alerts in Lenovo XClarity Administrator, click **Monitoring ➔ Alerts** from the Lenovo XClarity Administrator menu bar. The Alerts page is displayed with a list of all active alerts.

Alerts

? Alerts indicate hardware or management conditions that need investigation and user action.

	Severity	Serviceability	Date and Time	System ▲	Alert	System Type
☐	⚠ Warning	Not Available	Nov 6, 2015, 9:57:38 AM	4p3cmm	Internal proprietary management protocol between I/O module	Chassis
☐	⚠ Warning	Not Available	Nov 6, 2015, 9:50:29 AM	4p3cmm	The CMM J40 jumper is installed in bay 1.	Chassis
☐	⚠ Warning	Not Available	Nov 6, 2015, 9:50:29 AM	4p3cmm	The CMM J39 jumper is installed in bay 1.	Chassis

- To view alerts for a specific endpoint:

    1. From the Lenovo XClarity Administrator menu bar, click **Hardware**, and then click an endpoint type. A page is displayed with a tabular view of all managed endpoints of that type. For example, click **Hardware ➔ Servers** to display the Servers page.

    2. Click a specific endpoint to display the Summary page for the endpoint.

    3. Under Status and Health, click **Alerts** to display a list of all alerts associated with that endpoint.

        Notes: The Serviceability column might show "Not Available" if:

        – The alert on the endpoint occurred before Lenovo XClarity Administrator started managing it

        – The event log has wrapped, and the event associated with that alert is no longer in the event log.

Chassis > 4p3cmm > CC x222 Upper - Alerts
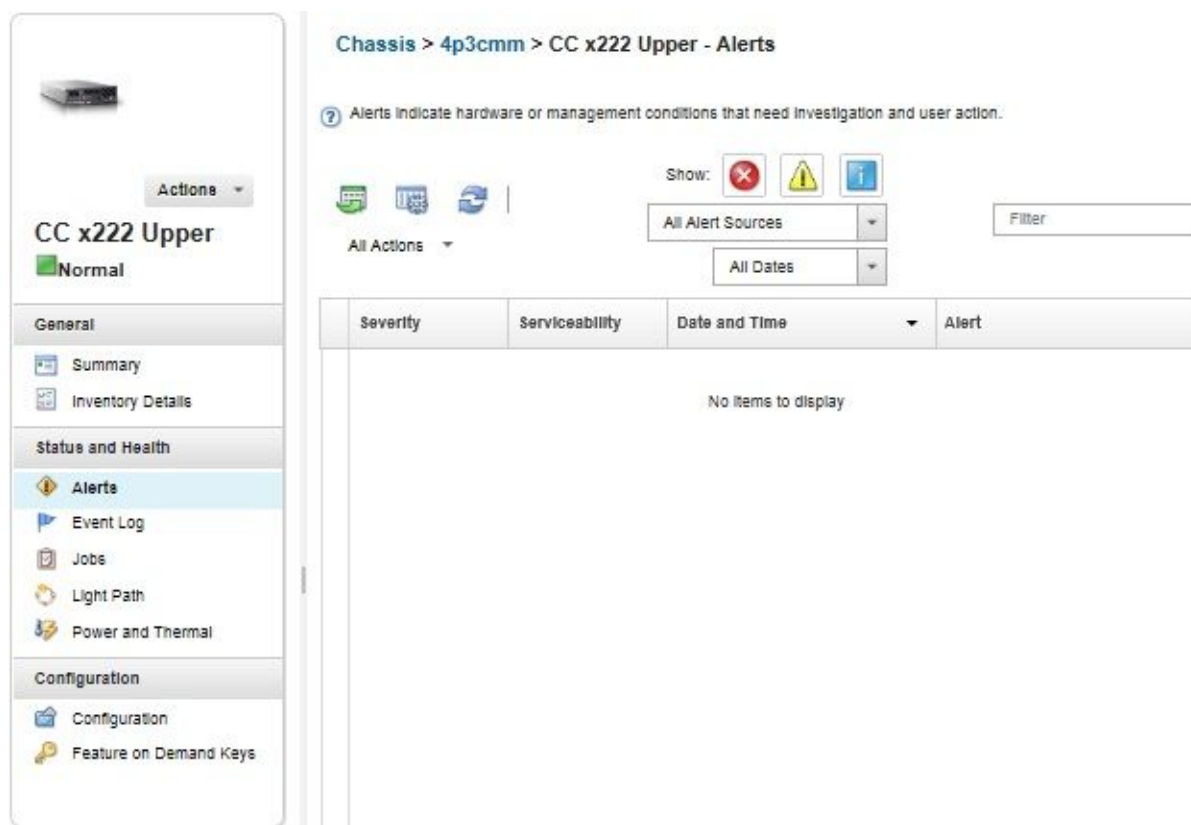
Results

From the Alerts page, you can perform the following actions:

- Refresh the list of alerts by clicking the **Refresh** icon ( ).

    Tip: If new alerts are detected, the alerts log refreshes automatically every 30 seconds.

- View information about a specific alert (including an explanation and user action) and about the endpoint that is the source of the alert (such as the Universally Unique Identifier) by clicking the link in the **Alert** column. A dialog with information about the alert properties and details is displayed.

    Note: If the explanation and recovery actions for an alert are not displayed under the **Details** tab, go to Flex System Information Center website (http://pic.dhe.ibm.com/infocenter/flexsys/information/index.jsp), and search for the alert ID (for example, `FQXHMSE0004G`). The website always provides the most up-to-date information.

- Export the alerts log by clicking the **Export as CSV** icon ( ).

    Note: The timestamps in the exported log use the local time that is specified by the web browser.

- Exclude specific alerts from all pages on which alerts are displayed (see "Excluding alerts" on page 8).
- Narrow the list of alerts that are displayed on the current page:

    - Show or hide alerts of a specific severity by clicking the following icons:
        - **Critical alerts** icon ( )
        - **Warning alerts** icon ( )
        - **Informational alerts** icon ( )
    - Show only alerts from specific sources. You can choose one of the following options from the drop-down list:

- – All Alert Sources
- – Hardware Events
- – Management Events
- – Service Center Events
- – Customer Serviceable Events
- – Non-serviceable Events

- – Show only alerts with a specific date and time. You can choose one of the following options from the drop-down list:
  - – All Dates
  - – Previous two hours
  - – Previous 24 hours
  - – Past Week
  - – Past Month

- – List only alerts that contain specific text by entering the text in the **Filter** field.

- – Sort the alerts by column by clicking a column heading.

Excluding alerts

If there are specific alerts that are of no interest to you, you can exclude the alerts from all pages on which alerts are displayed. Excluded alerts are still in the log but are hidden from all pages on which alerts are displayed, including log views and endpoint status.

About this task

Excluded alerts are hidden for all users, not just the user that set the configuration.

Restriction: Only users with administrative authority can exclude or restore alerts.

Important: If you exclude status alerts, endpoint status on the endpoint summary and detailed pages does not change.

ProcedureComplete the following steps to exclude alerts from the alerts log.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Monitoring ➔ Alerts**. The Alerts page is displayed.

Step 2. Select the alerts to be excluded, and click the **Exclude alerts** icon (). The Exclude Alerts dialog is displayed.

Step 3. Select one of the following options:
- • **Exclude selected alerts from all systems**. Excludes the selected alerts from all managed endpoints.
- • **Exclude alerts only from systems in the scope of the instance selected**. Excludes the selected alerts from managed endpoints to which the selected alerts apply.

Step 4. Click **Save**.

What to do next

When you exclude alerts, Lenovo XClarity Administrator creates exclusion rules based on information that you provide. You can view a list of exclusion rules and excluded alerts from the Alerts page by clicking **Excluded Alerts**. In the Excluded Alerts dialog, click the **Exclusion Rules** tab to view the list of exclusion rules or click the **Excluded Alerts** tab to view the list of excluded alerts.

Excluded Alerts

Exclusion Rules	Excluded Alerts

(?) Use the Remove button to remove exclusion rules and restore excluded alerts to the alert list.

Event	System	▾	Event ID	
	No items to display			

You can restore alerts that have been excluded in the alerts log by removing the appropriate exclusion rule. To remove an exclusion rule, click **Excluded Alerts** to display the Excluded Alerts dialog, select the exclusion rules or excluded alert to restore, and click **Remove**.

Resolving an alert

Lenovo XClarity Administrator provides information about the appropriate actions to perform to resolve an alert.

ProcedureComplete the following steps to resolve an alert.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Monitoring → Alerts** to display the Alerts page.

Step 2. Locate the alert in the alerts log.

Step 3. Click the link in the **Alert** column to view information about the alert (including an explanation and recovery actions) and properties for the endpoint that is the source of the alert (such as the Universally Unique Identifier).

Step 4. Complete the recovery actions that are listed under the **Details** tab to resolve the alert. The following example illustrates recovery actions for an event.

Change the security policy setting on the referenced managed chassis to match the current security policy on the management server.

To change the security policy on the chassis, open a command-line interface session on the Chassis Management Module (CMM) and run one of the following commands:

- To change the security policy level to `Secure`:
  `security -p secure -T mm[p]`

- To change the security policy level to `Legacy`:
  `security -p legacy -T mm[p]`

Note: If the explanation and recovery actions for an alert are not displayed under the **Details** tab, go to Flex System Information Center website (http://pic.dhe.ibm.com/infocenter/flexsys/information/index.jsp), and search for the alert ID (for example, `FQXHMSE0004G`). The website always provides the most up-to-date information.

If you follow the recommended actions and the problem persists, contact Lenovo Support.

Working with events

From Lenovo XClarity Administrator, you have access to an event log and an audit log.

About this task

The *event log* provides a historical list of all hardware and management events.

The *audit log* provides a historical record of user actions, such as logging in to Lenovo XClarity Administrator, creating a new user, and changing a user password. You can use the audit log to track and document authentication and controls in IT systems.

Monitoring events in the event log

The *event log* provides a historical list of all hardware and management events.

About this task

The event log contains informational and non-informational events. The number of each of these events varies until the maximum of 5,000 events is reached in the event log. At that point, there is a maximum of 2,500 informational and 2,500 non-information events. For example, there are 0 events in the event log initially. Assume events are received so that 2,000 informational events and 3,000 non-informational events are received. When the next event is received, the oldest informational event is discarded even if a non-informational event is older. Eventually, the log balances out so that there are 2,500 of each type of event.

Lenovo XClarity Administrator sends an event when the event log reaches 80% of the minimum size and another event when the sum of the event and audit logs reaches 100% of the maximum size.

Tip: You can export the event log to ensure that you have a complete record of all hardware and management events. To export the event log, click the **Export as CSV** icon (   ).

Procedure

To view the event log, click **Monitoring → Event Logs** from the Lenovo XClarity Administrator menu bar, and click the **Event Log** tab. The Event Log page is displayed.

The **Serviceability** column identifies whether the endpoint requires service. This column can contain one of the following values:

- **Not required**. The event is informational and does not require service.
- **User**. Take appropriate recovery action to resolve the issue.

  To view information about a specific event, click the link in the **Event** column. A dialog is displayed with information about the properties for the endpoint that sent the event, details about the event, and recovery actions.

- **Support**. If Call Home is enabled on Lenovo XClarity Administrator, the event is typically submitted to Lenovo Support Center unless an open service ticket for the same event ID already exists for the endpoint.

  If Call Home is not enabled, it is recommended that you manually open a service ticket to resolve the issue (see Opening a service ticket in the Lenovo XClarity Administrator online documentation).

Results

From the Event Log page, you can perform the following actions:

- Refresh the list of events by clicking the **Refresh** icon ().

  Tip: The event log refreshes automatically every 30 seconds if new events are detected.

- View details about a specific event by clicking the link in the **Event** column and clicking the **Details** tab.
- Export the event log by clicking the **Export as CSV** icon ().

  Note: The timestamps in the exported log use the local time that is specified by the web browser.

- Exclude specific events from all pages on which events are displayed (see "Excluding events " on page 13).
- Narrow the list of hardware and management events that are displayed on the current page:
  - Show or hide events of a specific severity by clicking the following icons from the drop-down list:
    - **Critical events** icon ()
    - **Warning events** icon ()
    - **Informational events** icon ()
  - Show only events from specific sources. You can choose one of the following options from the drop-down list:
    - All Alert Sources
    - Hardware Events
    - Management Events
    - Serviceable Events
    - Customer Serviceable Events
    - Non-serviceable Events
  - Show only events with a specific date and time. You can choose one of the following options:
    - All Dates
    - Previous 2 hours
    - Previous 24 hours
    - Past Week
    - Past Month
  - List only events that contain specific text by entering the text in the **Filter** field.
  - Sort the events by column by clicking on a column heading.

Monitoring events in the audit log

The *audit log* provides a historical record of user actions, such as logging in to Lenovo XClarity Administrator, creating a new user, and changing a user password. You can use the audit log to track and document authentication and controls in IT systems.

About this task

The audit log can contain a maximum of 5,000 events. When the maximum size is reached, the oldest event in the log is discarded and the new event is added to the log.

Lenovo XClarity Administrator sends an event when the audit log reaches 80% of the maximum size and another event when the sum of the event and audit logs reaches 100% of the maximum size.

Tip: You can export the audit log to ensure that you have a complete record of all audit events. To export the audit log, click the **Export as CSV** icon (⊞).

Procedure

To view the audit log, click **Monitoring → Event Logs** from the Lenovo XClarity Administrator menu bar, and click the **Audit Log** tab. The Audit Log page is displayed.

To view information about a specific audit event, click the link in the **Event** column. A dialog is displayed with information about the properties for the endpoint that sent the event, details about the event, and recovery actions.

Results

From this page, you can perform the following actions:

- Refresh the list of audit events by clicking the **Refresh** icon (⟳).

  Tip: The event log refreshes automatically every 30 seconds if new events are detected.
- View details about a specific audit event by clicking the link in the **Event** column and then clicking the **Details** tab.
- Export the audit log by clicking the **Export as CSV** icon (⊞).

Note: The timestamps in the exported log use the local time that is specified by the web browser.

- Exclude specific audit events from all pages on which events are displayed (see "Excluding events " on page 13).
- Narrow the list of audit events that are displayed on the current page:
  - Show or hide events of a specific severity by clicking the following icons:
    - **Critical events** icon ()
    - **Warning events** icon ()
    - **Informational events** icon ()
  - Show only events with a specific date and time. You can choose one of the following options from the drop-down list:
    - All Dates
    - Previous 2 hours
    - Previous 24 hours
    - Past Week
    - Past Month
  - List only events that contain specific text by entering the text in the **Filter** field.
  - Sort the events by column by clicking on a column heading.

Resolving an event

Lenovo XClarity Administrator provides information about the appropriate actions to perform to resolve an event.

Procedure

Complete the following steps to resolve an event.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Monitoring ➜ Event Logs** to display the Logs page.

Step 2. Click the **Event Log** tab.

Step 3. Locate the event in the events log.

Step 4. Click the link in the **Event** column to view information about that event (including an explanation and recovery actions) and about the endpoint that is the source of the event.

Step 5. Click the **Details** tab.

Step 6. Complete the recovery actions under the **Details** tab to resolve the event.

> **Note:** If the explanation and recovery action for an event are not displayed, go to Flex System Information Center website (http://pic.dhe.ibm.com/infocenter/flexsys/information/index.jsp), and search for the event title. The website always provides the most up-to-date information.
>
> If you follow the recommended actions and the problem persists, contact Lenovo Support.

Excluding events

If there are specific events that are of no interest to you, you can exclude the events from all pages on which events are displayed. Excluded events are still in the log but are hidden from all pages on which events are displayed.

About this task

Excluded events are hidden for all users, not just the user that set the configuration.

Restriction: Only users with administrative authority can exclude or restore events.

Procedure

Complete the following steps to exclude events from the event logs.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Monitoring → Event Logs**, and click the **Event Log** tab. The Event Logs is displayed.

Step 2. Select the events to be excluded, and click the **Exclude events** icon (🖼). The Exclude Events dialog is displayed.

Step 3. Select one of the following options:
- **Exclude selected events from all systems**. Excludes the selected events from all managed endpoints.
- **Exclude events only from systems in the scope of the instance selected**. Excludes the selected events from managed endpoints to which the selected events apply.

Step 4. Click **Save**.

What to do next

When you exclude events, Lenovo XClarity Administrator creates exclusion rules based on information that you provide. You can view a list of exclusion rules and excluded events from the Logs page by clicking **Excluded Events**. In the Excluded Events dialog, click the **Exclusion Rules** tab to view the exclusion rules, or click the **Excluded Events** tab to view excluded events.

You can restore events that have been excluded in the event log by removing the appropriate exclusion rule. To remove an exclusion rule, click **Excluded Events** to display the Excluded Events dialog, and select the exclusion rules to restore, and click **Remove**.

Forwarding events

You can configure Lenovo XClarity Administrator to forward events to mobile devices and to connected applications that you have in your environment for aggregating and monitoring hardware status and runtime issues for your hardware environment.

Forwarding events to syslog, remote SNMP manager, or email

You can configure Lenovo XClarity Administrator to forward events to connected applications that you have in your environment for aggregating and monitoring hardware status and runtime issues for your hardware environment. You can define the scope of events to be forwarded based on endpoint, event class, event severity, and component.

About this task

Lenovo XClarity Administrator can forward events for one or more endpoints. For audit events, you can choose to forward all audit events or none. You cannot forward specific audit events. For hardware and management events, you can choose to forward events for one or more severities (critical, warning, and informational) and for one or more components (such as disks, processors, and adapters).

Lenovo XClarity Administrator uses remote event recipients to forward events. A *remote event recipient* includes information about the protocol to use, the recipient, the endpoints to monitor, and the events to forward. After you create and enable a remote event recipient, Lenovo XClarity Administrator starts monitoring for incoming events based on the filter criteria. When a match is found, the associated protocol is used to forward the event.

The following protocols are supported:

- **Syslog**. Lenovo XClarity Administrator forwards the monitored events over the network to a central log server where native tools can be used to monitor the syslog.
- **SNMP**. Lenovo XClarity Administrator forwards the monitored events over the network to a remote SNMP manager. SNMPv1 and SNMPv3 traps are supported.

  For information about the management information base (MIB) file that describes the SNMP traps Lenovo XClarity Administrator generates, see "lenovoMgrAlert.mib file" on page 21.
- **Email**. Lenovo XClarity Administrator forwards the monitored events to one or more email addresses using SMTP. The email contains information about the event, the host name of the source endpoint, and links to the Lenovo XClarity Administrator web interface and Lenovo XClarity Mobile app.

You can create and enable up to 12 remote event recipients to receive events. A maximum of two of those recipients can use the syslog protocol.

Note: Events are not delivered if, for example, connectivity between Lenovo XClarity Administrator and the remote event recipient is down or if the port is blocked.

Setting up event forwarding to syslog, remote SNMP manager, or email

You can create and enable up to 12 remote event recipients to receive events. A maximum of two of those recipients can use the syslog protocol.

Before you begin

To forward email to a web-based email service (such as Gmail, Hotmail, or Yahoo), your SMTP server must support forwarding web mail.

Before setting up an event forwarder to a Gmail web service, review information in "Setting up event forwarding to a Gmail SMTP service" on page 18.

If Lenovo XClarity Administrator is rebooted after event recipients are configured, you must wait for the management server to regenerate internal data before events are forwarded correctly.

Procedure

Complete the following steps to create a remote event recipient.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Monitoring → Event Forwarding**. The Event Forwarding page is displayed.

Step 2. Click the **Event Monitors** tab.

Step 3. Click the **Create** icon (🗋). The **General** tab of New Event Recipient dialog is displayed.

Step 4. Select one of the following protocols to use to forward events, and fill in the protocol-specific information:

- **Syslog**
  - Enter the name, destination host, and optional description for the remote event recipient.
  - Enter the port to use for forwarding events. The default is 514.
- **SNMP**
  - Enter the name and destination host for the remote event recipient.
  - Enter the port to use for forwarding events. The default is 162.
  - **Optional:** Enter additional information, including the description, contact name, location, and SNMP version.
    - **SNMPv1**. If this version is selected, specify the community password that is sent with every SNMP request to the device.
    - **SNMPv3**. This is the default version and is recommended for enhanced security. If SNMPv3 is selected, optionally specify the user ID, authentication type and password, and privacy type and password.

      If the SNMPv3 trap receiver requires the engine ID for the Lenovo XClarity Administrator instance, you can find the engine ID by performing the following steps:
      1. Ensure that the connection parameters (username, authProtocol, authPassword, privProtocol, privPassword) match the ones set in Lenovo XClarity Administrator.
      2. Using your preferred software (such as snmpwalk), perform an SNMP GET request on the Lenovo XClarity Administrator server using one of the following OIDs:
         - EngineID: .1.3.6.1.6.3.10.2.1.1.0
         - EngineBoots : .1.3.6.1.6.3.10.2.1.2.0
- **Email**
  - Enter the name, destination host, and optional description for the remote event recipient.
  - Enter the port to use for forwarding events. The default is 25.
  - Enter the email address for each recipient. Separate multiple email addresses by using a comma.
  - **Optional:** Enter the email address for the sender of the email (for example, john@company.com).

    If you do not specify an email address, the sender address is LXCA.*<source_identifier>*@*<smtp_host>* by default.

    If you specify only the sender domain, the format of the sender address is *<LXCA_host_name>*@*<sender_domain>* (for example, XClarity1@company.com).

    Notes:
    - If you set up your SMTP server to require a host name to forward emails, and you do not set up a host name for Lenovo XClarity Administrator, it is possible that the SMTP server might reject forwarded events. If Lenovo XClarity Administrator does not have a host name, the event is forwarded with the IP address. If the IP address cannot be obtained, "localhost" is sent instead, which might cause the SMTP server to reject the event.
    - If you specify the sender domain, the source does not identify in the sender address. Instead, information about the source of the event is included in the body of the email, including system name, IP address, type/model, and serial number.
    - If the SMTP server accepts only emails that were sent by a registered user, the default sender address (LXCA.*<source_identifier>*@*<smtp_host>*) is rejected. In this case, you must specify at least a domain name in the **From address** field.
  - **Optional:** To establish a secure connection to the SMTP server, select the following connection types:
    - **NTLM**

SSL. Use the SSL protocol while communicating.
- **STARTTLS**. Uses TLS to form a secure communication over an unsecure channel.

If one of these connection types is selected, LXCA attempts to download and import the SMTP server's certificate to its truststore. You are asked to accept adding this certificate to the truststore.

- **Optional:** If authentication is required, select one of the following authentication types:
  - **Regular**. Authenticates to the specified SMTP server using the specified user ID and password.
  - **NTLM**. Uses the NT LAN Manager (NTLM) protocol to authentication to the specified SMTP server using the specified user ID, password, and domain name.
  - **OAUTH2**. Uses the Simple Authentication and Security Layer (SASL) protocol to authenticate to the specified SMTP server using the specified user name and security token. Typically, the user name is your email address.

    Attention: The security token expires after a short time. It is your responsibility to refresh the security token.
  - **None**. No authentication is used.

Step 5. Select **Enable this recipient** to activate event forwarding for this remote event recipient.

Step 6. Click **Next** to display the **Systems** tab.

Step 7. Select the endpoints that you want monitor for this remote event recipient.

Tip To forward events for all managed endpoints (current and future), select the **Match all systems** checkbox.If you do not select the **Match all systems** checkbox, ensure that the selected endpoints do not have a DUMMY-UUID in the UUID column. A Dummy-UUID is assigned to endpoints that have not yet recovered after a restart or are not discovered completely by the management server. If you select an endpoint with a Dummy-UUID, event forwarding works for this endpoint until the moment when the endpoint is fully discovered or recovered and the Dummy-UUID changes to its real UUID.

Step 8. Click **Next** to display the **Events** tab.

Step 9. **Optional:** Select **Include All Audit events** to forward all audit events.

Step 10. Select each component and severities for which you want events to be forward.

Step 11. Click **Next** to display the **Scheduler** tab.

Step 12. **Optional:** Define the times and days when you want the specified events to be forwarded to this remote event recipient. Only events that occur during the specified time slot are forwarded.

If you do not create a schedule for the remote event recipient, events are forwarded 24x7.

1. Use the **Scroll left** icon (◄) and **Scroll right** icon (►), and **Day**, **Week**, and **Month** buttons to find the day and time that you want to start the schedule.

2. Double-click the time slot to open the New Time Period dialog.

3. Fill in the required information, including the date, start and end times, and whether the schedule is to be reoccurring.

4. Click **Create** to save the schedule and close the dialog. The new schedule is added to the calendar.

- You can change the time slot by dragging the schedule to another time slot.
- You can change the duration by selecting the top or bottom of the schedule and dragging it to the new time.
- You can change the end time by selecting the bottom of the schedule and dragging it to the new time.
- You can change a schedule by double-clicking the scheduled and clicking **Edit Entry**.
- You can delete a schedule by double-clicking the scheduled and clicking **Delete Entry**.

Step 13. Click **Create**.

The remote event recipient is listed in the Event Forwarding table.

Event Forwarding

| Event Monitors | Push Services | Push Filters |

(?) This page is a list of all remote event recipients. You can define up to 12 unique recipients.

Generate Test Event | All Actions ▾   Filter

	Name ▾	Notification Method	Description	Status
☐	x222 critical events	Syslog		Enabled ▾
☐	x222 all events	Syslog		Enabled ▾

Step 14. Select the new remote event recipient, click **Generate Test Event**, and then verify that the events are forwarded correctly to the recipient (syslog, SNMPv3, or email server).

Results

From the Event Forwarding page, you can perform the following actions on a selected remote-event recipient:

- Refresh the list of remote event recipients by clicking the **Refresh** icon ( ).
- View details about a specific remote event recipient by clicking the link in the **Name** column.
- Change the remote event recipient properties and filter criteria by clicking the event recipient name in the **Name** column.
- Delete the remote event recipient by clicking the **Delete** icon ( ).
- Suspend event forwarding (see "Suspending event forwarding" on page 21).

Setting up event forwarding to a Gmail SMTP service

You can setup Lenovo XClarity Administrator to forward monitored events to a web-based email service, such as Gmail.

Use the following configuration examples to help you set up your even forwarder to use the Gmail SMTP service.

Note: Gmail recommends using the OAUTH2 authentication method for the most secure communication. If you choose to use regular authentication, you will receive an email indicating that an application tried to use your account without using the latest security standards. The email includes instructions for configuring your email account to accept these types of applications.

For information about configuring a Gmail SMTP server, see https://support.google.com/a/answer/176600?hl=en.

Regular authentication using SSL on port 465

This example communicates with the Gmail SMTP server using the SSL protocol over port 465, and authenticates using a valid Gmail user account and password.

Field	Value
Host	smtp.gmail.com
Port	465

Field	Value
SSL	Select
STARTTLS	Clear
Authentication	Regular
User	Valid Gmail email address
Password	Gmail authentication password
From Address	(optional)

Regular authentication using TLS on port 587

This example communicates with the Gmail SMTP server using the TLS protocol over port 587, and authenticates using a valid Gmail user account and password.

Field	Value
Host	smtp.gmail.com
Port	587
SSL	Clear
STARTTLS	Select
Authentication	Regular
User	Valid Gmail email address
Password	Gmail authentication password
From Address	(optional)

OAUTH2 authentication using TLS on port 587

This example communicates with the Gmail SMTP server using the TLS protocol over port 587, and authenticates using a valid Gmail user account and security token.

Use the following example procedure to obtain the security token.

1. Create a project in the Google Developers Console, and retrieve the client ID and client secret. For more information, see the Google Sign-In for Websites webpage (https://developers.google.com/identity/sign-in/web/devconsole-project) website.

   a. From a web browser, open the Google APIs webpage (https://console.developers.google.com).

   b. Click **Select a project ➙ Create a project** from the menu on that webpage. The New Project dialog is displayed.

   c. Type a name, select **Yes** to agree to the license agreement, and click **Create**.

   d. On the **Overview** tab, use the search field to search for "gmail."

   e. Click **GMAIL API** in the search results.

   f. Click on **Enable**.

   g. Click the **Credentials** tab

   h. Click **OAuth consent screen**.

   i. Type a name in the **Product name shown to users** field, and click **Save**.

   j. Click **Create credentials ➙ OAuth client ID**.

   k. Select **Other**, and enter a name.

   l. Click **Create**. The OAuth client dialog is displayed with your client ID and client secret.

m. Record the client ID and client secret for later use.

n. Click **OK** to close the dialog.

2. Use the oauth2.py (https://google-mail-oauth2-tools.googlecode.com/svn/trunk/python/oauth2.py) Python script to generate and authorize a security token by entering the client ID and client secret that was generated when you created the project.

Note: Python 2.7 is required to complete this step. You can download and install Python 2.7 from the Python website (https://www.python.org/downloads/)).

a. From a web browser, open the gmail-oauth2-tools webpage (https://github.com/google/gmail-oauth2-tools/blob/master/python/oauth2.py).

b. Click **Raw**, and then save the content as a file name `oauth2.py` on your local system.

c. Run the following command a terminal (Linux) or a command line (Windows):
```
py oauth2.py –user=<your_email> –client_id=<client_id>
        –client_secret=<client_secret> –generate_oauth2_token
```

For example
```
py oauth2.py –user=jon@gmail.com
        –client_id=884243132302-458elfqjiebpuvdmvdackp6elip8kl63.apps.googleusercontent.com
        –client_secret=3tnyXgEiBIbT2mOOzqnlTszk –generate_oauth2_token
```

This command returns a URL that you must use to authorize the token and retrieve a verification code from the Google website, for example:
```
To authorize token, visit this url and follow the directions:

https://accounts.google.com/o/oauth2/auth?client_id=884243132302-458elfqjiebpuvdmvdackp6elip8kl63.apps.
googleusercontent.com&redirect_uri=urn%3Aietf%3Awg%3Aoauth%3A2.0%3Aoob&response_type=code&scope=https
%3A%2F%2Fmail.google.com%2F

Enter verification code:
```

d. From a web browser, open the URL that was returned in the previous step.

e. Click **Allow** to agree to this service. A verification code to returned.

f. Enter the verification code in the **oauth2.py** command.

The command returns the security token and refreshes token, for example:
```
Refresh Token: 1/K8lPGx6UQQajj7tQGYKq8mVG8lVvGIVzHqzxFIMeYEQMEudVrK5jSpoR3OzcRFq6
Access Token: ya29.CjHXAsyoH9GuCZutgIOxm1SGSqKrUkjIoH14SGMnljZ6rwp3gZmK7SrGDPCQx_KN-34f
Access Token Expiration Seconds: 3600
```

Important: The security token expires after a period of time. You can use the oauth2.py (https://google-mail-oauth2-tools.googlecode.com/svn/trunk/python/oauth2.py) Python script and the refresh token to generate a new security token. It is your responsibility to generate the new security token and update the event forwarder in Lenovo XClarity Administrator with the new token.

3. From the Lenovo XClarity Administrator web interface, set up event forwarder for email using the following attributes:

Field	Value
Host	smtp.gmail.com
Port	587
SSL	Clear
STARTTLS	Select

Field	Value
Authentication	OAUTH2
User	Valid Gmail email address
Token	Security token
From Address	(optional)

Suspending event forwarding

You can suspend event forwarding by disabling the remote event recipient. Suspending event forwarding stops the monitoring of incoming events. Events that are received while monitoring is suspended are not forwarded.

About this task

The disabled state is not persistent. If the management node is restarted, all remote-event recipients become enabled.

Procedure

Complete the following steps to disable the forwarding of events.

Step 1.　From the Lenovo XClarity Administrator menu bar, click **Monitoring ➙ Forwarding Events**. The Event Forwarding page is displayed.

Step 2.　Select **Disable** in the **Status** column for each remote event recipient that you want to suspend.

lenovoMgrAlert.mib file

This management information base (MIB) file describes the SNMP traps that Lenovo XClarity Administrator generates. You can compile this MIB file in any SNMP trap manager so that the SNMP traps that are sent from Lenovo XClarity Administrator can be rendered meaningfully.

Use the following MIB files depending on your Lenovo XClarity Administrator version.
- lenovoMgrAlert_v120.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v120.mib)
- lenovoMgrAlert_v111.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v111.mib)
- lenovoMgrAlert_v110.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v110.mib)
- lenovoMgrAlert_v103.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v103.mib)
- lenovoMgrAlert_v102.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v102.mib)
- lenovoMgrAlert_v101.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v101.mib)
- lenovoMgrAlert_v100.mib
  (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.lxca.doc/lenovoMgrAlert_v100.mib)

The following objects are included in all outgoing SNMP traps. Additional objects might be included in some SNMP traps. All objects are described in the MIB file.

Note: This list might differ for earlier versions of Lenovo XClarity Administrator.
- mgrTrapSystemName
- mgrTrapDateTime
- mgrTrapAppId
- mgrTrapTxtId
- mgrTrapSysContact

- mgrTrapSysLocation
- mgrTrapID
- mgrTrapSeverity
- mgrTrapEvtID
- mgrTrapMsgID
- mgrTrapMsgText
- mgrTrapEventClass
- mgrTrapUserid
- mgrTrapService
- mgrTrapUuid
- mgrTrapSN
- mgrTrapMtm
- mgrTrapSrcLoc
- mgrTrapSrcName
- mgrTrapSrcIP
- mgrTrapFailFRUs
- mgrTrapFailSNs

Forwarding events to mobile devices

You can configure Lenovo XClarity Administrator to push event notifications to mobile devices

Before you begin

The following requirements must be met to forward events to mobile devices:

- Ensure that a valid DNS server is configured to allow Lenovo XClarity Administrator to connect to the Apple or Google push servers. This can be configured by clicking the **Administration → Network Access → Edit Network Access** and then clicking the **Internet Settings** tab (see Configuring network access in the Lenovo XClarity Administrator online documentation).

- Ensure that all required ports for event management are open on the network and firewalls. For information about port requirements, see Port availability in the Lenovo XClarity Administrator online documentation.

About this task

When the Lenovo XClarity Mobile app is installed on a mobile device, you can enable each connected Lenovo XClarity Administrator instance to push event notifications to that mobile device. When push notifications are enabled for a specific instance, a subscription is created in Lenovo XClarity Administrator for that mobile device.

You can define the events that are pushed to the mobile device by assigning predefined or customized global event filters for each Lenovo XClarity Administrator instance. The predefined global event filters are enabled by default. Lenovo XClarity Administrator starts monitoring for incoming events based on the filter criteria. When a match is found, the event is forwarded to the mobile device.

For more information about Lenovo XClarity Mobile and supported mobile devices, see Using the Lenovo XClarity Mobile app in the Lenovo XClarity Administrator online documentation.

Procedure

To set up push notifications to that mobile device, complete the following steps from the Lenovo XClarity Mobile app on your mobile device.

Step 1.   Enable push notifications:

- You can enable push notifications when you create a connection to a Lenovo XClarity Administrator instance. Push notifications are enabled by default.

- You can enable push notifications on existing connections by enabling one or more event filters

Step 2. Assign global event filters to specify which events are to be forwarded to the mobile device:

Note: You can add or remove global filters from the subscription only from the Lenovo XClarity Mobile app. You can create global filters only from the Lenovo XClarity Administrator web interface. For information about creating customized global event filters, see "Creating event filters for mobile devices and WebSockets" on page 26.

1. Tap **Settings ➙ Push notifications**. A list of Lenovo XClarity Administrator connections is displayed.
2. Tap the Lenovo XClarity Administrator instance to display a list of push filters.
3. Enable the event filters for the events that you want pushed to the mobile device for the Lenovo XClarity Administrator instance.
4. Tap **Touch to generate test push notification** to verify that the event notifications are pushed correctly.

Results

You can manage subscriptions from the Event Forwarding page in the Lenovo XClarity Administrator web interface. Click **Monitoring ➙ Event Forwarding** to display the Event Forwarding page.

- You can change the device notification service properties from the **Push Service** tab on the Event Forwarding page by clicking the link for the push notification service (Google or Apple) in the **Name** column to display the Change Push Notification dialog, and then click the **Properties** tab.

- You can enable and disable subscriptions:

  - Enable or disable all subscriptions for a specific device notification service from the **Push Service** tab on the Event Forwarding page by selecting the **ON** or **OFF** state in the table for the device notification service.

  - Enable or disable all subscriptions for a specific device from the Lenovo XClarity Mobile app by tapping **Settings → Push notification**, and then enabling or disabling Enabled push notification.

  - Enable or disable a specific subscription from the Lenovo XClarity Mobile app by tapping **Settings → Push notification**, tapping a Lenovo XClarity Administrator connection, and enabling at least one event filter or disabling all event filters.

- You can generate a test event for all subscriptions for a specific mobile service from the **Push Service** tab on the Event Forwarding page by selecting the mobile service and clicking **Generate Test Event**.

- You can view a list of current subscriptions. From the **Push Service** tab on the Event Forwarding page, click the link for the applicable device notification service (Android or iOS) in the **Name** column to display the Change Push Notification dialog, and then click the **Subscriptions** tab. The device ID identifies each subscription.

  Tips:

  - The device ID is the first and last 6 digits of the push registration ID. You can find the push registration ID from the Lenovo XClarity Mobile app by tapping **Settings → About → Push registration ID**.

  - If you are logged in as a user with one of the following roles, all subscriptions are displayed; otherwise, subscriptions for only the logged-in user are displayed.
    - **lxc-admin**
    - **lxc-supervisor**
    - **lxc-security-admin**
    - **lxc-sysmgr**

- You can view the list of event filters that are assigned to the subscription from the **Subscriptions** tab on the Change Push Notification dialog by expanding the **Filter list** in the **Event Filters** column for the subscription.

Change Push Notification

Subscription Type	User Name	Event ID	Status	Time Stamp	Event Filters
Android Subscriber	RANDY	NA	NA		⊞ Filter list
Android Subscriber	RANDY	FQXHMSE0200I	Success	Aug 1, 2016, 11...	⊞ Filter list
Android Subscriber	RTP	FQXHMSE0200I	Success	Aug 8, 2016, 10...	⊟ Filter list
					Match All Critical
					Match All Warning
Android Subscriber	USERID	FQXHMSE0200I	Success	Aug 8, 2016, 10...	⊞ Filter list

- You can create event filters for a specific subscription from the **Subscriptions** tab on the Change Push Notification dialog by selecting the subscription, and click the **Create** icon ( ).

  Note: These event filters apply to only a specific subscription and cannot be used by other subscriptions.

You can also edit or remove an event filter by selecting the event filter and clicking the **Edit** icon (   ) or **Remove** icon (   ), respectively.

- You can determine the status of the last attempted push for a specific subscription from the **Subscriptions** tab on the Change Push Notification dialog. The **Time Stamp** column indicates the date and time of the last push. The **Status** indicates whether the push notification was successfully delivered to the push service. No status is available regarding whether the push notification was successfully delivered to the device from the service. If the delivery to the push service failed, the Status column provides additional information about the failure.

- You can generate a test event for a specific subscription from the **Subscriptions** tab on the Change Push Notification dialog by selecting the subscription and clicking **Generate Test Event**.

- You can remove a subscription from the **Subscriptions** tab on the Change Push Notification dialog by selecting the subscription, and clicking the **Remove** icon (   ).

Forwarding events to WebSocket services

You can configure Lenovo XClarity Administrator to push event notifications to WebSocket services.

About this task

The WebSocket subscriptions are not stored persistently in Lenovo XClarity Administrator. When Lenovo XClarity Administrator is rebooted, the WebSocket subscribers must subscribe again.

Procedure

To push event notification to a WebSocket service, complete the following steps.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Monitoring** ➙ **Event Forwarding**. The Event Forwarding page is displayed.

Step 2. Click the **Push Services** tab.

Step 3. Click the link for the **WebSocket Service** in the Name column. The Change Push Notification dialog is displayed.

Step 4. Click the **Subscriptions** tab.

Step 5. Click the **Create** icon (   ).

Step 6. Enter the IP address of the destination host.

Step 7. Click **Create**.

Step 8. Select the new subscription, click **Generate Test Event**, and then verify that the events are forwarded correctly to the WebSocket service.

Results

From the **Subscriptions** tab on the Change Push Notification dialog, you can perform the following actions on a selected WebSocket subscription:

- Refresh the list of remote event recipients by clicking the **Refresh** icon (   ).

- Delete subscriptions by selecting the subscriptions and clicking the **Delete** icon (   ).

- Determine the status of the last attempted push for a specific subscription by viewing the content of the **Status** column. If the attempt failed, this column contains a message that describes the error.

From the **Properties** tab on the Change Push Notification dialog, you can perform the following actions:

- Change the WebSocket service properties, including the connection idle time, maximum buffer size, maximum number of subscribers, and the register time-out period.

- You can reset the WebSocket service to the default settings by clicking **Restore Defaults**.

- Suspend pushing event notifications to all subscriptions for the WebSocket service by setting the **State** to Off.

From the **Push Service** tab on the Event Forwarding page, you can generate a test event for all WebSocket subscriptions by selecting the WebSocket service and clicking **Generate Test Event**.

Creating event filters for mobile devices and WebSockets

You can create global events filters that can be used in one or more subscriptions for mobile devices and WebSockets. You can also create event filters that are unique to a subscription.

Before you begin

You must have supervisor authority to create event filters.

You can create up to 20 global event filters.

About this task

The following global event filters are predefined:

- **Match All Critical**. This filter matches all critical events that are generated by any managed endpoint or by Lenovo XClarity Administrator.
- **Match All Warning**. This filter matches all warning events that are generated by any managed endpoint or by Lenovo XClarity Administrator.

Procedure

To create a global event filter, complete the following steps.

- Create a global event filter that can be used by any subscription.
    1. From the Lenovo XClarity Administrator menu bar, click **Monitoring → Event Forwarding**. The New Event Forwarding page is displayed.
    2. Click the **Push Filters** tab.
    3. Click the **Create** icon (🗋). The **General** tab of New Predefined Filter dialog is displayed.
    4. Specify the name and option description for this event filter.
    5. Click **Next** to display the **Systems** tab.
    6. Select the endpoints that you want monitor for this remote event recipient.

       Tip To forward events for all managed endpoints (current and future), select the **Match all systems** checkbox.If you do not select the **Match all systems** checkbox, ensure that the selected endpoints do not have a DUMMY-UUID in the UUID column. A Dummy-UUID is assigned to endpoints that have not yet recovered after a restart or are not discovered completely by the management server. If you select an endpoint with a Dummy-UUID, event forwarding works for this endpoint until the moment when the endpoint is fully discovered or recovered and the Dummy-UUID changes to its real UUID.
    7. Click **Next** to display the **Events** tab.
    8. Select the components and severities for which you want events to be forward.

       Tip:
       - To forward all hardware events, select **Match all events**.
       - To forward audit events, select **Include All Audit events**.
       - To forward warranty events, select **Include Warranty events**.
    9. Click **Create**.

- Create an event filter for a specific subscription:
  1. From the Lenovo XClarity Administrator menu bar, click **Monitoring → Event Forwarding**. The New Event Forwarding page is displayed.
  2. Click the **Push Filters** tab.
  3. Select the link for the type of mobile device (Android or iOS) in the Name column of the table. The Change Push Notification dialog is displayed.
  4. Click the **Subscriptions** tab to display a list of active subscriptions.
  5. Select the subscription, and click the **Create** icon (). The **General** tab of New Event Filter dialog is displayed.
  6. Specify the name and option description for this event filter.
  7. Click **Next** to display the **Systems** tab.
  8. Select the endpoints that you want monitor for this remote event recipient.

     Tip To forward events for all managed endpoints (current and future), select the **Match all systems** checkbox.If you do not select the **Match all systems** checkbox, ensure that the selected endpoints do not have a DUMMY-UUID in the UUID column. A Dummy-UUID is assigned to endpoints that have not yet recovered after a restart or are not discovered completely by the management server. If you select an endpoint with a Dummy-UUID, event forwarding works for this endpoint until the moment when the endpoint is fully discovered or recovered and the Dummy-UUID changes to its real UUID.
  9. Click **Next** to display the **Events** tab.
  10. Select the components and severities for which you want events to be forward.

      Tip:
      – To forward all hardware events, select **Match all events**.
      – To forward audit events, select **Include All Audit events**.
      – To forward warranty events, select **Include Warranty events**.
  11. Click **Create**.

What to do next

From the Push Filters tab on the Event Forwarding page, you can perform the following actions on a selected event filter:

- Refresh the list of event filters by clicking the **Refresh** icon ().

- View details about a specific event filter by clicking the link in the **Name** column.

- Change the event filter properties and filter criteria by clicking the **Edit** icon ().

Delete the event filter by clicking the **Delete** icon ().

Monitoring jobs

You can view a log of all jobs that are started by Lenovo XClarity Administrator. The jobs log includes jobs that are running, completed, or have errors.

About this task

Jobs are longer running tasks that are performed against one or more endpoints. For example, if you deploy an operating system to multiple servers, each server deployment is listed as a separate job.

Jobs run in the background. You can see the status of each job from the jobs log.

Procedure

Complete one of the following steps to display the jobs log.

- From the Lenovo XClarity Administrator title bar, click **Jobs** to display a summary of jobs that are running, completed, and have errors.

From this pull down, you can click the following tabs:
- **With Errors**. Displays a list of all jobs that have errors associated with them.
- **Running**. Displays a list of all jobs that are currently in progress.
- **Completed**. Displays a list of all jobs that are completed.

Hover over a job entry in the pull down to get more information about the job, including the status, progress, and user that created the job.

- From the Lenovo XClarity Administrator title bar, click **Jobs**, and click the **View All Jobs** link to display the Jobs page.

- From the Lenovo XClarity Administrator menu bar, click **Monitor ➔ Jobs** to display the Jobs page.

Results

The Jobs page is displayed with a list of all jobs for Lenovo XClarity Administrator.

From this page, you can perform the following actions:

- Change the number of jobs that are displayed per page. The default is 10 jobs. You can display 25, 50, or all jobs.

- Narrow the list of jobs that are displayed:

  - List only jobs from a specific source by clicking

  - **All Job Types** and choosing from the following options:
    - Management
    - Configuration
    - Firmware
    - Health

- Power
- Remote access
- System ID
- Custom

  – Hide or show jobs that have errors or warnings by clicking the **Hide error/warning jobs** icon ( ).

  – Hide or show jobs that are currently running by clicking the **Hide running jobs** icon ( ).

  – Hide or show jobs that are completed by clicking the **Hide completed jobs** icon ( ).

  – List only jobs that contain specific text by entering the text in the **Filter** field.

  – Sort the jobs by column by clicking a column heading.

- Export the jobs list as a CSV file by clicking the **Export as CSV** icon ( ).

  Note: The timestamps in the exported log use the local time that is specified by the web browser.

- Cancel running jobs or subtasks by selecting one or more running jobs or subtasks and clicking the **Stop** icon ( ).

  Note: It might take several minutes to cancel the job.

- Delete completed jobs or subtasks from the jobs log by selecting one or more completed jobs or subtasks and clicking the **Delete** icon ( ).

- Refresh the jobs log by clicking the **Refresh** icon ( ).

Chapter 3. Working with service and support

The Lenovo XClarity Administrator web interface provides a set of tools that you can use to define support contacts for each managed endpoint, collect diagnostic data and send that data to Lenovo Support, set up automatic notification to Lenovo Support when a serviceable event occurs on your system, and view problem-report status. You can contact Lenovo Support to get help and technical assistance when you run into problems.

Getting help and technical assistance

If you need help, service, or technical assistance for Lenovo XClarity Administrator, you can find a wide variety of sources available from Lenovo to assist you.

Procedure

- Check the event log, and follow the suggested actions to resolve any event codes (see "Working with events" on page 9).

- Find solutions to problems that have identifiable symptoms, and follow the suggested actions to resolve any problems. For the latest troubleshooting procedures, see Troubleshooting in the Lenovo XClarity Administrator online documentation.

- Check the Support website (https://www-947.ibm.com/support/entry/portal/search_results? sn=spe&q=XClarity%20AND%20retain&filter=language:en#v%3D%2B1%26q%3DLenovo%2520XClarity %2520Administrator%2520AND%2520retain%26filter%3Dlanguage%3Aen) for service bulletins that are related to Lenovo XClarity Administrator. Service bulletins provide tips and techniques that you can use to solve problems that you might have with the Lenovo XClarity Administrator.

- Ask questions and find answers on the Lenovo XClarity Community forum website (www.lenovoxclarity.com/community/). You can open the forum from the Lenovo XClarity Administrator web interface by clicking **Help ( )** → **Resources** on the title bar, and then clicking **Open the Community** from the dialog.

- If the problem is a hardware issue with a managed endpoint, see the documentation that came with that endpoint for information about problems and suggested actions.

  - For Flex System products, including chassis, switches, storage nodes, and compute nodes, see the Flex System online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/index.jsp).

  - For Converged, System x, and RackSwitch products, including servers and top-of-rack switches, see the System x online documentation (http://publib.boulder.ibm.com/infocenter/systemx/documentation/index.jsp).

  - For NeXtScale products, see the NeXtScale online documentation (http://pic.dhe.ibm.com/infocenter/nxtscale/documentation/index.jsp).

  - For Lenovo Storage products, see the Lenovo Storage S2200/S3200 product documentation (https://forums.lenovo.com/t5/Enterprise-Storage/Lenovo-Storage-S2200-S3200-reference-manual-links/ td-p/2130828).

- If the problem remains, submit a service request.

  Opening a problem record starts the process of determining a solution to your problem by making the pertinent information available to Lenovo Support quickly and efficiently. Lenovo service technicians can start working on your solution as soon as you have completed and submitted a problem record.

  Note: If Call Home is configured and enabled, Lenovo XClarity Administrator automatically opens a problem record and transfers diagnostic files to the Lenovo Support Center when a serviceable event occurs so that the issue can be addressed. For information about enabling Call Home, see "Setting up automatic problem notification to Lenovo Support (Call Home)" on page 33.

If Call Home is not enabled, you can manually open a problem record and send diagnostic files (see "Opening a problem record with the Lenovo Support Center" on page 44).

• IBM is Lenovo's preferred service provider for Lenovo XClarity Administrator. Through the IBM Support Line, you can get telephone assistance, for a fee, for usage, configuration, and software problems with your Lenovo products.

For more information about the IBM Support Line and other services, see the IT Services website (http://www.ibm.com/services/) or see the Directory of worldwide contacts (https://support.lenovo.com/supportphonelist) for support telephone numbers. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

For severity 1 issues, support hours are 24/7. For all other severities, support hours are Monday - Friday, 8AM - 5PM in-country.

Service bulletins

Lenovo continually updates the Support web site with tips and techniques that you can use to solve problems that you might have with Lenovo XClarity Administrator.

To find service bulletins that are available for Lenovo XClarity Administrator, go to the Support website (https://www-947.ibm.com/support/entry/portal/search_results? sn=spe&q=XClarity%20AND%20retain&filter=language:en#v%3D%2B1%26q%3DLenovo%2520XClarity %2520Administrator%2520AND%2520retain%26filter%3Dlanguage%3Aen) and enter the terms "Lenovo XClarity Administrator and retain."

Viewing warranty information

You can determine the warranty status (including extended warranties) of the managed endpoints.

Before you begin

Lenovo XClarity Administrator must have access to the following URLs to collect warranty information for the managed endpoints. Ensure that there are no firewalls blocking access to these URLs.

• ibase.lenovo.com/POIRequest.aspx

• www-01.ibm.com/pew/entitle/pg2/Service.wss/wi/POIRequest

• (China only) http://123.127.211.129:83/webservice/NewProductQueryService.asmx

Procedure

From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support**, and click the **Warranty** tab to display the Warranty page. This page contains a table that lists warranty information (such as start date, stop date, and status) for each managed endpoint.

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

Device Type	Device Name	Status	Warranty Number	Serial Number	Start Date	End Date
⊞ Chassis	FEE5C5988F234...	expired	IBM	23KHF97	Oct 20, 2011, 8:0...	Sep 21, 2011, 8:0...
Rack-Tower Server	E2A5CF8C46181...	NA	NA	23Z5200		
⊞ Chassis	A6777B7D9CEC...	NA	NA	100093A		

What to do next

From the Warranty page, you can perform the following actions:

- Export warranty status for all managed endpoints to a CSV file by clicking the **Export as CSV** icon (📗).
- Refresh warranty information for all managed endpoints by clicking the **Refresh Server List** icon (📋).

Setting up automatic problem notification to Lenovo Support (Call Home)

You can configure Lenovo XClarity Administrator to notify Lenovo Support automatically when certain serviceable events are received from any managed endpoint, such as an unrecoverable memory error from a server. This automatic support notification is called *Call Home*.

About this task

When Call Home is configured and enabled, Lenovo XClarity Administrator *automatically* opens a problem record and transfers diagnostic files to the Lenovo Support Center when a serviceable event occurs so that the issue can be addressed. Note that when Call Home is configured and enabled in Lenovo XClarity Administrator, Call Home is disabled on *all* managed chassis and servers to avoid duplicate problem records from being created.

If Call Home is configured but not enabled, you can *manually* open a problem record using the Call Home function to collect and transfer diagnostic files to the Lenovo Support Center at any time. For more information, see "Opening a problem record with the Lenovo Support Center" on page 44.

If Call Home is not configured, you can manually open a problem record and send diagnostic files to the Lenovo Support Center by following the instructions on the Service requests and PMRs website (https://www.ibm.com/support/servicerequest/Home.action). For information about collecting and downloading diagnostic files, see "Downloading Lenovo XClarity Administrator diagnostic files" on page 43 and "Collecting and downloading diagnostic data for an endpoint" on page 41.

For information about viewing problem records that were opened automatically by Call Home, see "Viewing problem records and status" on page 46.

Note: This procedure configures and enables Call Home for all managed endpoints. To configure and enabled a Call Home service forwarder for a specific set of managed endpoints, see "Setting up automatic problem notification to a preferred service provider" on page 36.

Procedure

Complete the following steps to configure and enable Call Home for all managed endpoints.

Step 1. Configure the firewalls and proxies in your network.

a. Ensure that all ports that are required by Lenovo XClarity Administrator (including ports that are required for Call Home) are available before you enable Call Home. For more information about ports, see Port availability in the Lenovo XClarity Administrator online documentation.

b. Ensure that a connection exists to the Internet addresses that are specified in the following table. Because the IP addresses might change, use the DNS name when possible.

Table 1. Required connections for Call Home

DNS name	IPv4 addresses	IPv6 addresses
esupport.ibm.com eccgw01.rochester.ibm.com eccgw02.boulder.ibm.com	129.42.56.189 129.42.60.189 129.42.54.189	2620:0:6C0:200:129:42:56:189 2620:0:6C2:200:129:42:60:189 2620:0:6C4:200:129:42:54:189
www-945.ibm.com	129.42.26.224 129.42.42.224 129.42.50.224	2620:0:6C0:1::1000 2620:0:6C2:1::1000 2620:0:6C4:1::1000

c. If Lenovo XClarity Administrator accesses the Internet through an HTTP proxy, ensure that the proxy server is configured to use basic authentication and is set up as a non-terminating proxy. For more information about setting up the proxy, see Configuring network access in the Lenovo XClarity Administrator online documentation.

Step 2. Configure the default contact information for Call Home from the Lenovo XClarity Administrator web interface.

a. From the Lenovo XClarity Administrator menu bar, click **Administration** ➜ **Service and Support**. The Service and Support page is displayed.

b. Click the **Call Home Configuration** tab.

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

◀ Files | Endpoint Diagnostic Files | Endpoint Actions | **Call Home Configuration** | Service Forwarders | Problem Record Status | ▶

Default Call Home Forwarder

⑦ Forwarder State: Not Set

Configure Call Home

* Contact Name	
* Company Name	
* Country	▾
* Email	
* Phone Number	
* Street Address	
* City	
* State or Province	
* Zip Code	
System Phone Number	
System Country	▾
System Street Address	
System City	
System State	
System Zip Code	

    c.   Fill in the contact and location information.

    d.   **Optional:** Fill in the system information.

    e.   Click **Apply**.

    A Call Home service forwarder named "Default Call Home" is created for all managed endpoints using the specified contact information.

Step 3.   Enable and test the "Default Call Home" service forwarder.

    a.   Click the **Service Forwarder** tab.

    b.   Select **Enable** in the **Status** column for the "Default Call Home" service forwarder.

    c.   Select the "Default Call Home" service forwarder, and click **Test Forwarders** to generate a test event for the service forwarder and verify that Call Home is able to communicate with the Lenovo Support Center.

    You can monitor the test progress by clicking **Monitoring ➜ Jobs** from the Lenovo XClarity Administrator menu bar.

    Note: The service forwarder must be enabled before it can be tested.

What to do next

From the Service and Support page, you can also perform the following actions:

- Determine whether Call Home is enabled or disabled on a managed endpoint by clicking the **Endpoint Actions** tab and verifying the state in the **Call Home Status** column.

  If "Unknown State" is displayed in the **Call Home Status** column, refresh the web browser to display the correct status.

- Define the support contact and location information for a specific managed endpoint by clicking the **Endpoint Actions** tab, selecting the endpoint, and then clicking the **Create contact profile** icon ( ) or **Edit contact profile** icon ( ). The contact and location information for the managed endpoint is included in the problem record that Call Home sends to the Lenovo Support Center. If unique contact and location information is specified for a managed endpoint, that information is included in the problem record. Otherwise, general information that is specified for the Lenovo XClarity Administrator Call Home configuration (on the **Call Home Configuration** tab or **Service Forwarders** tab) is used. For more information, see Lenovo Support Center. For more information, see "Defining the support contacts for an endpoint" on page 41.

- View problem records that have been submitted to the Lenovo Support Center by clicking the **Problem Record Status** tab. This tab lists problem records that have been opened automatically or manually by Call Home, the status, and diagnostic files that were transmitted to the Lenovo Support Center. For more information, see "Viewing problem records and status" on page 46.

- Collect diagnostic data for a specific endpoint by clicking the **Endpoint Actions** tab, selecting the endpoint, and then clicking the **Collect diagnostic files** icon ( ). For more information, see "Collecting and downloading diagnostic data for an endpoint" on page 41.

- Manually open a problem record in the Lenovo Support Center, collect diagnostic files for a specific endpoint, and send those files to the Lenovo Support Center by clicking the **Endpoint Actions** tab, selecting the endpoint, and then clicking **Manually Open Problem Record**. If the Lenovo Support Center requires additional data, the Lenovo Support might instruct you to recollect diagnostic data for that endpoint or for another endpoint.

  For more information, see "Opening a problem record with the Lenovo Support Center" on page 44.

- Re-enable Call Home on all managed endpoints by clicking **Enable Call Home on all endpoints** in the **Endpoint Actions** tab. When the Call Home is enabled in Lenovo XClarity Administrator, Call Home is disabled on each managed endpoint to avoid duplicate problem records from being created. If you intend to discontinue using Lenovo XClarity Administrator to manage your endpoints or if you intend to disable Call Home in Lenovo XClarity Administrator, you can re-enable Call Home on all managed endpoints from the Lenovo XClarity Administrator in lieu of re-enabling Call Home for each individual endpoint at a later time.

  For more information, see .

For more information about these service and support tasks, see Chapter 3 "Working with service and support" on page 31.

Setting up automatic problem notification to a preferred service provider

You can configure Lenovo XClarity Administrator to automatically send diagnostic files for a specific set of managed endpoints to your preferred service provider (including Lenovo Support using Call Home) when certain serviceable events are received from managed endpoints (such as an unrecoverable memory error) so that the issue can be addressed.

About this task

A *service forwarder* defines information about where to send the diagnostic files when a serviceable event occurs. You can define up to 10 service forwarders

For each service forwarder, you can choose to send diagnostic files to Lenovo Support using *call home* or to another service provider using SFTP.

If a service forwarder is configured and enabled for SFTP, Lenovo XClarity Administrator *automatically* transfers diagnostic files to the specified SFTP site for your preferred service provider

If a service forwarder is configured and enabled for call home, Lenovo XClarity Administrator *automatically* opens a problem record and transfers diagnostic files to the Lenovo Support Center when a serviceable event occurs on one or more of the specified managed endpoints so that Lenovo Support can address the issue.

Note: If multiple call-home service forwarders are set up for the same endpoint, only one of them calls home. The contact information that is used depends on which service forwarder is triggered first.

Note: For information about configuring and enabling call home for all managed endpoints, see "Setting up automatic problem notification to Lenovo Support (Call Home)" on page 33.

If a service forwarder is configured but not enabled for call home, you can *manually* open a problem record using the call home function to collect and transfer diagnostic files to the Lenovo Support Center at any time. For more information, see "Opening a problem record with the Lenovo Support Center" on page 44

If a service forwarder is not configured for call home, you can manually open a problem record and send diagnostic files to the Lenovo Support Center by following the instructions on the Service requests and PMRs website (https://www.ibm.com/support/servicerequest/Home.action). For information about collecting and downloading diagnostic files, see "Opening a problem record with the Lenovo Support Center" on page 44.

For information about viewing problem records that were opened automatically by call home or manually using Lenovo XClarity Administrator, see "Viewing problem records and status" on page 46.

Procedure

Complete the following steps to define and enable a service forwarder.

Step 1. Configure the firewalls and proxies in your network.

   a. Ensure that all ports that are required by Lenovo XClarity Administrator (including ports that are required for call home) are available before you enable call home. For more information about ports, see Port availability in the Lenovo XClarity Administrator online documentation.

   b. Ensure that a connection exists to the Internet addresses that are required by the service provider.

      If you choose to use Lenovo Support (call home), a connection must be available to the following IP addresses. Because the IP addresses might change, use the DNS name when possible.

   Table 2. Required connections for Call Home

DNS name	IPv4 addresses	IPv6 addresses
esupport.ibm.com eccgw01.rochester.ibm.com eccgw02.boulder.ibm.com	129.42.56.189 129.42.60.189 129.42.54.189	2620:0:6C0:200:129:42:56:189 2620:0:6C2:200:129:42:60:189 2620:0:6C4:200:129:42:54:189
www-945.ibm.com	129.42.26.224 129.42.42.224 129.42.50.224	2620:0:6C0:1::1000 2620:0:6C2:1::1000 2620:0:6C4:1::1000

   c. If Lenovo XClarity Administrator accesses the Internet through an HTTP proxy, ensure that the proxy server is set up as a non-terminating proxy. For more information about setting

up the proxy, see Configuring network access in the Lenovo XClarity Administrator online documentation.

Step 2. Define a service forwarder from the Lenovo XClarity Administrator web interface.

    a. From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support**. The Service and Support page is displayed.

    b. Click the **Service Forwarders** tab.

    c. Click the **Create** icon ( ) to display the New Forwarder dialog.

    d. Click the **General** tab.

New Forwarder

| General | Specifics | Systems |

○ CallHome   ○ SFTP

* Name

Description

* Number of call home retries: 2

* Minimum number of minutes between retries: 2

☐ Requires Service Data Inspection

1. Select the type of service provider:

   - **Call home**. Lenovo XClarity Administrator opens a problem record and transfers diagnostic files to the Lenovo Support Center automatically when a serviceable event occurs on one or more of the specified endpoints.

     Note: When call home is configured and enabled in Lenovo XClarity Administrator, call home is disabled on the specified managed chassis and rack servers to avoid duplicate problem records from being created.

   - **SFTP**. Lenovo XClarity Administrator transfers diagnostic files to the specified SFTP site when a serviceable event occurs.

2. Enter the name of the service provider and a description.

3. Specify the number of call-home retries. The default is 2.

4. Specify the minimum number of minutes between retries. The default is 2.

5. (Optional) Click **Require Service Data Inspection** if you want to inspect the diagnostic files before they are transferred, and optionally specify the e-mail address of the contact to be notified when diagnostic files must be inspected.

    e. Click the **Specific** tab.

New Forwarder

General | **Specifics** | Systems

Configuration	[▼]	System Phone Number	[ ]
* Contact Name	[ ]	System Country	[▼]
* Company Name	[ ]	System Street Address	[ ]
* Country	[▼]	System City	[ ]
* Email	[ ]	System State	[ ]
* Phone Number	[ ]	System Zip Code	[ ]
* Street Address	[ ]		
* City	[ ]		
* State or Province	[ ]		
* Zip Code	[ ]		

- If you selected "call home" for the service provider type, fill in the following information:
  - Configuration type:
    - **New configuration**. Manually fill in the contact and system information.
    - **General configuration**. Contact and system information is automatically filled in using the information that is specified on the Call Home Configuration tab.
  - Contact information, including company name, e-mail, and street address
  - Optional: System information
- If you selected "SFTP" for the service provider type, fill in the following information:
  - IP address and port number of the SFTP server
  - User ID and password for authentication to the SFTP server

f. Click the **Systems** tab, and select the managed endpoints for which you want this service forwarder to forward diagnostic data.

New Forwarder

General | Specifics | **Systems**

☐ Match all systems

Select which systems to you would like this forwarder to be attached to.

[Filter   ]

☐	Systems	Machine Type	UUID
☐	Management Server	Server	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF...
☐	⊞ SN#Y010BG49406V	Chassis	A6777B7D9CEC46F7A5FC9A97EA3...
☐	⊞ SN#Y034BG17604Z	Chassis	FEE5C5988F23453F8367597C3561...

Tip: To forward diagnostic data for all managed endpoints (current and future), select the **Match all systems** checkbox.

g. Click **Create**.

Step 3. Select **Enable** in the **Status** column to enable the service forwarder.

Step 4.   Select one or more service forwarders, and click **Test Forwarders** to generate a test event for each service forwarder and verify that Lenovo XClarity Administrator is able to communicate with each service provider.

You can monitor the test progress by clicking **Monitoring ➜ Jobs** from the Lenovo XClarity Administrator menu bar.

Note: The service forwarder must be enabled before it can be tested.

What to do next

From the Service and Support page, you can also perform the following actions:

- If **Require Service Data Inspection** is selected and a serviceable event was received from one of the managed endpoints that is associated with the service forwarder, you must inspect and diagnostic files before the files are forwarded to the service provider. For more information, see "Inspecting and transferring diagnostic files" on page 40.

- Modify the service-provider information by clicking the **Service Forwarders** tab and clicking the **Edit** icon (🖉).

- Enable or disable a service provider by clicking the **Service Forwarders** tab and selecting **Enable** or **Disable** in the **Status** column.

- Delete the service provider by clicking the **Service Forwarders** tab and clicking the **Delete** icon (🗙).

- Define the support contact and location information for a specific managed endpoint by clicking the **Endpoint Actions** tab, selecting the endpoint, and then clicking the **Create contact profile** icon (🗋) or **Edit contact profile** icon (🖉). The contact and location information for the managed endpoint is included in the problem record that call home creates in the Lenovo Support Center. If unique contact and location information is specified for a managed endpoint, that information is included in the problem record. Otherwise, general information that is specified for the Lenovo XClarity Administrator call-home configuration (on the **Call Home Configuration** tab or **Service Forwarders** tab) is used. For more information, see "Defining the support contacts for an endpoint" on page 41.

- View problem records that have been submitted to the Lenovo Support Center by clicking the **Problem Record Status** tab. This tab lists problem records that have been opened automatically or manually by call home, the status, and diagnostic files that were transmitted to the Lenovo Support Center. For more information, see "Viewing problem records and status" on page 46.

- Collect diagnostic data for a specific endpoint by clicking the **Endpoint Actions** tab, selecting the endpoint, and then clicking the **Collect diagnostic files** icon (📑). For more information, see "Collecting and downloading diagnostic data for an endpoint" on page 41.

- Manually open a problem record in the Lenovo Support Center, collect diagnostic files for a specific endpoint, and send those files to the Lenovo Support Center by clicking the **Endpoint Actions** tab, selecting the endpoint, and then clicking **Manually Open Problem Record**.If the Lenovo Support Center requires additional data, the Lenovo Support might instruct you to recollect diagnostic data for that endpoint or for another endpoint. For more information, see "Opening a problem record with the Lenovo Support Center" on page 44.

For more information about these service and support tasks, see Chapter 3 "Working with service and support" on page 31.

Inspecting and transferring diagnostic files

You can set up a service forwarder so that the diagnostic files must be inspected and accepted before the files are sent to the service provider.

About this task

The **Requires Attention** column in the service-forwarder table identifies whether diagnostic files are available that require inspection before they are forwarded to the service provider. If one or more diagnostic files are available for inspection, **Yes** is displayed in the column; otherwise, **No** is displayed.

Procedure

Complete the following steps to forward specific diagnostic files to the service provider.

Step 1.   From the Lenovo XClarity Administrator menu bar, click **Administration ➔ Service and Support**. The Service and Support page is displayed.

Step 2.   Click the **Service Forwarders** tab to display a table of service forwarders.

Step 3.   Click the **Yes** link in the **Requires Attention** column to display the Required Attention dialog with a list of diagnostic files that require attention.

Step 4.   Select one or more the diagnostic files, and click **Download** to download and inspect the diagnostic file.

Step 5.   Select one or more the diagnostic files again, and click Accept to start the transfer of the file to the service provider.

   Note: If you choose **Decline** instead, the diagnostic files are removed from the Required Attention dialog but remain in the repository until you delete them.

Defining the support contacts for an endpoint

Specifying support-contact information that is unique for a specific endpoint is valuable in cases where endpoints are administered by multiple users.

About this task

If support-contact information is defined for an endpoint, the endpoint-specific information is included in the problem records that are opened automatically by Call Home for that endpoint. If endpoint-specific information is not defined, then the general contact information for Lenovo XClarity Administrator that is defined on the **Service Forwarders** tab or **Call Home Configuration** tab is included instead.

Procedure

Complete the following steps to define the support-contact and location information for a specific endpoint.

Step 1.   From the Lenovo XClarity Administrator menu bar, click **Administration ➔ Service and Support**. The Service and Support page is displayed.

Step 2.   Click on the **Endpoint Actions** tab

Step 3.   Select the endpoint, and click the **Create contact profile** icon ( ).

Step 4.   Fill in the required fields, and then click **Save**.

What to do next

After you define contact information for an endpoint, you can modify or delete the contact information by selecting the endpoint and clicking the **Edit Contact Profile** icon ( ) or the **Delete Contact Profile** icon ( ).

Collecting and downloading diagnostic data for an endpoint

When there is an issue on a chassis or server that requires the assistance of a service provider to resolve, you can use the Lenovo XClarity Administrator web interface to manually collect and download diagnostic

data, including logs, service data, and inventory (called *first failure data capture* or FFDC) for an endpoint to help identify the cause of the issue.

About this task

When a managed chassis or server generates a serviceable event that triggers Call Home, Lenovo XClarity Administrator automatically collects diagnostic data from that endpoint and stores the data in a single file in the diagnostics-data repository. If a service forwarder is configured and enabled, Lenovo XClarity Administrator also sends the diagnostic data to the specified support center (for example, the Lenovo Support Center or an SFTP site). If the service provider requires additional data, you might be instructed re-collect diagnostic data for that endpoint or for another endpoint using the procedure described below.

Notes:

- For stacked switches, you can collect diagnostic data for the *master switch* and *standby switches* that have IP addresses that are accessible by Lenovo XClarity Administrator. You cannot collect diagnostic data for *member switches* or switches that are in protected mode.
- You cannot collection diagnostic data for switches that support stack mode but are in standalone mode.

When the diagnostics-data repository reaches its maximum capacity, the oldest set of files is deleted to make room for the new file.

Tip:

- For information about downloading diagnostic data for Lenovo XClarity Administrator, see "Downloading Lenovo XClarity Administrator diagnostic files" on page 43.
- For information about manually sending diagnostic data to the Lenovo Support Center, see "Opening a problem record with the Lenovo Support Center" on page 44.

Procedure

Complete the following steps to collect and download diagnostic data for a specific managed endpoint.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support**. The Service and Support page is displayed.

Step 2. Click on the **Endpoint Actions** tab.

Step 3. Select the endpoint for which you want to collect data, and click the **Collect Service Data** icon (▨).

Step 4. Click the **Endpoint Diagnostic Files** tab.

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

| ◄ | Management Server Files | Endpoint Diagnostic Files | Endpoint Actions | Call Home Configuration | Service Forwarders | P | ► | ▼ |

Use this tab to download diagnostic files collected from the endpoints.

Attach to Problem Record   ▨   ✖   ▤ | ↻   Filter

	File	Event ID	System	Component	Date and Time
☐	original_8721_HC1_23...	Manual Collect	4p3cmm	4p3cmm	Nov 16, 2015, 2:01:20 PM
☐	original_8721_HC1_23...	Manual Collect	4p3cmm	4p3cmm	Nov 16, 2015, 2:02:31 PM

Step 5. Select one or more diagnostic files for that endpoint, and click **Download Selected Log** icon (📥).

Step 6. Save the diagnostic files to your local system. The selected files are downloaded in a single .TAR.GZ archive file.

Step 7. Send the files to your preferred service provider using your preferred method. To send to Lenovo Support, see Lenovo Support (see "Opening a problem record with the Lenovo Support Center" on page 44).

What to do next

From the **Endpoint Diagnostic Files** tab, you can also perform these tasks:

- Remove diagnostic files that are not longer needed by selecting one or more files and clicking the **Delete** icon (🗑️).

Downloading Lenovo XClarity Administrator diagnostic files

Lenovo XClarity Administrator maintains a collection of diagnostic files (including logs, service data, and first failure data capture data) whenever an alert occurs on Lenovo XClarity Administrator. You can download and send these files to your preferred service provider to get assist in resolving issues as they arise.

Before you begin

Attention: Do not change the number of diagnostic-file or information-file instances to keep unless directed to do so by your service provider.

About this task

Work with Lenovo Support to determine if you should download all diagnostic files or download selected diagnostic files.

Procedure

To download the diagnostic files, complete the following steps.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Administration ➙ Service and Support**. The Service and Support page is displayed.

Step 2. Click the **Management Server Files** tab.

Service and Support

From this page, you can download diagnostic files and collect diagnostics from managed endpoints. You can also work with Call Home.

| ◄ | Management Server Files | Endpoint Diagnostic Files | Endpoint Actions | Call Home Configuration | Service Forwarders | Pr ► ▼ |

Use this tab to download diagnostic files from the xHardware Administrator.

Number of diagnostic file instances to keep : [200]   [Apply]

Number of info file instances to keep : [100]   [Apply]

📄 Download All Service Data   📄 Download logs only   🔧   ✖   ✖   🔄 |

All actions ▾ |

Filter [ ]

☐	Date and Time ⌃	File	Type	Description
☐	Nov 14, 2015, 5:40:04 AM	ssCapture[Id-4002]_9.tar.gz	Exception	FFDC EP Collect - Name: x240...
☐	Nov 14, 2015, 5:39:57 AM	ssCapture[Id-11001]_4.tar.gz	Informational	Job: 4 Management Action. Du...
☐	Nov 13, 2015, 3:23:06 PM	ssCapture[Id-11001]_3.tar.gz	Informational	Job: 3 Management Action. Du...
☐	Nov 13, 2015, 3:13:09 PM	ssCapture[Id-11001]_2.tar.gz	Informational	Job: 2 Management Action. Du...

Step 3. Select one or more diagnostic files that you want to download, and click the **Download Selected Log** icon (📄).

Step 4. Save the file to your local system or to network storage. The file is saved as a ZIP file that contains all selected diagnostic files (.TAR.GZ archive files).

Step 5. Send the files to your preferred service provider using your preferred method. To send to Lenovo Support, see "Opening a problem record with the Lenovo Support Center" on page 44.

What to do next

From the **Management Server Files** tab, you can also perform these tasks:

• Download only the log files by clicking 📄 **Download Logs Only**, or download all service-data files (including diagnostic data and logs) by clicking 📄 **Download All Service Data**. A message is displayed that shows the estimated amount of data to be collected. Downloading all service data or log files might take a significant amount of time, depending on the number and size of the files.

  Note: Ensure that you do not already have a job in progress for downloading all service data (see "Monitoring jobs" on page 27). If a user started a job that is still in progress, that same user must wait until the job completes before attempting to download all service data again; otherwise, the second attempt will fail.

• Delete one or more selected diagnostic files by clicking the **Delete** icon (✖).

• Delete all log files by clicking the **Clear all logs** icon (✖).

Opening a problem record with the Lenovo Support Center

If Call Home is enabled using a service forwarder and a serviceable event occurs, Lenovo XClarity Administrator automatically opens a problem record, collects and downloads diagnostic files, and sends the files to the Lenovo Support Center automatically. You can also manually collect and download diagnostic files and send the files to the Lenovo Support Center at any time using Lenovo XClarity Administrator. Opening a problem record starts the process of determining a solution to your hardware issues by making

the pertinent information available to Lenovo Support quickly and efficiently. Lenovo service technicians can start working on your solution as soon as you have completed and submitted a problem record.

Before you begin

- Ensure that the contact information is configured for manually calling home.

  1. From the Lenovo XClarity Administrator menu bar, click **Administration** ➙ **Service and Support**. The Service and Support page is displayed.

  2. Click the **Call Home Configuration** tab.

  3. Fill in the contact and location information.

  4. Optional: Fill in the system information.

  5. Click **Apply**.

- Ensure that all ports that Lenovo XClarity Administrator requires (including ports that are required for Call Home) are available before you enable Call Home. For more information about ports, see Port availability in the Lenovo XClarity Administrator online documentation.

- Ensure that a connection exists to the Internet addresses that are specified in the following table. Because the IP addresses might change, use the DNS name when possible.

Table 3. Required connections for Call Home

DNS name	IPv4 addresses	IPv6 addresses
esupport.ibm.com eccgw01.rochester.ibm.com eccgw02.boulder.ibm.com	129.42.56.189 129.42.60.189 129.42.54.189	2620:0:6C0:200:129:42:56:189 2620:0:6C2:200:129:42:60:189 2620:0:6C4:200:129:42:54:189
www-945.ibm.com	129.42.26.224 129.42.42.224 129.42.50.224	2620:0:6C0:1::1000 2620:0:6C2:1::1000 2620:0:6C4:1::1000

- If Lenovo XClarity Administrator accesses the Internet through an HTTP proxy, ensure that the proxy server is configured to use basic authentication and is set up as a non-terminating proxy. For more information about setting up the proxy, see Configuring network access in the Lenovo XClarity Administrator online documentation.

About this task

For more information about configuring and enabling Call Home to automatically send diagnostic data to Lenovo Support Center, see "Setting up automatic problem notification to Lenovo Support (Call Home)" on page 33.

Procedure

Complete the following steps to manually open a problem record.

- If Call Home is configured but not enabled, perform the following steps to open a problem record, collect and download diagnostic data, and send the files to the Lenovo Support Center:

  1. From the Lenovo XClarity Administrator menu bar, click **Administration** ➙ **Service and Support**. The Service and Support page is displayed.

  2. Click on the **Endpoint Actions** tab.

  3. Select the endpoint, and click the **All Action** ➙ **Manually Open Problem Record**.

     Tip: : You can test communication with the Lenovo Support Center to ensure that Call Home is set up correctly without actually sending data toLenovo Support by clicking **All Action** ➙ **Perform Call Home Test**.

- If Call Home is not configured or enabled, you can submit a problem record by following the instructions on the Service requests and PMRs website (https://www.ibm.com/support/servicerequest/Home.action).

  To manually collect the diagnostic files, see Lenovo Support Center, see "Collecting and downloading diagnostic data for an endpoint" on page 41 and "Downloading Lenovo XClarity Administrator diagnostic files" on page 43.

Attaching diagnostic files to an open problem record

You can attach diagnostic files for a specific endpoint to an open problem record in the Lenovo Support Center.

Procedure

Complete the following steps to add diagnostic files to an open problem record.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Administration ➙ Service and Support**. The Service and Support page is displayed.

Step 2. Click on the **Endpoint Diagnostic files** tab.

Step 3. Select a diagnostic-data archive, and click the **Attach to Problem Record**. The Archive Options dialog is displayed.

Step 4. Select the problem record to which you want to attach the diagnostic file archive.

Step 5. Click **Associate**.

Viewing problem records and status

You can view information about problem records that were opened automatically by the call-home function in Lenovo XClarity Administrator, including the current status and diagnostic files that were transmitted to the Lenovo Support Center.

Procedure

To view the problem records that have been manually and automatically submitted to the Lenovo Support Center, click the **Administration ➙ Service and Support**, and click the **Problem Record Status** tab.

What to do next

From the Problem Records Status tab, you can perform the following steps on a selected problem record.

- Delete a problem record by clicking the **Delete** icon ().
- Retrieve the latest information about all open problem records from the Lenovo Support Center by clicking the **Refresh Service List** icon ().

Configuring diagnostic-log settings

The log settings are used by Lenovo Support to adjust logging granularity only when needed.

About this task

Attention: Do not modify the settings on this tab unless directed to do so by Lenovo Support.

Procedure

Complete the following steps to configure diagnostic-log settings.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support**. The Service and Support page is displayed.

Step 2. Click on the **Log Settings** tab.

Step 3. Adjust each setting as directed by Lenovo Support, and click **Apply**.

What to do next

From the Log Settings tab, you can also perform the following steps.

- Restore the default settings by clicking **Restore Defaults**.
- Import a configuration file by clicking **Upload Configuration File**, selecting the file that you want to import in Lenovo XClarity Administrator.

  Important: Only configuration files that were given to you by your Lenovo service technician should be imported and only a the direction of the service technician.

Re-enabling Call Home on all managed endpoints

When the Call Home is enabled in Lenovo XClarity Administrator, Call Home is disabled on each managed endpoint to avoid duplicate problem records from being created. If you intend to discontinue using Lenovo XClarity Administrator to manage your endpoints or if you intend to disable Call Home in Lenovo XClarity Administrator, you can re-enable Call Home on all managed endpoints from the Lenovo XClarity Administrator in lieu of re-enabling Call Home for each individual endpoint at a later time.

About this task

Attention: Re-enabling Call Home on all endpoints might not cause Call Home to become operational for those endpoints. Configuration might be required on each individual endpoint if it had not been configured on those endpoints previously.

Procedure

Complete the following steps to re-enable Call Home on all managed endpoints.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support**. The Service and Support page is displayed.

Step 2. Click on the **Call Home Configuration** tab.

Step 3. Clear **Enable Call Home** to disable Call Home for Lenovo XClarity Administrator.

Step 4. Click on the **Endpoint Actions** tab.

Step 5. Click **Enable Call Home on all endpoints** to enable Call Home on each managed endpoint.

Chapter 4. Managing disk space

You can manage the amount of disk space that is used by Lenovo XClarity Administrator by deleting resources that are no longer needed.

About this task

To determine how much disk space is currently being used, click **Dashboard** from the Lenovo XClarity Administrator menu bar. The disk space usage is listed in the Lenovo XClarity Administrator Activity section.

Procedure

Complete one or more of the following procedures to delete unneeded resources.

- **Lenovo XClarity Administrator diagnostic files**

  Diagnostic data is captured every time an exception occurs in the Lenovo XClarity Administrator management server. It is recommended that you periodically delete these diagnostic files if Lenovo XClarity Administrator is running without issues.

  1. From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support** to display the Service and Support page.
  2. Click the **Management Server Files** tab.
  3. Select one or more diagnostic files to be deleted and click the **Delete** icon ( ), or click the **Clear logs** icon ( ) to delete all diagnostic files.

- **Endpoint diagnostic files**

  1. From the Lenovo XClarity Administrator menu bar, click **Administration → Service and Support** to display the Service and Support page.
  2. Click the **Endpoint Diagnostic Files** tab.
  3. Select one or more diagnostic files to be deleted, and click the **Delete** icon ( ).

- **Firmware updates**

  Note: You are limited to 15 GB of space for firmware updates.

  You can delete all firmware updates that are associated with a firmware-compliance policy by deleting the policy. You can only delete firmware-compliance policies that are not assigned to a managed endpoint. To delete a firmware-compliance policy and all associated firmware updates, select the policy and click the **Delete Policy and Firmware Packages** icon ( ).

  You also can delete individual firmware updates that are not used in a firmware-compliance policy. To update or delete a firmware-compliance policy, you must first unassign the policy from all managed endpoints.

  1. Unassign all firmware-compliance policies that contain the firmware updates to be deleted from all managed endpoints.

     a. From the Lenovo XClarity Administrator menu bar, click **Provisioning → Apply/Activate** to display the Firmware Updates Apply/Activate page.

     b. Select "No assignment" or select another compliance policy in the **Assigned Policy** column for the managed endpoints that use the compliance policy.

  2. Delete all user-defined firmware-compliance policies that contain the firmware updates to be deleted, or edited the firmware-compliance policies to remove the firmware updates to be deleted.

     Note: You cannot delete predefined firmware-compliance policies.

a. From the Lenovo XClarity Administrator menu bar, click **Provisioning → Compliance Policies** to display the Firmware Updates Compliance Policies page.

b. Select the compliance policy, and then select the **Delete** icon ( ) to delete the policy, or click the **Edit** icon ( ) to remove the firmware updates from the policy.

3. Delete the firmware updates.

a. From the Lenovo XClarity Administrator menu bar, click **Provisioning → Repository** to display the Firmware Updates Repository page.

b. Select one or more firmware updates to be deleted, and click the **Delete** icon ( ).The **Download Status** for the deleted firmware updates changes to "Not downloaded."

- **Lenovo XClarity Administrator management-server updates**

  Note: You are limited to 10 GB of space for management-server updates.

  When management-server updates are successfully applied, the update files are automatically removed from the repository.

  You can delete management-server updates that are in the Downloaded state. The **Applied Status** column in the table indicates the current status of the update.

  1. From the Lenovo XClarity Administrator menu bar, click **Administration → Update Management Server** to display the Management Server Update page.

  2. Select one or more management-server updates to be deleted, and click the **Delete** icon ( ).

     The **Acquired Status** for the deleted management-server updates changes to "Not downloaded."

- **Operating-system images**

  1. From the Lenovo XClarity Administrator menu bar, click **Provisioning → Manage OS images** to display the Deploy Operating Systems: Manage OS images page.

  2. Select one or more operating-system images to be deleted, and click the **Delete** icon ( ).

Chapter 5. Backing up and restoring Lenovo XClarity Administrator

Lenovo XClarity Administrator does not include built-in backup and recovery functions. Use utilities that are provided with the operating system to back up and restore Lenovo XClarity Administrator.

Backing up Lenovo XClarity Administrator

Lenovo XClarity Administrator does not include built-in backup functions. Instead, use the backup functions that are available based on the virtual-host operating system on which Lenovo XClarity Administrator is installed.

About this task

Always back up Lenovo XClarity Administrator after performing the initial setup and after making significant configuration changes, including:

- Before you update Lenovo XClarity Administrator
- When you manage new chassis or rack servers
- When you add users to Lenovo XClarity Administrator
- When you create and deploy new Configuration Patterns

If you already have backup procedures in place for virtual hosts, ensure that your procedures include Lenovo XClarity Administrator.

Important:

- Ensure that all running jobs are complete and that Lenovo XClarity Administrator is shut down before you create a backup.
- Ensure that you back up Lenovo XClarity Administrator on a regular basis. If the host operating system shuts down unexpectedly, you might not be able to authenticate with Lenovo XClarity Administrator after the host operating system is restarted. To resolve this problem, restore Lenovo XClarity Administrator from the last backup (see "Backing up Lenovo XClarity Administrator" on page 51).

Backing up Lenovo XClarity Administrator from VMware ESXi

Lenovo XClarity Administrator is packaged as a virtual appliance. It contains a pre-built virtual machine with an operating system and Lenovo XClarity Administrator already installed. Several alternatives are available to create a backup of a Lenovo XClarity Administrator virtual machine that runs on a VMware ESXi host.

Before you begin

Before creating a backup, ensure that no jobs are currently running on Lenovo XClarity Administrator. For more information about jobs, see "Monitoring jobs" on page 27.

About this task

If VMware vCenter Server is installed, you can use the backup capability that is provided with VMware vCenter to back up Lenovo XClarity Administrator.

If you do not have VMware vCenter Server installed, you can use the VMware vSphere Client to create a backup of the virtual machine by copying the files from the Lenovo XClarity Administrator folder to another

folder in the same datastore. You can also copy the files to a different datastore or even a different host for additional backup protection.

Procedure

Complete the following steps to create a backup of the virtual machine in which Lenovo XClarity Administrator runs using the VMware vSphere Client.

Note: VMware vCenter Server is not required to perform a backup using this procedure.

Step 1. From the Lenovo XClarity Administrator menu bar, click **Administration → Shut Down Management Server**.

Step 2. Launch the VMware vSphere Client, and connect to the ESXi host on which Lenovo XClarity Administrator is located.

Step 3. Create a new folder in the same datastore that is used by Lenovo XClarity Administrator.

    a. Select the ESXi host in the navigation tree, and click the **Configure** tab in the right window.

    b. Click **Hardware → Storage**.

    c. Right-click the datastore for Lenovo XClarity Administrator, and click **Browse Datastore**.

    d. Select the root folder, and create a new folder to contain a copy of the Lenovo XClarity Administrator files.

Step 4. Click the Lenovo XClarity Administrator folder.

Step 5. Select all of the files in the folder, and copy the files to the backup folder that you just created.

What to do next

Restart Lenovo XClarity Administrator from the VMware vSphere Client.

Backing up Lenovo XClarity Administrator from Microsoft Hyper-V

Lenovo XClarity Administrator is packaged as a virtual appliance. It contains a pre-built virtual machine with an operating system and Lenovo XClarity Administrator already installed. Several alternatives are available to create a backup of an Lenovo XClarity Administrator virtual appliance that runs on a Microsoft Hyper-V, such as Windows Server Backup.

Before you begin

Before creating a backup, ensure that no jobs are currently running on Lenovo XClarity Administrator. For more information about jobs, see "Monitoring jobs" on page 27.

Ensure that Windows Server Backup is set up correctly:
1. Launch Server Manager.
2. Click **Manage → Add Roles and Features**.
3. Skip through the wizard until you reach the Select Features page.
4. Select the **Windows Server Backup** check box.
5. Complete the wizard.

Procedure

Complete the following steps to back up Lenovo XClarity Administrator using Windows Server Backup.

Step 1. Launch Windows Server Backup, and browse to **Local Backup**.

Step 2. In the Action pane, click **Backup Once** to start the Backup Once Wizard.

Step 3. On the Backup Options page, click **Different Options**, and then click **Next**.

Step 4. On the Select Backup Configuration page, click **Custom**, and then click **Next**.

Step 5.   On the Select Items for Backup page, click **Add Items** to display the Select Items window.

Step 6.   Expand the Hyper-V item, click the Lenovo XClarity Administrator virtual machine, and then click **OK**.

Step 7.   Click **Next** to continue.

Step 8.   On the Specify Destination Type page, choose the type of storage for the backup (either a local drive or a remote shared folder), and then click **Next**.

Step 9.   On the Select Backup Destination or Specify Remote Folder page, specify the location to which you want the backup stored, and then click **Next**.

Step 10. Click **Backup** to start the backup process

What to do next

Restart Lenovo XClarity Administrator from Hyper-V Manager.

Backing up managed endpoints

In addition to backing up Lenovo XClarity Administrator, also backup the all managed endpoints (including the CMM, switches, rack servers, and storage systems) as part of a comprehensive backup strategy. Include the firmware, operating systems (if applicable), and any applications that run on the endpoint.

Procedure

Create a backup strategy that includes the following managed endpoints.

Note: Tip: You can find additional information about backing up and restoring chassis components in the PureFlex and Flex System Backup and Restore Best Practices Guide (https://www.ibm.com/support/entry/portal/docdisplay?lndocid=MIGR-5091991).

- **CMM**

  Use the CMM web interface or the CMM command-line interface (CLI) to back up the CMM.

  - From the CMM web interface, click **Mgt Module Management ➜ Configuration ➜ Backup Configuration**.   For more information, see Saving a CMM configuration through the web interface in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.cmm.doc/save_config_cmm.html).

  - From the CLI, use the **write** command.   For more information, see CMM write command in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.cmm.doc/cli_command_write.html)

- **Flex switches**

  The backup procedures vary for each type of switch. See the product documentation that is provided with your switch for information about backing up the endpoint. For all Flex switches, see Flex System network switches in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.networkdevices.doc/network_iomodule.html).

- Converged, **Flex System, System x, and NeXtScale servers**

  Use the IMM web interface or CLI to back up the firmware.

  - From the web interface, click **IMM Management ➜ IMM Configuration**.

  - From the CLI, use the **backup** command.

For more information about backing up servers using the IMM, see the Integrated Management Module II online documentation (http://publib.boulder.ibm.com/infocenter/systemx/documentation/topic/com.lenovo.sysx.imm2.doc/ product_page.html).

Use tools that are provided by the operating system to back up applications that are running on the server. For more information, see the documentation that came with your operating system.

For Flex System compute nodes, ensure that you back up the settings for options that are installed on the compute nodes. You can back up all compute node settings, including the option settings, using the Advanced Setup Utility (ASU). For information about ASU, see Advanced Settings Utility (ASU) website (https://www.ibm.com/support/entry/portal/docdisplay?lndocid=TOOL-ASU)).

- **ThinkServer servers**

  The backup procedures vary for each type of ThinkServer servers. See the product documentation that is provided with your server for information about backing up the endpoint.

- **Storage systems**

  See the product documentation that is provided with your storage system for information about backing up the endpoint. For Flex System storage nodes, see Flex System Storage Node product documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.4939.doc/site_product_page.html). For Lenovo Storage systems, see the Lenovo Storage S2200/S3200 product documentation (https://forums.lenovo.com/t5/Enterprise-Storage/Lenovo-Storage-S2200-S3200-reference-manual-links/td-p/2130828).

- **RackSwitch switches**

  The backup procedures vary for each type of switch. See the product documentation that is provided with your switch for information about backing up the endpoint. For all RackSwitch switches, see RackSwitch guides in the System x online documentation (http://publib.boulder.ibm.com/infocenter/systemx/documentation/topic/com.ibm.systemx.common.nav.doc/overview_rack_switches.html).

  Ensure that you also back up other top-of-rack switches that might be in your environment.

Restoring Lenovo XClarity Administrator

Lenovo XClarity Administrator does not include built-in restore functions. Instead, use the restore processes that are available from the host on which Lenovo XClarity Administrator is installed.

If you already have restore procedures in place for virtual hosts, ensure that you expand them to include Lenovo XClarity Administrator.

Restoring Lenovo XClarity Administrator from ESXi

At times, you might need to restore Lenovo XClarity Administrator. Several alternatives are available to restore a Lenovo XClarity Administrator virtual machine that is running on a VMware ESXi host from a backup. The specific process that is used to restore from a backup are typically based on the process that was used to create the backup. For example, if you have VMware vCenter Server installed, you can use the restore capability provided with VMware vCenter if you created a backup using VMware vCenter.

About this task

The procedure detailed here is based on creating a backup using the procedure listed in "Backing up Lenovo XClarity Administrator from VMware ESXi" on page 51.

Procedure

Complete the following steps to restore Lenovo XClarity Administrator from a backup using the VMware vSphere Client.

Note: VMware vCenter Server is not required to perform a backup using this procedure.

Step 1. Launch the VMware vSphere Client, and connect to the ESXi host on which Lenovo XClarity Administrator is installed

Step 2. Right-click Lenovo XClarity Administrator in the left navigation tree, and then click **Power ➙ Power Off**.

Step 3. Right-click Lenovo XClarity Administrator in the left navigation tree again, and then click **Remove from Inventory**.

Step 4. Delete the files from the Lenovo XClarity Administrator folder in the datastore that is used by the Lenovo XClarity Administrator.

    a. Select the ESXi host in the navigation tree, and then click the **Configure** tab in the right window.

    b. Click **Hardware ➙ Storage**.

    c. Right-click the datastore for Lenovo XClarity Administrator, and click **Browse Datastore**.

    d. Select the Lenovo XClarity Administrator folder.

    e. Select all files in the folder, right-click the files, and click **Delete selected items**.

Step 5. Select the folder where the backup files are stored.

Step 6. Select all of the files in the folder, and copy them to the Lenovo XClarity Administrator folder.

Step 7. In the Lenovo XClarity Administrator folder, right-click the VMX file, and click **Add to inventory**.

Step 8. Complete the wizard to add Lenovo XClarity Administrator.

Step 9. Restart Lenovo XClarity Administrator from the VMware vSphere Client.

Step 10. When you are prompted to choose whether the VM was moved or copied, select "moved."

    Important: If you select "copied," the VM is given a UUID that is different than that of the original VM, which makes the VM act like a new instance and unable to see previously managed endpoints.

Restoring Lenovo XClarity Administrator from Microsoft Hyper-V

Several alternatives are available to restore a virtual machine that is running on an Hyper-V host from a backup. The specific process that is used to restore from a backup is typically based on the process that was used to create the backup. For example, if you created a backup using Windows Backup Server, you can use the restore capability from Windows Server Backup as well.

Procedure

Complete the following steps to restore Lenovo XClarity Administrator from a backup using Windows Server Backup.

Step 1. Launch Windows Server Backup, and browse to **Local Backup**.

Step 2. In the Action pane, click **Recover** to start the Recovery Wizard.

Step 3. On the Getting Started page, specify the location where the backup is stored, and click **Next**.

Step 4. On the Select Backup Date page, choose the backup that you want to restore, and click **Next**.

Step 5. On the Select Recovery Type page, select **Hyper-V** option, and click **Next**.

Step 6. On the Select Items to Recover page, expand Hyper-V, and select the Lenovo XClarity Administrator VM. Then, click **Next**.

Step 7. On the Specify Recovery Options page, choose to recover the VM to its original location, and then click **Next**.

Step 8. On the Confirmation page, click **Recover**. The VM is restored and registered in Hyper-V.

What to do next

Restart Lenovo XClarity Administrator from the Hyper-V Manager.

Restoring managed endpoints

Use this information to restore managed endpoints, such as the CMM, switches, rack servers, and storage systems.

Procedure

You can restore the following components in each managed endpoint.

Note: Ensure that you also restore any top-of-rack switches that might be in your environment.

- **CMM**

  Use the CMM web interface or command-line interface (CLI) to restore the CMM.

  - From the web interface, click **Mgt Module Management ➙ Configuration ➙ Restore Configuration from File**. For more information, see Restoring a CMM configuration through the web interface in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.cmm.doc/ cmm_ui_restore_cmm_config.html).

  - From the CLI, use the **read** command. For more information, see CMM read command in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.cmm.doc/ cli_command_read.html).

- **Flex switches**

  The restore procedures vary for each type of network switch. See the product documentation that is provided with your switch for information about restoring the endpoint. For all Flex switches, see Flex switches, see Flex System network switches in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.networkdevices.doc/ network_iomodule.html). For all RackSwitch top-of-rack switches, see RackSwitch guides in the System x online documentation (http://publib.boulder.ibm.com/infocenter/systemx/documentation/topic/com.ibm.systemx.common.nav.doc/ overview_rack_switches.html).

- Converged, **Flex System, System x, and NeXtScale servers**

  Use the IMM web interface or the CLI to restore the firmware. For more information about restoring servers through the IMM, see Integrated Management Module II online documentation (http://publib.boulder.ibm.com/infocenter/systemx/documentation/topic/ com.lenovo.sysx.imm2.doc/ product_page.html).

  Use the documentation that is provided with the operating system and any applications that are running on the server to restore the software that is installed on the server.

  - From the web interface, click **IMM Management ➙ IMM Configuration**.

  - From the CLI, use the **restore** command.

- **ThinkServer servers**

  The restore procedures vary for each type of ThinkServer servers. See the product documentation that is provided with your server for information about restoring the endpoint.

- **Storage systems**

  See the product documentation that is provided with your storage system for information about recovering the endpoint. For Flex System storage nodes, see Flex System Storage Node product documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.4939.doc/site_product_page.html). For Lenovo Storage systems, see the Lenovo Storage S2200/S3200 product documentation

(https://forums.lenovo.com/t5/Enterprise-Storage/Lenovo-Storage-S2200-S3200-reference-manual-links/td-p/2130828).

- **RackSwitch switches**

  The restore procedures vary for each type of RackSwitch switch. See the product documentation that is provided with your switch for information about restoring the endpoint. For all RackSwitch switches, see Lenovo Storage S2200/S3200 product documentation (https://forums.lenovo.com/t5/Enterprise-Storage/Lenovo-Storage-S2200-S3200-reference-manual-links/td-p/2130828).

  Ensure that you also restore other top-of-rack switches that might be in your environment.

Chapter 6. Discovery and management issues

Use this information to troubleshoot endpoint discovery and management issues.

Cannot discover an endpoint

Use this information to troubleshoot issues when finding manageable endpoints.

1. Ensure that Lenovo XClarity Administrator supports the endpoint. For a list of supported endpoints, see Supported hardware in the Lenovo XClarity Administrator online documentation.

2. Ensure that the endpoint is reachable on the network from Lenovo XClarity Administrator and that Lenovo XClarity Administrator is reachable on the network from the endpoint.

3. Ensure that the correct ports are open in the firewall. For information about port requirements, see Port availability in the Lenovo XClarity Administrator online documentation.

4. Ensure that unicast and multicast SLP is enabled on the network.

5. For ThinkServer servers,

   a. Using the ThinkServer System Management (TSM) web interface, ensure that the host name of the server is configured using a valid host name or IP address.

   b. Ensure that SLP is enabled and the host name is enabled on ThinkServer System Manager (TSM).

      • To determine which ThinkServer servers have SLP enabled, send an SLP request querying for the WBEM service using your preferred SLP tool.
        ```
        $ slptool findsrvs service:wbem
        service:wbem:http://<TSM_IP>:5988,65535
        service:wbem:https://<TSM_IP>:5989,65535
        ```

      • To determine whether SLP is enabled on a specific ThinkServer, send an SLP request querying for the WBEM service using your preferred SLP tool.
        ```
        $ slptool unicastfindattrs <TSM_IP> service:wbem
        (template-type=wbem),(template-version=2.0),(template-url-syntax=service:URL),
        (service-hi-name=qom),(service-hi-description=Quasi Object Manager 1.0.0),
        (CommunicationMechanism=cim-xml),(CommunicationMechanismsVersion=1.0),
        (MultipleOperationsSupported=false),(AuthenticationMechanismsSupported=Basic),
        (InteropSchemaNamespace=root/interop),(service-id=Lenovo G5 WBEM Service)
        ```

      • If an endpoint is not responding to the SLP request, restart the TSM firmware by sending an IPMI command to the TSM using the following parameters.It might take several minutes for the TSM to restart.
        ```
        NetFn = 0x06
        Command = 0x03
        Data = ()
        ```

        The following example enables SLP using the **ipmitool** open-source tool.

        ```
        $ ipmitool -H <TSM_IP> -U <ipmi_user> -P <ipmipassword> raw 0x06 0x03
        ```

6. For RackSwitch switches, ensure that SLP is enabled and the host name is set in the switch configuration.

   • To determine which switches have SLP enabled, send the following SLP multicast request using your preferred SLP tool.

     Note: This request finds only switches that are in the same subnet in which the SLP tool is running.

     ```
     $ slptool findsrvs service:io-device.Lenovo:management-module
     service:io-device.Lenovo:management-module://<RackSwitch IP>,64225
     ```

- To determine whether SLP is enabled on a specific switch, send the following unicast SLP request using your preferred SLP tool.
  ```
  $ slptool findattrs service:io-device.Lenovo:management-module://<RackSwitch IP>
  (level=1.0),(Type=switch),(data-protocols=ethernet),(serial-number=US7116000D),
  (sysoid=1.3.6.1.4.1.26543.1.7.6),(ipv4-enabled=TRUE),(ipv4-address=<RackSwitch IP>),
  (ipv6-enabled=FALSE),ipv6-addresses,(ipv4-mgmt-protocols=http:80:true,https:443:true,
  telnet:23:true,ssh:22:true,snmpv1v2v3:161:true,snmpv3only:161:false),
  (snmp-engineid=80:00:67:af:03:08:17:f4:33:d3),
  (ssh-fingerprint=8a:43:cb:be:47:d9:31:37:7a:3b:80:f6:dd:00:61:a6),
  (deviceName=<RackSwitch hostname>)
  ```

7. For Lenovo Storage systems, ensure that SLP is enabled and your network is not blocking SLP communication between Lenovo XClarity Administrator and the storage system.

   - To determine which storage systems have SLP enabled, send an SLP request querying for the API service using your preferred SLP tool.
     ```
     $ slptool findsrvs service:api
     service:api:https://<controller_IP>:443/api,65535
     service:api:https://<controller_IP>:443/api,65535
     ```

   - To determine whether SLP is enabled on a specific storage system, send an SLP request querying for the API service using your preferred SLP tool.
     ```
     $ slptool unicastfindattrs <CONTROLLER_IP> service:api
     (x-system-name=S3200_5.65),(x-system-location=rack\2Crack\2Crack),(x-system-contact=Support contact),
     (x-system-information=S3200_65),(x-vendor-name=Lenovo),(x-product-id=S3200),(x-product-brand=Storage),
     (x-midplane-serial-number=00C0FF2682A8),(x-platform-type=Gallium),(x-bundle-version=""),
     (x-build-date=""),(x-health=OK),(x-wwnn=208000c0ff2682a8),(x-mac-address=00:00:00:00:00:EB)
     ```

   If a storage system is not responding to the SLP request:

   - Ensure that your network allows SLP communication between your devices.

   - Ensure that your storage systems have **Storage Management Initiative Specification (SMI-S)** enabled, and restart the storage system using the CLI or web interface.

Cannot manage an endpoint

Use this information to troubleshoot issues when managing endpoints.

1. Ensure that the endpoint is supported by Lenovo XClarity Administrator. For information about endpoint support, see Supported hardware in the Lenovo XClarity Administrator online documentation.

2. Ensure that the endpoint has the firmware levels that are required for support. For information about firmware requirements, see Supported firmware in the Lenovo XClarity Administrator online documentation.

3. Ensure that the credentials are correct for the endpoint.

   Notes: When the endpoint is managed by Lenovo XClarity Administrator, the management controller is put into central user management. This means that the user accounts that are defined in the Lenovo XClarity Administrator internal or external authentication server are also used to log in to the management controller. A new local user account named RECOVERY_ID is created while all other local accounts are disabled on the management controller.If the management process failed while configuring centralized management, the local user accounts on the management controller might be disabled. Perform the following steps to recover the local user accounts:

   - Converged, Flex System, NeXtScale, and System x servers

     a. Log in to the management controller web interface using the RECOVERY_ID user account.

     b. Click **IMM Management → IMM Properties → User Accounts**.

     c. Configure the user-authentication method on the management controller to **Local first, then LDAP**.

       1) Click **Global Login Settings**. The Global Login Settings dialog is displayed.

       2) Click the **General** tab.

       3) Select **Local first, then LDAP** for the user-authentication method, and click **OK**.

   d. Delete and re-create any local user accounts (other than the RECOVERY_ID user account).

   e. Attempt to manage the chassis again using the **Force management** option to clean up any remaining CIM subscriptions from the previous management attempt.

- Chassis

   a. Log in to the management controller CLI interface from an SSH session using the RECOVERY_ID user account.

   b. Run the following command to disable centralized user management and allow you to authenticate to the management controller and other chassis components using local user accounts.

      Note: After you run this command, the RECOVERY_ID user account is removed from the user registry, and the CLI session terminates. You can now authenticate to the management controller and other chassis components by using local user accounts.

```
fsmcm –off –T mm[p]
```

   c. Attempt to manage the chassis again using the **Force management** option to clean up any remaining CIM subscriptions from the previous management attempt.

4. Ensure that CIM over HTTPS is enabled on the endpoint.

5. For RackSwitch switches

- Ensure that SSH is enabled on the switch.

- If set, ensure that the "enable" password that is used to enter Privileged Exec Mode on the switch is correct.

6. Ensure that all ports that are appropriate for management are open on the network and firewalls. For information about port requirements, see Port availability in the Lenovo XClarity Administrator online documentation.

7. Ensure that the endpoint is reachable on the network from Lenovo XClarity Administrator and that Lenovo XClarity Administrator is reachable on the network from the endpoint.

8. If the endpoint was managed by Lenovo XClarity Administrator but was not unmanaged correctly, see the following information for recovery steps:
   - Recovering chassis management with a CMM after a management server failure in the Lenovo XClarity Administrator online documentation
   - Recovering server management after a management server failure in the Lenovo XClarity Administrator online documentation
   - Recovering a RackSwitch switch that was not unmanaged correctly in the Lenovo XClarity Administrator online documentation
   - Recovering management with a Lenovo Storage system after a management server failure in the Lenovo XClarity Administrator online documentation

Encapsulation is not disabled after a server is unmanaged

If global encapsulation is enabled, the encapsulation mode changes to "encapsulation lite" when you manage a server. Typically, when you unmanage the server, the encapsulation mode is set back to "normal" (disabled).

If the encapsulation mode does not change to "normal," complete the following step to disable encapsulation:

1. Reboot the IMM.

2. Connect to the target server from a system that is configured to use the IP address of the failed Lenovo XClarity Administrator virtual appliance. Then, disable encapsulation by opening an SSH session to the endpoint and running the following command:
   `encaps lite off`

Chapter 7. Connectivity issues

Use this information to troubleshoot connectivity issues.

Cannot access the Lenovo XClarity Administrator server

Use this information to troubleshoot issues when connecting to Lenovo XClarity Administrator.

If the host operating-system was shut down unexpectedly, restore Lenovo XClarity Administrator from the last backup. For information about backing up and restoring Lenovo XClarity Administrator, see Backing up and restoring Lenovo XClarity Administrator in the Lenovo XClarity Administrator online documentation.

Cannot connect to Lenovo XClarity Administrator using Safari Browser

Use this information to troubleshoot issues when connecting to Lenovo XClarity Administrator using the Safari web browser.

When attempting to connect to the Lenovo XClarity Administrator web interface using a Safari web browser, you are presented with a list of client certificates that are associated with your user account. Choosing any of those certificates might result in an "unable to connect" error. This issue might occur because the Safari web browser is attempting to send a client certificate to Lenovo XClarity Administrator, but the client certificate is not valid for the Lenovo XClarity Administrator server. To resolve the issue, delete the client certificate, and attempt to connect to the Lenovo XClarity Administrator web interface again. For more information about this issue when using a Safari browser, see the Safari client certificate problem webpage (https://discussions.apple.com/thread/5678634).

Cannot log in

Use this information to troubleshoot issues when logging in to Lenovo XClarity Administrator, CMM, and IMM.

Cannot log in to Lenovo XClarity Administrator

Use this information to troubleshoot issues when logging in to Lenovo XClarity Administrator.

1. Ensure that the password is correct and that the Caps Lock and Number Lock keys are not on.
2. Ensure that the user account is not locked. If it is locked, have a supervisor unlock the user account (see Unlocking a user in the Lenovo XClarity Administrator online documentation).
3. Ensure that the user account is not disabled. If it is disabled, have a supervisor enable the user account (see Enabling or disabling a user in the Lenovo XClarity Administrator online documentation).
4. If you are using an external authentication server:
   a. Ensure that correct role groups are configured in Lenovo XClarity Administrator. For information about role groups, see Creating a role group in the Lenovo XClarity Administrator online documentation.
   b. Ensure that the user accounts are defined as members of one of those role groups on the external authentication server.
   c. If you changed the password for the client account that is used to bind Lenovo XClarity Administrator to the external authentication server, ensure that you also updated the new password in the Lenovo XClarity Administrator web interface:
      1) Log in to Lenovo XClarity Administrator using the client name and password that is currently defined in Lenovo XClarity Administrator (see Setting up an external authentication server in the Lenovo XClarity Administrator online documentation).

2) From the Lenovo XClarity Administrator menu bar, click **Administration → Security**.

3) Click **LDAP Client** under the Users and Groups section to display the LDAP Client Settings dialog.

4) Update the password in the **Client password** field, and click **Apply**.

If the client account is locked out due to too many failed login attempts after the password was changed in external authentication server, either unlock the account directly in the external authentication server or wait for the lockout period to expire before trying to change the password in Lenovo XClarity Administrator.

d. If password for the client account that is used to bind Lenovo XClarity Administrator to the external authentication server has expired, perform the following steps to unlock the account and change the password in Lenovo XClarity Administrator:

1) Unlock the client account and then change the client password in the external authentication server.

2) Log in to Lenovo XClarity Administrator using the client name and password that is currently defined in Lenovo XClarity Administrator (see Setting up an external authentication server in the Lenovo XClarity Administrator online documentation).

3) From the Lenovo XClarity Administrator menu bar, click **Administration → Security**.

4) Click **LDAP Client** under the Users and Groups section to display the LDAP Client Settings dialog.

5) Update the password in the **Client password** field, and click **Apply**.

5. If the host operating system was shut down unexpectedly, and you are now getting an authentication error, restore Lenovo XClarity Administrator from the last backup. For information about backing up and restoring Lenovo XClarity Administrator, see Backing up and restoring Lenovo XClarity Administrator in the Lenovo XClarity Administrator online documentation.

Cannot log in to the managed CMM directly

Use this information to troubleshoot issues when logging in to a managed CMM directly.

1. Ensure that the password is correct and that the Caps Lock and Number Lock keys are not on.

2. Ensure that the credentials match those stored on Lenovo XClarity Administrator. If the CMM is managed by Lenovo XClarity Administrator, you cannot log in using local CMM accounts. For information about central management in Lenovo XClarity Administrator, see Managing the authentication server in the Lenovo XClarity Administrator online documentation.

Cannot log in to the managed IMM directly

Use this information to troubleshoot issues when logging in to a managed IMM directly.

1. Ensure that the password is correct and that the Caps Lock and Number Lock keys are not on.

2. Ensure that the credentials match those stored on Lenovo XClarity Administrator.

3. Ensure that the IMM version is compatible with Lenovo XClarity Administrator.

4. Ensure that only one Lenovo XClarity Administrator server is managing the IMM.

Cannot log in to managed Flex Power System compute nodes

Use this information to troubleshoot issues when logging in to a managed Flex Power System compute node directly.

If you have a chassis that contains both Flex System and Flex Power System compute nodes, you might not be able to log directly in to the Flex Power System compute nodes due to authentication issues.

When the chassis is managed by Lenovo XClarity Administrator, the CMM is put into central user management. This means that the user accounts that are defined in the internal or external authentication server are also used to log in to the Chassis Management Module (CMM), and local CMM user accounts are disabled.

To login to the web interface of a managed Flex Power System compute node, use the RECOVERY_ID account that was created when the chassis was managed by Lenovo XClarity Administrator. Log in to the CMM using this account, and change the password. (The password must be changed on first access.) After the password is changed, you can log in to the web interface of the Power System node using the RECOVERY_ID account.

If you want to manage a Flex Power System node from an HMC (Hardware Management Console), complete the following steps:

1. Log in to the CMM CLI interface using SSH.

2. Run the following commands to configure the user-authentication method on the CMM to **Local then external authentication** and to delete and re-create the USERID account.
   ```
   env -T mm[p]
   accseccfg –am localldap
   users -n USERID –clear
   users -add -n USERID -p <password> -g Supervisor -ms 0
   ```

Sudden connectivity loss to an endpoint

Use this information to troubleshoot issues when connecting to a single endpoint

1. Check the event log for any network events for the endpoint, and resolve those first. For more information about the event log, see Working with events in the Lenovo XClarity Administrator online documentation.

2. Ensure that the network hardware is functioning correctly for the connection path to the endpoint.

3. Ensure that the correct switch and firewall ports are enabled for the endpoint. For information about required ports, see Port availability in the Lenovo XClarity Administrator online documentation.

4. Ensure that the endpoint has a valid network configuration by logging in to the endpoint and verifying that the IP address is valid for the network. You can also ping the endpoint to test if it is visible on the network.

5. Attempt to log in directly to the endpoint.

Chapter 8. Lenovo XClarity Administrator configuration issues

Use this information to troubleshoot issues with Lenovo XClarity Administrator configuration.

External LDAP setup issues

Use this information to troubleshoot issues when setting up an external authentication server.

1. Ensure that the root distinguished name is correct.
2. Ensure that the Lenovo XClarity Administrator user account is the member of at least one role group. For information about role groups, see Creating a role group in the Lenovo XClarity Administrator online documentation.
3. Ensure that the Lenovo XClarity Administrator role group matches at least one role group on the LDAP server.
4. If you are using using preconfigured server addresses, ensure that the IP address and port number of the server are correct.
5. Ensure that the DNS configuration settings are correct.
6. If you are using DNS to discover servers, ensure that the domain name and forest name are correct.
7. Ensure that the client distinguished name and password are correct

For information about setting up the external authentication server, see Setting up an external authentication server in the Lenovo XClarity Administrator online documentation.

User does not have sufficient authorization to configure servers

Use this information to troubleshoot issues when configuring managed servers.

1. Ensure that you are logged in to a user account that belongs to a supervisor or administrative role group. For information about user roles, see Creating a role group in the Lenovo XClarity Administrator online documentation.
2. Contact your system administrator to have your privileges updated.

Feature on Demand activation issues

Use this information to troubleshoot issues when activating features.

Ensure that you are following the directions for the tool that you are using to apply the Feature on Demand (FoD) key. For more information about FoD keys, see Features on Demand in the Lenovo XClarity Administrator online documentation.

Chapter 9. Event monitoring and forwarding issues

Use this information to troubleshoot event monitoring and forwarding issues.

Events are not forwarded

Use this information to troubleshoot issues when forwarding events to a connected application.

- If a schedule is created for the remote event recipient, only events that occur during the scheduled time slot are forwarded. Ensure that the scheduled time has not elapsed.
- For mail-based web services:
  - If a secure connection type is selected for the event forwarder, Lenovo XClarity Administrator attempts to download and import the SMTP server certificate to its truststore. You are asked to accept adding this certificate to the truststore. If this fails, the connection to the SMTP server is not possible.

    To resolve this issue, manually import the certificate into the Lenovo XClarity Administrator truststore by clicking **Administration → Security → Trusted Certificates**, and the **Create** icon (🗋).

  - Verify whether your SMTP server accept only emails that have been sent by a registered user. If this is the case, the default sender address (LXCA.*<source_identifier>*@*<smtp_host>*) will be rejected. To resolve his issue, specify at least a domain name in the **From address** field in the event forwarder.
  - If you are using OAUTH2 authentication, ensure that the security token has not expired. If it has expired, use the oauth2.py (https://google-mail-oauth2-tools.googlecode.com/svn/trunk/python/oauth2.py) Python script and the refresh token to generate a new security token. Then, update the event forwarder in Lenovo XClarity Administrator with the new security token. For more information, see Setting up event forwarding to a Gmail SMTP service.

Chapter 10.   Server configuration issues

Use this information to troubleshoot issues with server patterns and profiles.

When creating a pattern from an existing server, an error is encountered

Use this information to troubleshoot issues when creating server patterns from an existing managed server.

1. Ensure that the server status is not Offline. For more information about server patterns, see Creating a server pattern in the Lenovo XClarity Administrator online documentation.
2. Retry the operation.

When deploying a pattern to an endpoint, an activation error is encountered.

An activation error indicates that an issue occurred when deploying the server pattern to a managed endpoint. An activation error can occur for a number of reasons. Use this information to troubleshoot these types of issues.

Review the details of the job from the Jobs page by locating the server-profile activation job with the status "Stopped With Error" and clicking the job. To identify the issue, review the error messages.

- Connectivity or network routing issues between Lenovo XClarity Administrator and the managed endpoint.

  These issues might be represented in the job messages as LDAP errors. This indicates that there was an issue related to the endpoint connecting to the virtual appliance over one of the configured network interfaces.

  Ensure that the network connection between the Lenovo XClarity Administrator virtual appliance and the endpoint is operational. If they are on different network segments, ensure that there is network routability between the two segments.

- One or more configuration settings in the server pattern result in a setting change that is not valid on the selected managed endpoint. Consider the following examples.

  - The selected UEFI Extended Pattern is not compatible with the selected endpoint.

    For example, if a UEFI pattern that is provided with Lenovo XClarity Administrator for an X6-based server (such as System x3950 X6) is selected and deployed to a System x3650 M4 server, the differences in the processor settings between the two servers might cause the profile activation to fail. To resolve the issue, ensure that the selected Extended UEFI Pattern is compatible with the selected server.

  - A Port Pattern for an Ethernet controller port is assigned to a port that does not support the selected settings.

    For example, on Emulex-based adapters, there are settings that are only exposed on the first port of the controller, specifically Advanced Mode and the Port settings that are used to disable a port. If these settings are assigned to the second port of the adapter, an activation error might occur. These issues might be represented in the job messages as `AdvancedMode is not a setting` or `Port1 is not a setting`. To resolve this issue, ensure that the port pattern that includes these Extended Port Pattern settings for Advanced Mode or Port Enablement is assigned to only the first port of the controller.

  - The Server Pattern contains a RAID volume definition, and the selected server is not in a stable power state (for example, when a server does not yet have an operating system installed and is powered on).

    When this occurs, the server continuously reboots and affects the reliability of the RAID volume creation process. This can be observed in the job log messages as `Error: Failed to do auto config addcfg`

`operation`. To resolve the issue, ensure that the server is powered on to the UEFI Setup environment, and activate the profile again. You can boot to UEFI Setup from Lenovo XClarity Administrator by selecting the server and clicking **All Actions → Power Actions → Restart to BIOS/UEFI Setup**.

- An error occurs while powering on or restarting the server when Full Activation is selected for the pattern or profile deployment

  Ensure that the endpoint power state is stated correctly in Lenovo XClarity Administrator. If not, refresh the inventory to synchronize the power state:

  1. From the Lenovo XClarity Administrator menu bar, click **Hardware → Servers**. The Servers page is displayed with a tabular view of all managed servers (rack servers and compute nodes).

  2. Select the server, and click **All Actions → Refresh Inventory**.

An invalid configuration is deployed to a switch

Use this information to troubleshoot issues when an invalid configuration is deployed to a switch

VLAN IDs must be created before adding a port to a specific VLAN. If a port pattern contains switch inner-port VLANs settings with VLAN IDs that have not been preconfigured for the switch, the profile activation might be successful, but the unapplied and invalid configuration on the switch must be repaired.

To resolve this issue, log in to the switch and manually configure the prerequisites, or back out the changes by deploying a pattern with valid settings.

Chapter 11. Firmware update and repository issues

Use this information to troubleshoot firmware-update issues.

After successful firmware update, Apply/Activate page does not show updated firmware versions

Use this information to troubleshoot issues with the Firmware Updates: Apply/Activate page.

Ensure that the latest inventory is being compared by clicking the **Refresh** icon ( ) on the Firmware Updates: Apply/Activate page to request a synchronization with the Lenovo XClarity Administrator appliance data.

Cannot connect to fix central to download firmware updates.

Use this information to troubleshoot issues when downloading firmware updates from Fix Central.

1. Ensure that Lenovo XClarity Administrator has internet access and is using an open port for downloads. For information about port requirements, see Port availability in the Lenovo XClarity Administrator online documentation.
2. Ensure that the Lenovo XClarity Administrator appliance port (eth0 or eth1) that is configured for management has internet access. For more information about network considerations, see Network considerations in the Lenovo XClarity Administrator online documentation.

Cannot perform an update to an endpoint.

Use this information to troubleshoot issues when updating firmware on managed endpoints.

1. Ensure that the server status is not Offline and is reachable on the network from Lenovo XClarity Administrator.
2. Click **Critical Release Information**, and follow the recommendations provided.

CMM Firmware Update Hangs

Use this information to troubleshoot issues when updating the CMM firmware, Flex stack release 1.3.2.1 2PET12K through 2PET12Q, that has been running more than three weeks and is part of a dual-CMM configuration.

1. Perform a virtual reseat of the CMM. If you have two CMMs in the same chassis, virtually reseat both CMMs simultaneously. For more information on supported firmware, See Supported firmware in the Lenovo XClarity Administrator online documentation.
2. Perform the update again from Lenovo XClarity Administrator.

Firmware is up to date but fails the compliance check

Use this information to troubleshoot compliance issues after a firmware update.

Perform a virtual reseat on the endpoint, or run an additional update, such as an HDD update.

Firmware updates to Flex System switches unexpectedly fail.

The following topics describe errors that can be found in the jobs log.

To find the messages, click **Monitoring** ➔ **Jobs** from the Lenovo XClarity Administrator menu. The error message can be found by clicking the link for the job in the **Jobs** column to display the job summary and results dialog. Under the Target Results section, the message are listed in the **Message** column and starts with "***ERROR***".

▼ Target Results: With Errors: 1 Running: 0 Completed: 0	
Target	Message
VDI-5K_CH4-VS: IO Module 03: I/O Module Bay 3: IOM	Failed

▼	
Timestamp	Message
April 18, 2016 at 11:47:50	TaskMaanger: IO Module 03 bay 3 (172.16.25.153): IOM: Starting new process for task_id 9.
April 18, 2016 at 11:47:50	IO Module 03 bay 3 (172.16.25.153): IOM TaskType is: IOM : ues = CMMDelay=0, immDelay=0, pciCheck=true
April 18, 2016 at 11:56:19	IO Module 03 bay 3 (172.16.25.153): IOM Reported *** ERROR ***. Firmware download operation failed.
April 18, 2016 at 11:56:21	TaskManager: IO Module 3 bay 3 (172.16.25.153): IOM: Task_id 9 failed. rc=68
April 18, 2016 at 11:56:21	TaskManager: IO Module 03 bay 3 (172.16.25.153): IOM: StopOnError: Canceling the remaining non-required tasks in the job...

Important: Flex switch firmware updates using Lenovo XClarity Administrator might fail intermittently. If you experience failures, follow suggestions in the following topics. If Flex switch firmware updates continue to fail using Lenovo XClarity Administrator, update the Flex switches directly from the Flex switch interface.

Note: Firmware updates to a Flex System switch might fail unexpectedly if the switch is not running EHCM L3. For more information, see Firmware update considerations in the Lenovo XClarity Administrator online documentation.

Firmware update to Flex switch failed, indicating an error with the message "DCSS_RC_CDT_FAIL."

Use this information to troubleshoot an `IOM: Reported ***ERROR*** DCSS_RC_CDT_FAIL` error message in the jobs log. This indicates that the Flex switch might be powered off or might be experiencing some other communication problem.

Take following actions in this order. After each step, try updating the firmware again.

1. Ensure that the Flex switch is powered on.
2. Ensure that the Flex switch has a valid IP address.
3. Reset the Flex switch.
4. Reset/reboot CMM.

Firmware update to Flex switch failed, indicating an error with the message "time out."

Use this information to troubleshoot an `IOM: Reported ***ERROR*** time-out` error message in the jobs log. This might occur if the IP address of switch is not reachable on the network from Lenovo XClarity Administrator.

Take the following actions in this order. After each step, try updating the firmware again.

1. Ensure that the Flex switch has a valid IP address and is reachable on the network from Lenovo XClarity Administrator.

2. Reset the Flex switch.

3. Reset/reboot CMM.

Firmware update to Flex switch failed, indicating an error with the message "Cannot download the same firmware version. Download another firmware."

Use this information to troubleshoot an `IOM: Reported ***ERROR*** Cannot download the same firmware version. Download another firmware.` error message in the jobs log. This might occur if you are attempting to update the EN4023 to the same level.

The EN4023 does not allow updating firmware to the same level that is already running.

Firmware update to Flex switch failed, indicating an error with the message of failed to contact host.

Use this information to troubleshoot an IOM: Reported ***ERROR*** failed to contact host error message in the jobs log. This might occur if the IP address of switch is not reachable on the network from Lenovo XClarity Administrator.

Take the following actions in this order. After each step, try updating the firmware again.

1. Ensure that the switch has a valid IP address and is reachable on the network from Lenovo XClarity Administrator.

2. Reset the switch.

3. Reset/reboot CMM.

Firmware update to Flex switch failed, indicating an error with the message "file does not exist."

Use this information to troubleshoot an `IOM: Reported ***ERROR*** file does not exist` error message in the jobs log. This might occur if the IP address of the switch is not reachable on the network from Lenovo XClarity Administrator.

Take the following actions in this order. After each step, try updating the firmware again.

1. Ensure that the switch has a valid IP address and is reachable on the network from the Lenovo XClarity Administrator.

2. Reset the switch.

3. Reset/reboot CMM.

Firmware update to Flex switch failed, indicating an error with the message of "flashing ended with failure."

Use this information to troubleshoot an `IOM: Reported ***ERROR*** flashing ended with failure` error message in the jobs log. This might occur if the switch does not have a valid IP address.

Ensure that the switch has a valid IP address and is reachable on the network from the Lenovo XClarity Administrator.

Firmware update to the EN6131 40 Gb Ethernet Switch or the IB6131 InfiniBand Switch fails unexpectedly

Use this information to troubleshoot an unexpected failure when updating the firmware for the EN6131 40 Gb Ethernet Switch or the IB6131 InfiniBand Switch.

1. Check the job log for an error message from the switch, such as `Not enough disk space available to download image`.

   Note: There might be additional information in jobs log. Often, this is in the format of `IOM: Reported ***ERROR*** msg`, where *msg* is the specific error for that module.

2. Free up sufficient disk space on the switch for the update file. The disk space is used when copying update files to the switch. See the Lenovo Flex System EN6131 40Gb Ethernet Switch in the Flex Systems online documentation (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.lenovo.acc.en6131.doc/Io_module_en6131.html) for instructions on managing disk space.

3. Perform the update again from Lenovo XClarity Administrator.

Firmware update to the Lenovo EN4091 pass-thru module fails

Use this information to troubleshoot an unexpected failure when updating the firmware for the Lenovo EN4091 pass-thru module.

1. Check the jobs log for an error message from the pass-thru module, such as `Firmware image fails data integrity check` error or `Failed to contact host`.

   Note: There might be additional information in jobs log. Often, message is in the format of `IOM: Reported ***ERROR*** msg`, where *msg* is the specific error for that module.

2. Perform a virtual reseat of the Lenovo EN4091.

3. Perform the update again from Lenovo XClarity AdministratorLenovo XClarity Administrator.

Firmware update to Flex System switch failed, indicating an error with the message of "Host Key Authentication failed."

An error message in the jobs log in the format of "IOM: Reported ***ERROR*** Host Key Authentication failed." is seen. This happens when the SFTP key has changed on an SFTP server that was used earlier to update the Flex System switch. The effected switches are CN4093, EN2092, EN4091, EN4093, EN4093R, SI4093.

In Lenovo XClarity Administrator, this error can occur if you have already updated firmware on a Flex System switch, and then you install another later version of Lenovo XClarity Administrator or reboot Lenovo XClarity Administrator and subsequently attempt to update the switch. This is because installing a new version of Lenovo XClarity Administrator or rebooting the Lenovo XClarity Administrator might cause a new SFTP key to be generated.

To resolve this problem, enter the following command from the CLI for a Flex System switch or a Lenovo Flex System switch to clear the SSH keys. Note that if the switch uses the ISCLI, you must be in the Configuration

Terminal mode to run this command. You can change to Configuration Terminal mode by running the **enable** command, and then the **configure terminal** command.

```
clear ssh-clienthostkey all
```

Note: If the Flex System switch is in IBMNOS CLI mode, enter the following commands from the switch CLI to clear the SSH keys:

```
maint
clssh
all
exit
```

When performing an update, the system fails to enter Maintenance Mode

Use this information to troubleshoot issues with firmware updates and maintenance mode.

Retry the firmware update.

Restarting a server from the operating system does not activate maintenance mode

When updating firmware with delayed activation on any of the following servers, the update status shows "Pending maintenance mode" even after restarting the server from the operating system.

- Flex System x240 M5, Types 2591 and 9532
- NeXtScale nx360 M5, Type 5465
- System x3250 M6, Types 3633 and 3943
- System x3550 M5, Type 5463
- System x3500 M5, Type 5464
- System x3550 M5, Type 8869
- System x3650 M5, Type 5462
- System x3650 M5, Type 8871

To resolve this issue, restart the server from the IMM web interface. When the server is back online, the update-activation process resumes.

Chapter 12. Operating system deployment issues

Use this information to troubleshoot issues that you might encounter when you attempt to deploy operating systems to managed servers from Lenovo XClarity Administrator.

For general issues that are related to operating-system deployment, see "Cannot deploy an operating system" on page 79.

Cannot deploy an operating system

Use this information to troubleshoot general issues that you might encounter when you attempt to deploy an operating system to a managed server from Lenovo XClarity Administrator.

Complete the following steps to resolve the issue:

1. Review all requirements for the operating system that is being deployed. See Supported operating systems in the Lenovo XClarity Administrator online documentation.For example:

   - An issue can occur with the deployment of VMware ESXi if you do not set the Memory Mapped I/O (MMIO) space to at least 3 GB.

   - If you are deploying Microsoft Windows and joining an Active Director domain, follow the considerations that are described in Integrating with Windows Active Directory in the Lenovo XClarity Administrator online documentation.

2. Review operation-system deployment support limitations for specific I/O adapters. For information about I/O adapter support, see the Lenovo XClarity Support Compatibility webpage (https://support.lenovo.com/documents/LNVO-XCLARIT#tabs1-item3).

3. Ensure that you have a stable network connection between Lenovo XClarity Administrator and the endpoint (managed server) on which the operating system is going to be installed.

   Note: When deploying SLES 11 SP4, the deployment might stop and not restart if the network connection is lost between Lenovo XClarity Administrator and the endpoint. If this occurs, check your network environment, and redeploy the operating system.

4. Ensure that at least one network port on Lenovo XClarity Administrator is set to manage and deploy operating-system images.You can configure the Lenovo XClarity Administrator network topology from the Network Access page. For more information about the Network Access page, see Configuring network access in the Lenovo XClarity Administrator online documentation.

5. Ensure the Lenovo XClarity Administrator network port that is being used to attach to the data network is configured to be on the same network as the data network ports on the managed server. The server's port is specified by the MAC Address and is configurable through the Operating Systems -> Network Settings page. For more information about editing network settings, see Configuring network settings for managed servers in the Lenovo XClarity Administrator online documentation.

6. Ensure that the target server does not have a deferred or partially activated server patter. If a server pattern has been deferred or partially activated on the target server, restart the server to apply all configuration settings.

7. View the status of the server from the Deploy OS Images page to ensure that it has a deployment status of "Ready". If the status is "Not Ready", click the status link to determine why the server is not ready for operating-system deployment.For more information about operating-system deployment, see Deploying an operating-system image in the Lenovo XClarity Administrator online documentation.

8. Ensure that the endpoint has visibility to the storage location that was selected for operating-system deployment.

Tip: To ensure that operating-system deployments are successful, detach all storage from the server except the storage chosen for the operating-system deployment.

Cannot import an operating system image

Use this information section to troubleshoot issues that you might encounter when you attempt to import operating -system images into the Lenovo XClarity Administrator image repository.

Complete the following steps to resolve the issue:

1. Ensure that you have a stable network connection between Lenovo XClarity Administrator and the endpoint (managed server) on which the operating system is to be installed.

2. Ensure that the operating-system image that is being imported has been verified through the checksum test. For more information about importing operating systems, see Importing operating-system images in the Lenovo XClarity Administrator online documentation.

3. Ensure the operating system is supported by Lenovo XClarity Administrator. See Supported operating systems in the Lenovo XClarity Administrator online documentation.

OS installer cannot find the disk on which you want to install

For ThinkServer servers that include the RAID 110i Storage Controller, when the SATA Controller is enabled in the ThinkServer Management Module, the SATA mode must be set to "AHCI." The "RAID" and "IDE," modes are not supported for software RAID by RHEL, SUSE, VMware or Windows operating systems.

To modify the SATA mode, complete the following steps

1. From the AMI Setup Utility, select the **Advanced Settings** menu.

2. Use the arrow keys to select the **SATA Mode**.

3. Press **+** to change the value to AHCI.

4. Press **F10** to save the change.

OS installer cannot boot on a ThinkServer server

For ThinkServer servers, the Storage OpROM Policy on the ThinkServer Management Module must be set to "UEFI Only" for the OS installer image to boot correctly. If the policy is set to "Legacy Only," the OS installer will not boot.

To modify the Storage OpROM Policy, complete the following steps.

1. From the AMI Setup Utility, select the **Boot Manager** menu.

2. Use the arrow keys to select the **Storage OpROM Policy**.

3. Press **+** to change the value to UEFI Only.

4. Press **F10** to save the change.

VMware ESXi deployment issues

Use this information to troubleshoot issues that you might encounter when you attempt to deploy VMware ESXi operating systems to managed servers from Lenovo XClarity Administrator.

VMware deployment causes system hang or restart

During the installation of VMware 5.1u1, 5.1u2, 5.1u3, or 5.5 (any update) onto a managed server, the server might hang or restart.

The hang or restart might occur shortly after the following message:
Loading image.pld

VMware 5.5 requires Memory Mapped I/O (MMIO) space to be configured within the initial 4 GB of the server. Depending on the configuration, certain servers attempt to use memory higher than 4 GB, which can cause a failure.

Complete the following steps to resolve the issue:

Tip: Instead of setting **MM Config** through the Setup utility that are each server, consider using one of the predefined extended UEFI patterns related to virtualization, which sets the MM Config option to 3 GB and disables the PCI 64-bit resource allocation. For more information about these patterns, see Defining extended UEFI settings in the Lenovo XClarity Administrator online documentation .

1. Restart the system. When Press <F1> Setup is displayed, press F1.

2. Select **System Settings → Devices and I/O Ports**.

3. Change the setting for **MM Config** from 2 GB to 3 GB.

4. Ensure that the setting for **PCI 64-Bit Resource** is set to Disable.

5. Attempt to install the VMware image again.

VMware deployment fails with disk errors

During the installation of VMware ESXi, an error that is related to the disk might be returned and the deployment does not succeed.

The error message might be similar to the following example:
error:/tmp/partitioning:line 2: install requires –disk
or –firstdisk
error:/tmp/partitioning:line 1: clearpart requires
one of the following arguments: –alldrives, –firstdisk,
–ignoredrives=, –drives=

This error might occur if the ESXi installer does not detect a SAS configuration that is available for formatting and installation. Typically, this means that the RAID configuration on the server is either inactive or configured incorrectly. Alternatively, this might happen if a server pattern was deployed through the Lenovo XClarity Administrator and **Disable local disk** was selected for the pattern.

Complete the following steps to resolve the issue:

• If a server pattern was deployed to this server and **Disable local disk** was selected, update the server pattern and deploy it again. For more information about configuring local storage using server patterns, see Defining local storage in the Lenovo XClarity Administrator online documentation.

• Validate that the RAID configuration is correct on the server:

   1. Restart the server and attempt to boot into a legacy option by pressing F12 (choose something like HD0).

   2. During startup, when you see information about the LSI SAS controller, press Ctrl-C to change the configuration.

   3. When the user interface displays, select **RAID properties**, and **View Existing Configuration**.

      – If **View Existing Configuration** does not appear, the RAID was not configured.

      – If the existing configuration shows a status of "Inactive," ensure that the RAID is configured correctly.

Redhat Linux deployment issues

Use this information to troubleshoot issues that you might encounter when you attempt to deploy Redhat Linux operating systems to managed servers from Lenovo XClarity Administrator.

Redhat 6.x cannot be deployed on rack-based server with static IP

An issue can occur when attempting to deploy Redhat 6.x to a managed server if that server is connected to a top-of-rack (TOR) switch. If the TOR switch has **spanning tree protocol** enabled and has **forward by default** disabled, the Redhat image might not be downloaded to the server.

Complete the following steps to resolve the issue:

- Ensure that the server is configured to use DHCP (and not a static IP address). Then, attempt to deploy the operating system again.
- Modify the configuration on the top-of-rack (TOR) switch to disable spanning tree protocol *or* enable packet forward by default.

Microsoft Windows deployment issues

Use this information to troubleshoot issues that you might encounter when you attempt to deploy Microsoft Windows to managed servers from Lenovo XClarity Administrator.

Deployment fails because of missing drivers

When deploying Microsoft Windows 2012 r1 to a server, the deployment might fail if drivers are missing from the image.

In this case, you might see the following error message:
```
Windows installation cannot continue
because a required driver could not be installed.
```

This issue can occur when the operating-system image does not contain drivers to support all of the adapters that are installed in the managed server. For example, this issue can occur if you attempt to deploy Microsoft Windows 2012 r1 to a server and that server has the following adapters installed:

- ServeRAID M1215 SAS/SATA Controller

To resolve the issue, deploy Microsoft Windows 2012 r2.

Chapter 13. Installation, removal, and update issues

Use this information to troubleshoot installation, removal, and update issues.

Adapter changes are not recognized

After removing, replacing, or configuring adapters, Lenovo XClarity Administrator does not recognize the changes.

Restart the endpoint to allow the IMM to recognize the changes. See System x online documentation (http://publib.boulder.ibm.com/infocenter/systemx/documentation/index.jsp?topic=/com.lenovo.sysx.imm2.doc/nn1iv_c_view_adapters.html) for more information.

During initial setup, unable to get to the setup wizard with a web browser

Use this information to troubleshoot issues with the Setup wizard.

1. By default, DHCP is enabled for network configurations. Verify a valid IP address was assigned by logging in to the virtual machine locally and running the ifconfig command. If you are using a static configuration, ensure that you follow the following steps to correctly configure your installation.

   - For VMware ESXi, see Installing Lenovo XClarity Administrator in VMware ESXi-based environments in the Lenovo XClarity Administrator online documentation.
   - For Microsoft Windows Hyper-V, see Installing Lenovo XClarity Administrator in Microsoft Hyper-V-based environments in the Lenovo XClarity Administrator online documentation.

2. Ensure that the version of your web browser is compatible with Lenovo XClarity Administrator. For a list of supported web browsers, see Accessing the Lenovo XClarity Administrator web interface in the Lenovo XClarity Administrator online documentation.

Lenovo XClarity Administrator deployment unexpectedly fails

Use this information to troubleshoot issues when initially setting up Lenovo XClarity Administrator.

1. Check the event log for any events that are related to deployment, and resolve those first. For more information about the event log, see Working with events in the Lenovo XClarity Administrator online documentation.
2. Ensure that your physical host system meets the minimum system requirements.
3. Ensure your system or virtual system meets the minimum system requirements.
4. Ensure you are using a supported virtual machine manager.

For more information about requirements, see Supported host systems in the Lenovo XClarity Administrator online documentation.

Lenovo XClarity Administrator update has failed

Use this information to troubleshoot issues with updating Lenovo XClarity Administrator.

1. Ensure that you have installed any prerequisite updates.
2. Ensure that you have the user permissions to install updates.

For more information about updating Lenovo XClarity Administrator, see Updating the Lenovo XClarity Administrator management server in the Lenovo XClarity Administrator online documentation.

Chapter 14. Remote control issues

Use this information to solve problems that might occur when you use the remote-control application in Lenovo XClarity Administrator.

Remote-control session does not start

Use this information when you attempt to start the remote-control session from the Lenovo XClarity Administrator web interface or from the shortcut on your system, but it does not start.

To resolve the issue, complete the following steps.

1. Ensure that the server to which you are connecting is managed by Lenovo XClarity Administrator. and is in the "Online" or "Normal" state. For more information about server status, see Viewing the status of a managed server in the Lenovo XClarity Administrator online documentation.

2. Ensure that pop-up dialogs are not disabled in your web browser for the session.

3. Ensure that your web browser has accepted security certificates from Lenovo XClarity Administrator. Typically, you are prompted to accept the certificate the first time that you access Lenovo XClarity Administrator from your browser.

4. Ensure that you are using the supported JRE to start the application.

   - In Internet Explorer, click **Tools → Internet Options → Advanced**. Ensure that the correct JRE is selected (JRE version 7.0, update 18 or later).

   - In Firefox, click **Tools → Options → Applications**. Ensure that Java Web Start Launcher is associated with the JNLP content type.

5. If you are starting the application from the shortcut on your desktop, ensure that your local system has connectivity to Lenovo XClarity Administrator. The application validates your user ID with the Lenovo XClarity Administrator authentication server.

6. Clear the Java Web Start cache on the local system. To clear the Java Web Start cache on a system that is running a Windows operating system, run the command **javaws -uninstall** . This can also be done from the Windows Control Panel in the JAVA menu.

7. Remote control requires that a Feature on Demand key for ThinkServer System Manager Premium Upgrade is installed on ThinkServer servers. For more information about FoD keys that are installed on your servers, see Viewing Feature on Demand keys in the Lenovo XClarity Administrator online documentation.

Remote-control session hangs after login

Use this information to resolve the issue when the remote-control session hangs after login.

If you are not using one of the supported JREs, the remote-control session might hang after login. If the remote-control session appears to hang after you log in, ensure that you are using the supported JRE to start the application:

- Oracle JRE version 6.18 or later

Cannot connect to a server

Use this information to resolve the issue when you cannot establish a remote-control session with a server.

Complete the following steps to resolve this issue.

1. Ensure that your local system has network connectivity and that it can connect to Lenovo XClarity Administrator.
2. Ensure that the server is being managed by Lenovo XClarity Administrator by clicking **Hardware ➙ Servers** from the Lenovo XClarity Administrator menu bar.
3. If a firewall is installed on your local system, ensure that the firewall allows connections to the IP address for the managed server.
4. Ping the IP address of the managed server to ensure that your local system has connectivity to the managed server. If you are attempting to access a managed server from a local system that has an IP address from an external network, the managed server must also have an IP address that can be accessed externally.
5. Ensure that Lenovo XClarity Administrator tunneling has not been disabled so that Lenovo XClarity Administrator can tunnel your remote-control requests to the managed server that is network addressable only on the private management network. Tunneling is enabled by default.You can enable Lenovo XClarity Administrator tunneling from the remote-support Preferences dialog on the **Security** tab. For more information, see Setting remote-control preferences.

Cannot connect to a server in single-user mode

Use this information to resolve the issue when you cannot connect to a server in single-user mode.

When you connect to a server in single-user mode, only one remote-control session can be established to the server at a time.

Complete the following steps to solve the issue.
1. Attempt to connect to the managed server in multi-user mode (if allowed, based on security requirements).
2. Contact other users to determine if anyone else has already established a remote-control session with the managed server. If so, wait until the user ends the remote-control session with the managed server.
3. Attempt to connect to the managed server in single-user mode again.

Remote Control can connect to a server, but no video is available

Use this information to resolve the issue when you are connected to a server from a remote-control session, but the session displays the `No video available` message.

Ensure that the server is powered on and that the operating system is running a supported resolution and refresh rate.

The following table lists the supported resolutions and refresh rates.

Table 4. Supported resolutions and refresh rates

Resolution	Refresh rates
640 x 480	60, 72, 75, and 85 Hz
800 x 600	60, 72, 75, and 85 Hz
1024 x 768	60, 72, 75, and 85 Hz
1440 x 900	60 Hz
1280 x 1024	60 and 75 Hz
1680 x 1050	60 Hz
1600 x 1200	60 and 75 Hz

A server does not appear in the list for adding a new session

Use this information to resolve the issue when a server does not appear in the list for adding a new session, or a server no longer appears in the thumbnail area.

Complete the following steps to resolve the issue.

1. Ensure that the managed server is being managed by Lenovo XClarity Administrator by clicking **Hardware → Servers** from the Lenovo XClarity Administrator menu bar.

2. Synchronize the inventory by clicking the **General** tab on the remote-control Preference menu and then clicking **Synchronize with management server**. For more information about remote-control preferences, see Setting remote-control preferences in the Lenovo XClarity Administrator online documentation.

State of server in remote-control session does not match state in the Lenovo XClarity Administrator

Use this information to troubleshoot when the state of a managed server in a remote-control session does not match the state of the managed server in Lenovo XClarity Administrator.

Complete the following steps to resolve this issue.

1. Ensure that the server is being managed by Lenovo XClarity Administrator by clicking **Hardware → Servers** from the Lenovo XClarity Administrator menu bar.

2. Synchronize the inventory by clicking the **General** tab on the remote-control Preference menu and then clicking **Synchronize with management server**. For more information about remote-control preferences, see Setting remote-control preferences in the Lenovo XClarity Administrator online documentation.

A drive or image cannot be mounted to a server

Use this information to troubleshoot when you attempt to mount a drive or image by using remote media, but the drive or image cannot be mounted.

Complete the following steps to resolve the issue.

1. Stop and restart the remote-control session.

2. Set the debug mode to "Full" for the remote-control session. You can set the debug mode from Preferences on the **General** page. When you set debug mode to "Full", the remote-control session generates diagnostic log files. For more information about the debug mode, Setting remote-control preferences.

3. Contact Lenovo Support and provide the log files. For more information about sending diagnostic data to Lenovo Support, see Chapter 3 "Working with service and support" on page 31.

Storage media option is not shown in the list of remote media devices available for mounting

Use this information to troubleshoot when the storage-media option is not shown in the list of remote-media devices that are available for mounting.

If a CD, DVD, or USB device does not appear in the list of available remote-media devices to be mounted to a managed server, click **Relaunch using Administrator account** on the remote-media panel to access more local devices.

Power operation cannot be performed

Use this information to troubleshoot issues when you attempt to perform a power operation on a managed server within a remote-control session and it cannot be performed.

When you attempt to perform a power operation on a managed server from a remote-control session, you might receive a message stating that the power operation failed or that the power operation is not applicable to the current state of the managed server.

Complete the following steps to resolve the issue:

1. Ensure that the server is being managed by Lenovo XClarity Administrator. For more information, see Viewing the status of a managed server in the Lenovo XClarity Administrator online documentation.

2. From the Servers page, verify that the status of the server is valid.

3. Ensure that the power operation is valid for the current state of the server. For example, if the server is currently powered off, issuing a power off will not work.

4. Check the jobs log to see if the power operation has completed. It might take some time for the operation to complete, depending on the current load of Lenovo XClarity Administrator. For more information about viewing the job status, see "Monitoring jobs" on page 27.

Video not available when connecting to Flex System x280 X6, x480 X6, x880 X6 Compute Node

Use this information to troubleshoot issues when you attempt to start a remote-console session with a Flex System x280 X6, x480 X6, x880 X6 Compute Node multi-node system or when no video appears in the new tab.

Complete the following steps to resolve the issue.

1. End the connection that you just started if it is still active by closing the new tab.

2. Ensure you start a remote connection with the *primary* server in the multi-node configuration.

Chapter 15. Performance issues

Use this information to troubleshoot performance issues.

Lenovo XClarity Administrator performance issues

Use this information to troubleshoot performance issues with Lenovo XClarity Administrator.

Ensure that the virtual machine size (memory, disk size, processor) is suitable for the number of endpoints that are being managed. For more information about the virtual machine requirements, see Supported host systems in the Lenovo XClarity Administrator online documentation.

Poor or slow network performance

Use this information to troubleshoot issues with poor or slow network performance.

1. Ensure that no major network operations are being performed, such as system discoveries, operating system deployments, or rolling firmware updates.
2. Ensure that the rest of the network is operating at a nominal usage.
3. If you have implemented quality of service, ensure that it is configured to allow optimal connectivity to Lenovo XClarity Administrator.
4. Ensure that your network topology is optimized for Lenovo XClarity Administrator connectivity and performance.

Chapter 16. Security issues

Use this information to troubleshoot security issues, including user management and authentication.

Password for a local recovery or supervisor user is forgotten

If you cannot log in to Lenovo XClarity Administrator using another supervisor account or if another supervisor account does not exist, you can reset the password for a local user with recovery or supervisor privileges by mounting an ISO image that contains a configuration file with the new password.

Before you begin

To reset the password using this method, you must have access on the Lenovo XClarity Administrator host system.

The user name that is being reset must belong to the **lxc-recovery** or **lxc-supervisor** role group.

The password must adhere to the same validation rules that Lenovo XClarity Administrator enforces

After the password is reset, the user is not required to change the password on the first access

Procedure

To create and mount the ISO image, complete the following steps.

1. Power off the virtual machine.

2. Create a file named `passwordreset.properties` that contains the following parameters.
   ```
   user=
   password=
   ```
   You can use the echo command to create the file, for example:
   ```
   ECHO user=admin > ./ passwordreset.properties
   ECHO password=New_PasswOrd >> ./ passwordreset.properties
   ```

3. Create an ISO image that contains the passwordreset.properties file.

   To create an ISO image on Windows, use your favorite ISO software. On Linux, use the **mkisofs** command, for example

   ```
   mkisofs -V passreset -J -o ./passreset.iso ./passwordreset.properties
   ```

   where **-V** is the volume label, **-J** is for Joliet format, **-o** is the output file name, and **/ passwordreset.properties** is the file to be included in the ISO image

4. Upload the ISO image to a suitable location using the Datastore Browser.

5. Mount the ISO image to the virtual machine.

   - **For ESXi hosts:**

     The ISO file must reside in the datastore of the ESXi host so that it can be mounted as a CD/DVD drive on the Lenovo XClarity Administrator virtual machine.

     a. Right click the virtual machine, and click **Edit Settings**.

     b. Click **Add** to display the Add Hardware wizard.

     c. Click **CD/DVD** Drive, and click **Next**.

     d. Select **Use ISO image**, and click **Next**.

     e. Select the ISO image, and click **Next**.

    f. Select the virtual device node, and click **Next**.

    g. Click **Finish**.

- **For Hyper-V hosts:**

    Important: The virtual machine must be powered off before mounting the ISO image.

    a. In the Hyper-V Manager window, right-click the virtual appliance, and click **Connect** to display the Virtual Machine Connection window.

    b. Click **Media ➜ DVD Drive ➜ Insert Disk**.

    c. Select the ISO image, and click **Open**.

6. Power on the virtual machine, and then log in to the Lenovo XClarity Administrator web interface using the user name and password that is specified in the `passwordreset.properties` file (see Accessing the Lenovo XClarity Administrator web interface in the Lenovo XClarity Administrator online documentation).

7. Unmount the drive, and delete the ISO image.

- **For ESXi hosts:**

    a. Right click the virtual machine, and click **Edit Settings**.

    b. Select the mounted drive from the list of hardware, and click **Remove**.

    c. Click **OK**. The drive is now disconnected.

    d. Right click the virtual machine, and click **Edit Settings** again.

    e. Select the drive from the list of hardware, and clear the **Connect at power on** checkbox.

    f. Click **OK**.

    g. Delete the ISO image from the datastore.

- **For Hyper-V hosts:**

    a. In the Hyper-V Manager window, right-click the virtual appliance, and click **Connect** to display the Virtual Machine Connection window.

    b. Click **Media ➜ DVD Drive ➜ Eject** *iso_image_name***.iso**.

    c. Delete the ISO image from the datastore.

Chapter 17. User interface issues

Use this information to troubleshoot user-interface issues.

JSON response failed, parse error, and other unexpected errors

Use this information to troubleshoot JSON response issues.

Log out of Lenovo XClarity Administrator, and try to log back in.

Not in preferred language

Use this information to troubleshoot issues with language preferences.

1. Ensure that the web browser is using the locale of your preferred language.
2. From the Lenovo XClarity Administrator title bar, select the preferred language in the drop-down field.

Slow or seeming unresponsive load times, long wait to refresh, improper rendering

Use this information to troubleshoot issues with the user interface.

1. Refresh the page with the **Refresh** button on your web browser.
2. Clear the web-browser cache, and reload the page.

Unexpected loss of data

Use this information to troubleshoot data-loss issues in Lenovo XClarity Administrator.

If the host operating system was shut down unexpectedly, restore Lenovo XClarity Administrator from the last backup (see Backing up and restoring Lenovo XClarity Administrator in the Lenovo XClarity Administrator online documentation).

Endpoint location changes are not reflected in the rack view

Use this information to troubleshoot rack view issues in Lenovo XClarity Administrator.

If you change the location of an endpoint using one of the following APIs or using the IMM after the endpoint is managed by Lenovo XClarity Administrator, the changes are not reflected in the rack view in the Lenovo XClarity Administrator user interface. Edit the endpoint properties or the rack in the user interface to reflect the changes made in the API or IMM (see Modifying the system properties for a server, Viewing the details of a managed chassis, and Managing racks in the Lenovo XClarity Administrator online documentation).
- PUT /canisters/*{UUID}*
- PUT /chassis/*{UUID}*
- PUT /nodes/*{UUID}*

Chapter 18. Messages

You can use the following messages to help you solve problems that might occur when using Lenovo XClarity Administrator. The messages that Lenovo XClarity Administrator generates are listed in events or alerts log.

List of Call Home events

Use these links to find information about all hardware events that generate a serviceable Call Home event. If Call Home is configured and enabled, Lenovo XClarity Administrator *automatically* notifies Support when a serviceable event occurs.

Chassis

- Carrier-Grade Chassis Type 7385
- Enterprise Chassis Types 7893, 8721, and 8724

Servers

Converged HX Series appliances
- HX1310 Type 8693
- HX2310-E Type 8693
- HX2710-E Type 8689
- HX3310 Type 8693
- HX3310-F Type 8693
- HX3500 Type 5462
- HX3510-G Type 8695
- HX3710 Type 8689
- HX3710-F Type 8689
- HX5500 Type 5462
- HX5510 Type 8695
- HX5510-C Type 8695
- HX7500 Type 5462
- HX7510 Type 8695

Flex System servers
- X220 Types 2585 and 7906
- x222 Types 2589 and 7916
- x240 Types 2588 and 7162
- x240 Types 7863, 8737, 8738, and 8956
- x240 M5 Types 2591 and 9532
- x280/x480/x880 X6 Types 4258 and 7196
- x280 X6, x480 x6, and x880 X6 Types 4259 and 7903
- x440 Types 2590 and 7167
- x440 Types 2584 and 7917

NeXtScale servers
- nx360 M4Type 5455
- nx360 M5 Type 5465

System x servers
- iDataPlex dx360 M4 Types 7912 and 7913
- x3100 M5 Type 5457
- x3250 M4 Type 2583
- x3250 M5 Type 5458
- x3300 M4 Type 7382

- x3500 M4 Type 7383
- x3530 M4 7160
- x3550 M4 Type 7914
- x3630 M4 Type 7158 and 7159
- x3650 M4 HD Type 5460
- x3650 M4 BD Type 5466
- x3650 M4 Type 7915
- x3750 M4 Types 8722 and 8733
- x3750 M4 Types 8752 and 8718
- x3750 M4 Type 8753
- x3500 Type 5464
- x3550 Type 5463
- x3550 Type 8869
- x3650 M5 Type 5462 and 8871
- x3650 M5 Type 5462 and 8871
- x3850/x3950 X5 Types 7143 and 7145
- x3850 X6 and x3950 X6 Types 3837
- x3850/x3950 X6 Type 6241

ThinkServer servers

- ThinkServer RD350, RD450, RD550, RD650, SD350, and TD350

Storage

- Storage S2200 and S3200

Switches

- RackSwitch and Flex System switches

List of Lenovo XClarity Administrator events

This section lists all Lenovo XClarity Administrator events that can be viewed in the Lenovo XClarity Administrator event log or audit log.

- **FQXHM0001J Unknown message.**

  Explanation: The message is unknown.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response

- **FQXHM0002J The user name cannot be resolved.**

  Explanation: The user is not logged in.

  Severity
  Error

Serviceable
> No

Automatically notify support
> No

User Response
> Log in before doing a request.

- **FQXHM0003J The user name is not valid.**

  Explanation: The user name is not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Log in before doing a request.

- **FQXHM0004J The POST request was not valid.**

  Explanation: The requested parameters are not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check the documentation for the format of the parameters.

- **FQXHM0005J The PUT request was not valid.**

  Explanation: The requested parameters are not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check the documentation for the format of the parameters.

- **FQXHM0006J Invalid request parameters.**

  Explanation: The Request parameters are not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check the documentation to see how the parameters should be.

- **FQXHM0007J Invalid URL path.**

  Explanation: The URL path is not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Read the documentation in order to find the right URL path.

- **FQXHM0008J The list of countries for the specific language is not valid.**

  Explanation: There is no translation for the requested language.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Read the documentation in order to find the list of supported languages.

- **FQXHMCP1105I Pattern [arg1] was deployed to [arg2].**

  Explanation: A deployment of a server or chassis pattern has completed.

  Arguments

  [arg1] Pattern name

[arg2] Server or chassis name

Severity
   Info

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXHMCP1110I Pattern [arg1] deployment started.**
   Explanation: A deployment of a server or chassis pattern has started.

   Arguments

   [arg1] Pattern name

Severity
   Info

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXHMCP1115J Pattern [arg1] failed to deploy on [arg2].**
   Explanation: The pattern could not be deployed to the specified server or chassis.

   Arguments

   [arg1] Pattern name

   [arg2] Server or chassis name

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response

Check the job log for this job to determine the cause of the issue and to resolve it.

- **FQXHMCP1135I Profile [arg1] redeployment has started.**

    Explanation: A redeployment of a server or chassis profile has started.

    Arguments

    [arg1] Profile name

    Severity
    Info

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMCP1145I Profile [arg1] was redeployed to [arg2].**

    Explanation: A server or chassis profile was redeployed.

    Arguments

    [arg1] Profile name

    [arg2] Server or chassis name

    Severity
    Info

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMCP1155J Profile [arg1] could not be redeployed to [arg2].**

    Explanation: The profile could not be redeployed to the specified server or chassis.

    Arguments

    [arg1] Profile name

[arg2] Server or chassis name

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response
   Check the job log for this redeployment to determine the cause of the issue and to resolve it.

• **FQXHMCP1165I Profile [arg1] was unassigned from [arg2].**
   Explanation: The profile is no longer associated with the specified server or chassis.

   Arguments

   [arg1] Profile name

   [arg2] Server or chassis name

   Severity
      Info

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

• **FQXHMCP1175J Profile [arg1] could not be unassigned from [arg2].**
   Explanation: The specified profile could not be unassigned. It is still assigned to the specified target.

   Arguments

   [arg1] Profile name

   [arg2] Server or chassis name

   Severity
      Warning

   Serviceable
      No

Automatically notify support
No

User Response
Retry the operation. If the problem persists, contact Support.

• **FQXHMCP1205I Failover from server [arg1] to standby server [arg2] has completed.**
Explanation: The profile from the failed server has been redeployed successfully to the standby server.

Arguments

[arg1] Failed server name

[arg2] Standby server name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMCP1210I [arg1] failover from server [arg2] to standby server [arg3] has started.**
Explanation: Failover from the failed server to the standby server started.

Arguments

[arg1] Failover type (Automatic or Manual)

[arg2] Failed server name

[arg3] Standby server name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response

The VLAN settings on the attached switch are not copied automatically. They will need to be migrated manually.

- **FQXHMCP1215M Failover from server [arg1] to standby server [arg2] was not successful.**

  Explanation: The profile for the failed server could not be redeployed to the standby server.

  Arguments

  [arg1] Failed server name

  [arg2] Standby server name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Check the job log for this job to determine the cause of the issue and to resolve it.

- **FQXHMCP1255M No standby servers were available in pool [arg1] for failover for server [arg2].**

  Explanation: The selected standby server pool does not have available servers matching the form factor of the failed server.

  Arguments

  [arg1] Standby server pool name

  [arg2] Failed server name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Make sure that the selected standby server pool contains a server with a form factor that matches the failed server. Then, perform the failover again if you are attempting a manual failover.

- **FQXHMCP1275J Standby pool [arg1] has no servers available for failover.**

Explanation: At least one available server must be present in the standby server pool. This standby pool no longer has available servers for failover.

Arguments

[arg1] Standby pool

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Add at least one available server to the standby server pool.

- **FQXHMCP1300I Local storage is being reset to the default configuration.**

  Explanation: The job to reset local storage settings to the default configuration has started.

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP1305I Local storage has been reset to the default configuration.**

  Explanation: The job to reset local storage settings to a default configuration has completed.

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP1315J Local storage could not be reset to the default configuration.**

  Explanation: The job to reset local storage to the default configuration could not be completed.

  Severity

Warning

Serviceable
No

Automatically notify support
No

User Response
Verify that the internal RAID firmware for the selected node is at level 10.00.11.00 or higher. Then, verify node connectivity by making sure that the compute node status is normal from the Compute Nodes page in the management server user interface.

- **FQXHMCP5100I User [arg1] created pattern [arg2].**

  Explanation: The specified pattern was created.

  Arguments

  [arg1] User name

  [arg2] Pattern name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5105J Pattern name [arg1] is already in use.**

  Explanation: The specified pattern was not created because the name is already in use.

  Arguments

  [arg1] Pattern name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Choose a name that has not already been used and create the pattern again.

- **FQXHMCP5120I User [arg1] edited pattern [arg2].**

  Explanation: The specified pattern was edited.

  Arguments

  [arg1] User name

  [arg2] Pattern name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5125J Pattern [arg1] was not found.**

  Explanation: The specified pattern was not found.

  Arguments

  [arg1] Pattern name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  The pattern might have been deleted. Review the event log for deletion messages.

- **FQXHMCP5130I User [arg1] copied pattern [arg2].**

  Explanation: The specified pattern was copied.

  Arguments

  [arg1] User name

[arg2] Original pattern name

Severity
    Info

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMCP5140I User [arg1] renamed pattern [arg2].**

  Explanation: The specified pattern was renamed.

  Arguments

      [arg1] User name

      [arg2] Original pattern name

  Severity
      Info

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMCP5150I User [arg1] deleted pattern [arg2].**

  Explanation: The specified pattern was deleted.

  Arguments

      [arg1] User name

      [arg2] Pattern name

  Severity
      Info

  Serviceable
      No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMCP5240I User [arg1] renamed profile [arg2].**

Explanation: The specified profile was renamed.

Arguments

[arg1] User name

[arg2] Original profile name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMCP5250I User [arg1] deleted profile [arg2].**

Explanation: The specified profile was deleted.

Arguments

[arg1] User name

[arg2] Profile name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMCP5260I User [arg1] deployed profile [arg2].**

Explanation: The specified profile was deployed.

Arguments

> *[arg1]* User name

> *[arg2]* Profile name

Severity
> Info

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMCP5300I User [arg1] created address pool [arg2].**
  Explanation: The specified address pool was created.

  Arguments

  > *[arg1]* User name

  > *[arg2]* Address pool name

  Severity
  > Info

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMCP5305J Address pool name [arg1] is already in use.**
  Explanation: The specified address pool name is already in use.

  Arguments

  > *[arg1]* Address pool name

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Choose a name that has not already been used and create the address pool again.

- **FQXHMCP5320I User [arg1] edited address pool [arg2].**

  Explanation: The specified address pool was edited.

  Arguments

  [arg1] User name

  [arg2] Address pool name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5325J Address pool [arg1] was not found.**

  Explanation: The specified address pool was not found.

  Arguments

  [arg1] Address pool name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  The address pool might have been deleted. Review the event log for deletion messages.

- **FQXHMCP5330I User [arg1] copied address pool [arg2].**

  Explanation: The specified address pool was copied.

  Arguments

    [arg1] User name

    [arg2] Original address pool name

  Severity
    Info

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMCP5340I User [arg1] renamed address pool [arg2].**

  Explanation: The specified address pool was renamed.

  Arguments

    [arg1] User name

    [arg2] Original address pool name

  Severity
    Info

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMCP5350I User [arg1] deleted address pool [arg2].**

  Explanation: The specified address pool was deleted.

  Arguments

[arg1] User name

[arg2] Address pool name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMCP5400I User [arg1] created standby pool [arg2].**

  Explanation: The specified standby server pool was created.

  Arguments

  [arg1] User name

  [arg2] Standby pool name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5405J Standby pool name [arg1] is already in use.**

  Explanation: The specified standby pool name is already in use.

  Arguments

  [arg1] Standby pool name

  Severity
  Error

  Serviceable
  No

Automatically notify support
No

User Response
Choose a name that has not already been used and create the standby pool again.

- **FQXHMCP5420I User [arg1] edited standby pool [arg2].**

  Explanation: The specified standby server pool was edited.

  Arguments

  [arg1] User name

  [arg2] Standby pool name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5425J Standby pool [arg1] was not found.**

  Explanation: The specified standby pool was not found.

  Arguments

  [arg1] Standby pool name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  The standby pool might have been deleted. Review the event log for deletion messages.

- **FQXHMCP5430I User [arg1] copied standby pool [arg2].**

  Explanation: The specified standby server pool was copied.

Arguments

[arg1] User name

[arg2] Standby pool name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMCP5440I User [arg1] renamed standby pool [arg2].**

  Explanation: The specified standby server pool was renamed.

  Arguments

  [arg1] User name

  [arg2] Standby pool name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5450I User [arg1] deleted standby pool [arg2].**

  Explanation: The specified standby server pool was deleted.

  Arguments

  [arg1] User name

  [arg2] Standby pool name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMCP5500I User [arg1] created placeholder chassis [arg2].**

  Explanation: The specified placeholder chassis was created.

  Arguments

  [arg1] User name

  [arg2] Placeholder chassis name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5505J Placeholder chassis name [arg1] is already in use.**

  Explanation: The specified placeholder chassis name is already in use.

  Arguments

  [arg1] Placeholder chassis name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Choose a name that has not already been used and create the placeholder chassis again.

- **FQXHMCP5520I User [arg1] edited placeholder chassis [arg2].**

  Explanation: The specified placeholder chassis was edited.

  Arguments

  [arg1] User name

  [arg2] Placeholder chassis name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5525J Placeholder chassis [arg1] was not found.**

  Explanation: The specified placeholder chassis was not found.

  Arguments

  [arg1] Placeholder chassis name

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  The placeholder chassis might have been deleted. Review the event log for deletion messages.

- **FQXHMCP5530I User [arg1] copied placeholder chassis [arg2].**

  Explanation: The specified placeholder chassis was copied.

  Arguments

  [arg1] User name

[arg2] Placeholder chassis name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMCP5540I User [arg1] renamed placeholder chassis [arg2].**

  Explanation: The specified placeholder chassis was renamed.

  Arguments

  [arg1] User name

  [arg2] Placeholder chassis name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5550I User [arg1] deleted placeholder chassis [arg2].**

  Explanation: The specified placeholder chassis was deleted.

  Arguments

  [arg1] User name

  [arg2] Placeholder chassis name

  Severity
  Info

  Serviceable
  No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXHMCP5600I User [arg1] created policy [arg2].**

  Explanation: The specified policy was created.

  Arguments

   [arg1] User name

   [arg2] Policy name

  Severity
   Info

  Serviceable
   No

  Automatically notify support
   No

  User Response
   Information only; no action is required.

- **FQXHMCP5605J Policy name [arg1] is already in use.**

  Explanation: The specified policy name is already in use.

  Arguments

   [arg1] Policy name

  Severity
   Error

  Serviceable
   No

  Automatically notify support
   No

  User Response
   Choose a name that has not already been used and create the policy again.

- **FQXHMCP5620I User [arg1] edited policy [arg2].**

  Explanation: The specified policy was edited.

Arguments

> *[arg1]* User name

> *[arg2]* Policy name

Severity
> Info

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMCP5625J Policy [arg1] was not found.**

  Explanation: The specified policy was not found.

  Arguments

  > *[arg1]* Policy name

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > The policy may have been deleted. Review the event log for deletion messages.

- **FQXHMCP5630I User [arg1] copied policy [arg2].**

  Explanation: The specified policy was copied.

  Arguments

  > *[arg1]* User name

  > *[arg2]* Policy name

  Severity
  > Info

Serviceable
 No

Automatically notify support
 No

User Response
 Information only; no action is required.

- **FQXHMCP5640I User [arg1] renamed policy [arg2].**

 Explanation: The specified policy was renamed.

 Arguments

 [arg1] User name

 [arg2] Policy name

 Severity
 Info

 Serviceable
 No

 Automatically notify support
 No

 User Response
 Information only; no action is required.

- **FQXHMCP5650I User [arg1] deleted policy [arg2].**

 Explanation: The specified policy was deleted.

 Arguments

 [arg1] User name

 [arg2] Policy name

 Severity
 Info

 Serviceable
 No

 Automatically notify support
 No

 User Response
 Information only; no action is required.

- **FQXHMCP5700I User [arg1] started failover monitoring for [arg2] using standby pool [arg3] and failover policy [arg4].**

    Explanation: Failover monitoring was started on the selected server.

    Arguments

    [arg1] User name

    [arg2] Server name

    [arg3] Standby pool name

    [arg4] Failover policy name

    Severity
    Info

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMCP5710I User [arg1] restarted failover monitoring for [arg2].**

    Explanation: Failover monitoring was restarted on the selected server.

    Arguments

    [arg1] User name

    [arg2] Server name

    Severity
    Info

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMCP5720I User [arg1] edited failover monitoring for [arg2].**

  Explanation: Failover monitoring was edited on the selected server.

  Arguments

  [arg1] User name

  [arg2] Server name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5730I User [arg1] performed a failover to standby server [arg2].**

  Explanation: A failover was started from a failed server to a standby server.

  Arguments

  [arg1] User name

  [arg2] Server name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5750I User [arg1] stopped failover monitoring for [arg2].**

  Explanation: Failover monitoring was stopped on the selected server.

  Arguments

  [arg1] User name

[arg2] Server name

Severity
Info

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMCP5760I User [arg1] removed failover monitoring for [arg2].**

  Explanation: Failover monitoring was removed from the selected server.

  Arguments

  [arg1] User name

  [arg2] Server name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5770I User [arg1] started all failover monitoring.**

  Explanation: Failover monitoring was started on all valid servers.

  Arguments

  [arg1] User name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response

Information only; no action is required.

- **FQXHMCP5780I User [arg1] restarted all failover monitoring.**

  Explanation: Failover monitoring was restarted on all monitored servers.

  Arguments

  [arg1] User name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCP5790I User [arg1] stopped all failover monitoring.**

  Explanation: Failover monitoring was stopped on all monitored servers.

  Arguments

  [arg1] User name

  Severity
  Info

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMCR0001W A DHCP issued IP address was changed on [arg1]**

  Explanation: One of the appliance's IP addresses was changed by DHCP.

  Arguments

  [arg1] Network interface name

  Severity

Warning

Serviceable
No

Automatically notify support
No

User Response
Regenerate the security certificates.

- **FQXHMCR0002I Job [arg1] was updated**

  Explanation: A component has updated the status of a job

  Arguments

  [arg1] Job number

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  N/a

- **FQXHMCR0003I The web service is now available for general use.**

  Explanation: All pages and servlets have been registered and are now available for use.

  Arguments

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  N/a

- **FQXHMDM0001I Inventory has changed [arg1].**

  Explanation: Changes were detected in the inventory.

  Arguments

[arg1] Details of the inventory changes

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXHMDM0002I Cabinet related has changed [arg1].**

   Explanation: Cabinet related changes were detected.

   Arguments

   [arg1] Details of the changes

   Severity
      Informational

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXHMDM0003I Connectivity to [arg1] [arg2] has been lost. UUID is [arg3].**

   Explanation: The Management Server is unable to communicate with the endpoint.

   Arguments

   [arg1] Endpoint type

   [arg2] Endpoint name

   [arg3] UUID

   Severity
      Informational

   Serviceable
      No

Automatically notify support
No

User Response
Check your network connection to the endpoint.

- **FQXHMDM0004I Connectivity to [arg1] [arg2] has been restored. UUID is [arg3].**

  Explanation: The Management Server is able to communicate with the endpoint.

  Arguments

  [arg1] Endpoint type

  [arg2] Endpoint name

  [arg3] UUID

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMDM0125I User [arg1] requested a power action [arg2] - on device [arg3]. [arg4]**

  Explanation: A power action has been issued to this target.

  Arguments

  [arg1] user

  [arg2] new PowerManagementState

  [arg3] UUID of Target

  [arg4] slot

  Severity
  informational

  Serviceable

no

Automatically notify support
no

User Response
None

- **FQXHMDM0126I User [arg1] set boot order - [arg2] - on device [arg3]. [arg4]**

  Explanation: A boot order operation has been issued to this target.

  Arguments

  [arg1] user

  [arg2] new BootOrder

  [arg3] UUID of Target

  [arg4] slot

  Severity
  informational

  Serviceable
  no

  Automatically notify support
  no

  User Response
  None

- **FQXHMDM0127I User [arg1] requested a cryptography/NIST action [arg2] on device [arg3]. [arg4]**

  Explanation: A cryptography/NIST request has been issued to this target.

  Arguments

  [arg1] user

  [arg2] new cryptographymode

  [arg3] UUID of Target

  [arg4] slot

Severity
informational

Serviceable
no

Automatically notify support
no

User Response
None

- **FQXHMDM0128I User [arg1] requested a power capping action [arg2] on device [arg3]. [arg4]**
  Explanation: A power capping action has been issued to this target.

  Arguments

  [arg1] user

  [arg2] new powerCapping

  [arg3] UUID of Target

  [arg4] slot

  Severity
  informational

  Serviceable
  no

  Automatically notify support
  no

  User Response
  None

- **FQXHMDM0129I User [arg1] performed an inventory property change action on device [arg2]. [arg3]**
  Explanation: An inventory property change action has been issued to this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

[arg3] slot

Severity
    informational

Serviceable
    no

Automatically notify support
    no

User Response
    None

- **FQXHMDM0130I User [arg1] requested a CMM failover operation on device [arg2].**
    Explanation: A CMM failover operation has been issued to this target.

    Arguments

    [arg1] user

    [arg2] UUID of Target

    Severity
        informational

    Serviceable
        no

    Automatically notify support
        no

    User Response
        None

- **FQXHMDM0131I A power action started by user [arg1] was sent successfully to device [arg2]. [arg3]**
    Explanation: A power action was sent successfully to this target.

    Arguments

    [arg1] user

    [arg2] UUID of Target

    [arg3] slot

    Severity

informational

Serviceable
no

Automatically notify support
no

User Response
None

- **FQXHMDM0132I A boot order operation started by user [arg1] completed successfully on device [arg2]. [arg3]**

  Explanation: A boot order operation completed successfully on this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  [arg3] slot

  Severity
  informational

  Serviceable
  no

  Automatically notify support
  no

  User Response
  None

- **FQXHMDM0133I A cryptography/NIST action initiated by user [arg1] completed successfully on device [arg2]. [arg3]**

  Explanation: A cryptography/NIST action completed successfully on this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  [arg3] slot

  Severity

informational

Serviceable
no

Automatically notify support
no

User Response
None

- **FQXHMDM0134I A power capping action initiated by user [arg1] completed successfully on device [arg2]. [arg3]**

  Explanation: A power capping action completed successfully on this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  [arg3] slot

  Severity
  informational

  Serviceable
  no

  Automatically notify support
  no

  User Response
  None

- **FQXHMDM0135I An inventory property change action started by user [arg1] completed successfully on device [arg2]. [arg3]**

  Explanation: An inventory property change action completed successfully on this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  [arg3] slot

  Severity

informational

Serviceable
no

Automatically notify support
no

User Response
None

- **FQXHMDM0136I A CMM failover operation started by user [arg1] completed successfully on device [arg2]..**

  Explanation: A CMM failover operation completed successfully on this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  informational

  Serviceable
  no

  Automatically notify support
  no

  User Response
  None

- **FQXHMDM0137I An LED operation that was started by user [arg1] completed successfully on device [arg2]..**

  Explanation: An LED operation completed successfully on this target.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  informational

  Serviceable
  no

  Automatically notify support
  no

User Response
    None

- **FQXHMDM0138G User [arg1] cannot perform a power operation on endpoint [arg2] because of connection issues.**

    Explanation: The power operation could not be performed on the endpoint because there were connectivity issues during the power operation.

    Arguments

    [arg1] user

    [arg2] UUID of Target

    Severity
        warning

    Serviceable
        no

    Automatically notify support
        no

    User Response
        From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to perform the power operation again.

- **FQXHMDM0139G User [arg1] cannot modify the boot order on endpoint [arg2] because of connection issues.**

    Explanation: The boot order on the endpoint cannot be modified because there were connectivity issues during the boot order modification operation.

    Arguments

    [arg1] user

    [arg2] UUID of Target

    Severity
        warning

    Serviceable
        no

    Automatically notify support
        no

    User Response
        From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to modify the boot order again.

- **FQXHMDM0140G A cryptography/NIST operation started by user [arg1] on device [arg2] was not successful because of connection issues.**

  Explanation: The cryptography/NIST operation could not complete because there were connectivity issues during the operation.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

  User Response
  From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to perform the cryptography/NIST operation again.

- **FQXHMDM0141G User [arg1] cannot perform power capping on endpoint [arg2] because of connection issues.**

  Explanation: The power capping of the endpoint could not complete because there were connectivity issues during the operation.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

  User Response
  From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to perform power capping again.

- **FQXHMDM0142G User [arg1] cannot modify an inventory property on endpoint [arg2] because of connection issues.**

  Explanation: The inventory property on the endpoint cannot be changed because there were connectivity issues during the operation.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

  User Response
  From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to change the inventory property again.

- **FQXHMDM0143G User [arg1] cannot initiate a CMM failover on endpoint [arg2] because of connection issues.**

  Explanation: The CMM failover could not occur because there were connectivity issues during the operation.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

  User Response
  From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to perform the failover again.

- **FQXHMDM0144G The led setting operation action started by user User [arg1] cannot set the LED on endpoint [arg2] because of connection issues.**

Explanation: The LED cannot be set on the endpoint because there were connectivity issues during the operation.

Arguments

   [arg1] user

   [arg2] UUID of Target

Severity
   warning

Serviceable
   no

Automatically notify support
   no

User Response
   From the management server dashboard, verify that there is connectivity between the management server and the endpoint. Then attempt to set the LED again.

• **FQXHMDM0145G The operation requested by user [arg1] could not complete because access to endpoint [arg2] was denied.**

Explanation: The requested operation could not complete because access to the endpoint was denied.

Arguments

   [arg1] user

   [arg2] UUID of Target

Severity
   warning

Serviceable
   no

Automatically notify support
   no

User Response
   From the management server Dashboard, verify access from the management server to the endpoint. Then attempt to perform the operation again.

• **FQXHMDM0146G The operation requested by user [arg1] could not complete because access to endpoint [arg2] was denied due to insufficient privileges.**

Explanation: The requested operation could not complete because the user ID used to access to the endpoint does not have sufficient privileges.

Arguments

    [arg1] user

    [arg2] UUID of Target

Severity
    warning

Serviceable
    no

Automatically notify support
    no

User Response
    From the Security Role Groups page, make sure that the user ID used to access the endpoint has sufficient privileges to perform the operation. Then attempt to perform the operation again.

* **FQXHMDM0147G The operation requested by user [arg1] could not complete on endpoint [arg2] because the operation is not supported.**

  Explanation: The operation could not be performed because it is not supported for the specified endpoint.

  Arguments

      [arg1] user

      [arg2] UUID of Target

  Severity
      warning

  Serviceable
      no

  Automatically notify support
      no

  User Response
      Information only; no action is required.

* **FQXHMDM0148G The operation requested by user [arg1] could not complete on endpoint [arg2] because the endpoint is not available.**

  Explanation: The operation cannot be performed because the specified endpoint is not available.

  Arguments

      [arg1] user

[arg2] UUID of Target

Severity
　　warning

Serviceable
　　no

Automatically notify support
　　no

User Response
　　From the management server dashboard, verify that the endpoint is available that that there is
　　connectivity between the management server and the endpoint. Then attempt to perform the
　　operation again.

- **FQXHMDM0149G The operation requested by user [arg1] could not complete on endpoint [arg2] because authentication failed.**

　　Explanation: The operation cannot be performed because there was an authentication failure with
　　user ID used to access the endpoint.

　　Arguments

　　　　[arg1] user

　　　　[arg2] UUID of Target

Severity
　　warning

Serviceable
　　no

Automatically notify support
　　no

User Response
　　From the User Management page, verify that the user has sufficient permissions to access the
　　endpoint. Then attempt to perform the operation again.

- **FQXHMDM0150G The operation requested by user [arg1] could not complete on endpoint [arg2] because authorization credentials are expired.**

　　Explanation: The operation cannot be performed because the authorization credentials have expired.

　　Arguments

　　　　[arg1] user

　　　　[arg2] UUID of Target

Severity
warning

Serviceable
no

Automatically notify support
no

User Response
From the User Management page, update the password for the user ID. Then attempt to perform the operation again.

- **FQXHMDM0151G The operation requested by user [arg1] timed out on device [arg2].**

  Explanation: The requested operation timed out.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

  User Response
  Wait a few minutes and attempt to perform the operation again.

- **FQXHMDM0152G The operation requested by user [arg1] was interrupted on device [arg2].**

  Explanation: The requested operation could not complete because it was interrupted.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

User Response
From the management server Dashboard, verify access from the management server to the endpoint. Wait a few minutes and attempt to perform the operation again.

- **FQXHMDM0153G The operation requested by user [arg1] was interrupted on device [arg2].**

  Explanation: The requested operation could not complete because it was interrupted.

  Arguments

  [arg1] user

  [arg2] UUID of Target

  Severity
  warning

  Serviceable
  no

  Automatically notify support
  no

  User Response
  Update to the firmware to the latest level, and attempt to manage the device again.

- **FQXHMEM9001J The port number is not valid.**

  Explanation: The port number must be greater than zero.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Enter a port number greater than zero.

- **FQXHMEM9002J The creation of the monitor was unsuccessful. The monitor name {0} is already taken.**

  Explanation: The monitor name must be unique.

  Severity
  Error

  Serviceable
  No

  Automatically notify support

No

User Response
Enter a unique name for the monitor.

- **FQXHMEM9003J The creation of the monitor was unsuccessful. The maximum number of {0} SysLog monitors has been reached.**

  Explanation: The maximum limit of SysLog monitors has been reached.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  To create a new monitor, you must first delete an existing monitor.

- **FQXHMEM9004J The creation of the monitor was unsuccessful. The maximum number of {0} SNMPv3 monitors has been reached.**

  Explanation: The maximum limit of SNMPv3 monitors has been reached.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  To create a new monitor, you must first delete an existing monitor.

- **FQXHMEM9005J The creation of the monitor was unsuccessful. The monitor is not configured correctly.**

  Explanation: The monitor configuration is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Verify that the configuration is correct.

- **FQXHMEM9006J The creation of the monitor was unsuccessful. The server was not able to save the configuration to the LDAP server.**

    Explanation: An error occurred inside the server while saving the configuration to the LDAP server.

    Severity
    > Error

    Serviceable
    > No

    Automatically notify support
    > No

    User Response
    > Verify that the configuration is correct.

- **FQXHMEM9007I The creation of the monitor was successful.**

    Explanation: The creation of the monitor was successful.

    Severity
    > Information

    Serviceable
    > No

    Automatically notify support
    > No

    User Response
    > Information only; no action is required.

- **FQXHMEM9008I The monitor was updated successfully.**

    Explanation: The monitor was updated successfully.

    Severity
    > Information

    Serviceable
    > No

    Automatically notify support
    > No

    User Response
    > Information only; no action is required.

- **FQXHMEM9009I The monitor was reset successfully.**

    Explanation: The monitor was reset successfully.

    Severity
    > Information

    Serviceable
    > No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMEM9010J The reset of the monitor was unsuccessful.**

  Explanation: The monitor could not be reset.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Refresh the web page.

- **FQXHMEM9011J The update of the monitor was unsuccessful.**

  Explanation: The monitor could not be updated.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Refresh the web page.

- **FQXHMEM9012J The requested monitor is not available.**

  Explanation: The requested monitor was not found on the server.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Refresh the web page information.

- **FQXHMEM9013J The requested Event Action Task is no longer available.**

  Explanation: The requested task was not found on the server.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Refresh the web page.

• **FQXHMEM9014J The information attached to the request is not complete.**

Explanation: The request does not contain all required information.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
See the REST API documentation to complete all required fields for the request.

• **FQXHMEM9015J The server could not create the required Event Action Task because it is a duplicate of an existing one.**

Explanation: The server already has a task with the same name.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Refresh your information.

• **FQXHMEM9016J The server could not persistently save the required Event Action Task.**

Explanation: An internal server error occurred while saving the task.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response

Retry your request.

- **FQXHMEM9017J The creation of the monitor was unsuccessful. The maximum number of {0} email monitors has been reached.**

  Explanation: The maximum limit of email monitors has been reached.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > To create a new monitor, you must first delete an existing monitor.

- **FQXHMEM9018J The creation of the monitor was unsuccessful. The maximum total number of {0} monitors has been reached.**

  Explanation: The maximum limit of monitors has been reached.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > To create a new monitor, you must first delete an existing monitor.

- **FQXHMEM9019J The URI is not valid.**

  Explanation: The URI does not contain a valid number of path parts for the requested data.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the request with a valid URI.

- **FQXHMEM9020J Invalid parameter.**

  Explanation: The URI contains a parameter that is either unsupported or is not valid.

  Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Retry the request with valid parameters.

- **FQXHMEM9021J Invalid filter.**

    Explanation: The format of the event filter is incorrect.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Retry the request with a valid event filter.

- **FQXHMEM9022J An input field was not valid.**

    Explanation: One of the input fields did not contain a valid value.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    See the REST API documentation to complete all required fields for the request.

- **FQXHMEM9023J The creation of the exclude filter was unsuccessful.**

    Explanation: A required field was not valid or an internal error occurred.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    See the REST API documentation to complete all required fields for the request.

- **FQXHMEM9024J The update of the exclude filter was unsuccessful.**

  Explanation: The exclude filter ID was not valid or an internal error occurred.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the request with a valid exclude filter ID.

- **FQXHMEM9025J The exclude filter could not be deleted.**

  Explanation: An internal error occurred.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry your request. If the problem persists, contact Support.

- **FQXHMEM9026J The exclude filter could not be deleted.**

  Explanation: A filter with the given ID was not found.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check that the requested ID is valid.

- **FQXHMEM9027I The operation completed successfully.**

  Explanation: The operation was successful.

  Severity
  > Information

  Serviceable
  > No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXHMEM9028J ID not valid.**

Explanation: The requested ID was not found.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Check that the requested ID is valid.

* **FQXHMEM9029J The request body is not valid.**

Explanation: The body of the request was not valid JSON.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Check that the request body is formatted correctly.

* **FQXHMEM9030J Internal error**

Explanation: An internal error occurred during the operation.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry your request. If the problem persists, contact Support.

* **FQXHMEM9031J No description available.**

Explanation: No description available.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response

• **FQXHMEM9032J Look in the online documentation for the device to determine if that event is listed there.**

Explanation: Look in the online documentation for the device to determine if that event is listed there.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response

• **FQXHMEM9033J The authUser name {0} is already taken.**

Explanation: The authUser name must be unique.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Enter a unique authUser name for the monitor.

• **FQXHMEM9034J The certificate was not added in the truststore.**

Explanation: The operation was successful.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMEM9035J The certificate was added in the truststore.**

  Explanation: The operation was successful.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMEM9036J The certificate could not be added in the truststore.**

  Explanation: An internal error occurred.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry your request. If the problem persists, contact Support.

- **FQXHMEM9037J Do you want to add this certificate in the truststore? If you don't add it in the truststore no communication with the specified SMTP server will be possible.**

  Explanation: Do you want to add this certificate in the truststore? If you don't add it in the truststore no communication with the specified SMTP server will be possible.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

- **FQXHMEM9038J A certificate for this SMTP server is already in the truststore.Do you want to replace the existing one with this certificate?**

  Explanation: A certificate for this SMTP server is already in the truststore.Do you want to replace the existing one with this certificate?

  Severity
  > Error

Serviceable
   No

Automatically notify support
   No

User Response

- **FQXHMEM9039J The creation of the monitor was successful but the download of the SMTP server's certificate failed.**

   Explanation: Due to some problems in the configuration of the email forwarder or in the network configuration the download of the SMTP server's certificate failed.Without this certificate in the server's trustore the connection to the specified SMTP server will not be possible.You can add the certificate manually in Administration -> Security -> Trusted Certificates.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Add the certificate in the truststore manually or check the email forwarder configuration and the network configuration.If none of these solutions work please contact Support.

- **FQXHMEM9040J The monitor was updated successfully but the download of the SMTP server's certificate failed.**

   Explanation: Due to some problems in the configuration of the email forwarder or in the network configuration the download of the SMTP server's certificate failed.Without this certificate in the server's trustore , the connection to the specified SMTP server will not be possible.You can add the certificate manually in Administration -> Security -> Trusted Certificates.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Update the certificate in the truststore manually or check the email forwarder configuration and the network configuration.If none of these solutions work please contact Support.

- **FQXHMEM9041J The monitor was updated successfully but the download of the SMTP server's certificate failed.**

   Explanation: Due to some problems in the configuration of the email forwarder or in the network configuration the download of the SMTP server's certificate failed , so the existing certificate could not be updated.Without updating the existing certificate in the server's trustore , the connection to the

specified SMTP server might not be possible.You can update the certificate manually in Administration -> Security -> Trusted Certificates.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Update the certificate in the truststore manually or check the email forwarder configuration and the network configuration.If none of these solutions work please contact Support.

• **FQXHMFC0000N The {0} service is not available.**

    Explanation: An internal error occurred.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Restart the management server and attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMFC0001M The management server encountered an internal error while attempting to import the image into the image repository.**

    Explanation: The management server encountered an internal error while attempting to import the image into the image repository.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Restart the management server and attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0002M The specified operating system image is not valid.**

    Explanation: The specified operating system image is not valid.

Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Attempt the operation again, specifying a supported operating system image.

- **FQXHMFC0003M The imported operating systems could not be retrieved from the image repository.**

  Explanation: The imported operating systems could not be retrieved from the image repository.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Restart the management server and attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0004M An internal error occurred.**

  Explanation: An internal error occurred.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0005M At least one compute node must be specified as a target when deploying an image.**

  Explanation: An internal error (missing deployment target) occurred while attempting to deploy the operating system image.

  Severity
  Error

  Serviceable
  No

  Automatically notify support

No

User Response
    Retry the operation, specifying a valid compute node.

- **FQXHMFC0006M The number of image deployments in progress ({0}) and the newly requested image deployments ({1}) exceeds the maximum number of images that can be deployed concurrently. You can deploy a maximum of ({2}) images concurrently. Change your request to specify the number of concurrent image deployments that will fit within the allowed maximum amount.**

    Explanation: The number of image deployments in progress ({0}) and the newly requested image deployments ({1}) exceeds the maximum number of images that can be deployed concurrently. You can deploy a maximum of ({2}) images concurrently. Change your request to specify the number of concurrent image deployments that will fit within the allowed maximum amount.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response

- **FQXHMFC0007M The image for compute node {0} cannot be deployed.**

    Explanation: An internal error (missing image deployment data) occurred while attempting to deploy the operating system image for the compute node.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0008M An internal error occurred while attempting to deploy an operating system image.**

    Explanation: An internal error (missing deployment target) occurred while attempting to deploy the operating system image.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

User Response

Attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMFC0009M The operating system deployment process did not complete for compute node {0}.**

Explanation: The image deployment process for this compute node did not complete because another image deployment is already in progress for this compute node.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Wait for the currently running image deployment to complete and retry the deployment. If the problem persists, contact Support.

• **FQXHMFC0010I Image deployment lock acquired for compute node {0} ({1}).**

Explanation: Image deployment lock acquired for compute node {0} ({1}).

Severity

Information

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXHMFC0011I Pre-deployment validation completed successfully for all specified compute nodes.**

Explanation: Pre-deployment validation completed successfully for all specified compute nodes.

Severity

Information

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXHMFC0012M The operating system deployment process did not complete for compute node {0} ({1}). The image deployment process for this compute node has timed out while preparing for image deployment at {2}. Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node.**

    Explanation: The operating system deployment process did not complete for compute node {0} ({1}). The image deployment process for this compute node has timed out while preparing for image deployment at {2}. Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response

- **FQXHMFC0013I All compute node preparation for image deployment has completed successfully.**

    Explanation: All compute node preparation for image deployment has completed successfully.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMFC0014I Started monitoring {0} image deployments for compute nodes {1}.**

    Explanation: Started monitoring {0} image deployments for compute nodes {1}.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMFC0015M The operating system deployment process did not complete for compute node {0} ({1}). The image deployment process for this compute node has timed out because its status has not been updated from {2} in the last {3} minutes. Make sure that the compute node**

is functioning and that there is a working network connection between the management server and the compute node.

Explanation: The operating system deployment process did not complete for compute node {0} ({1}). The image deployment process for this compute node has timed out because its status has not been updated from {2} in the last {3} minutes. Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response

- **FQXHMFC0016I Image deployment has completed successfully on the compute node {0} ({1}).**

  Explanation: Image deployment has completed successfully on the compute node {0} ({1}).

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMFC0017I Image deployment has completed successfully for all specified compute nodes.**

  Explanation: Image deployment has completed successfully for all specified compute nodes.

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMFC0018M The operating system deployment process did not complete for the compute node.**

  Explanation: The image deployment process did not complete because the management server could not create a node profile for this compute node.

  Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMFC0019M The operating system deployment process did not complete for compute node {0} ({1}).**

Explanation: The image deployment process for this compute node did not complete because an internal exception occurred while creating a node profile for this compute node.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMFC0020M The operating system deployment process did not complete for the compute node.**

Explanation: The image deployment process did not complete because the management server could not get node profile information for this compute node.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMFC0021M The operating system deployment process did not complete for compute node {0} ({1}).**

Explanation: The image deployment process for this compute node did not complete because a node profile was not found for this compute node.

Severity
Error

Serviceable
No

Automatically notify support

No

User Response

Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0022M Could not delete node profile information for the compute node.**

  Explanation: An internal error occurred while attempting to delete node profile.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0023M The operating system deployment process did not complete for the compute node.**

  Explanation: The image deployment process did not complete because the management server could not create a bootable ISO image for this compute node.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0024M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process did not complete because the management server could not create a bootable ISO image for this compute node.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0025M The operating system deployment process did not complete for the compute node.**

  Explanation: The image deployment process did not complete because the management server could not mount the remote media to this compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Then attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0026M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process did not complete because the management server could not mount the remote media {0} to this compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0027M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process did not complete because the management server could not mount the remote media {0} to this compute node (error code of {1}).

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0028M Could not unmount the bootable ISO due to missing information about the compute node.**

  Explanation: An internal error (missing compute node target) occurred while attempting to unmount the bootable ISO.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0029M Could not unmount remote media {0} from compute node {1} ({2}).**

  Explanation: Could not unmount remote media {0} from compute node {1} ({2}).

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0030M An {0} error occurred during the unmount of remote media {1} from compute node {2} ({3}).**

  Explanation: An {0} error occurred during the unmount of remote media {1} from compute node {2} ({3}).

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0031M The operating system deployment process did not complete for the compute node.**

  Explanation: The image deployment process did not complete because the management server could not modify the UEFI boot sequence for this compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0032M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process did not complete because the management server could not modify the UEFI boot sequence for this compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0033M The operating system deployment process did not complete for the compute node.**

  Explanation: The image deployment process did not complete because this compute node did not restart.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0034M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process did not complete because the management server cannot restart or power on this compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0035M An internal error occurred due to an invalid or missing value for {0} property in the FlexCat.properties file.**

  Explanation: An internal error occurred due to an invalid or missing value for {0} property in the FlexCat.properties file.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0036M An internal error occurred (JSON response {0}).**

  Explanation: An internal error occurred (JSON response {0}).

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0037M REST method {0} is not supported.**

  Explanation: REST method {0} is not supported.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0038I Image deployment status for compute node {0} ({1}) updated to {2}.**

  Explanation: Image deployment status for compute node {0} ({1}) updated to {2}.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0039M Image deployment status {0} reported for image deployment {1} is not valid.**

  Explanation: An internal error occurred.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  If the deployment failed, attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0040G Image deployment for compute node {0} is not in progress.**

  Explanation: An internal error (missing compute node target) occurred.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0041I A node profile for image deployment was created successfully for compute node {0} ({1}) using node profile name of {2}.**

  Explanation: A node profile for image deployment was created successfully for compute node {0} ({1}) using node profile name of {2}.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0042I A bootable ISO image was created successfully for compute node {0} ({1}) and image name {2}.**

  Explanation: A bootable ISO image was created successfully for compute node {0} ({1}) and image name {2}.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0043I Bootable ISO image {0} has been mounted successfully to compute node {1} ({2}).**

  Explanation: Bootable ISO image {0} has been mounted successfully to compute node {1} ({2}).

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0044I The UEFI boot order sequence has been modified successfully for compute node {0} ({1}).**

Explanation: The UEFI boot order sequence has been modified successfully for compute node {0} ({1}).

Severity
   Information

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXHMFC0045I Restarting compute node {0} ({1}) to boot from the mounted ISO image {2} and perform operating system installation.**

Explanation: Restarting compute node {0} ({1}) to boot from the mounted ISO image {2} and perform operating system installation.

Severity
   Information

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXHMFC0046I Image deployment preparation completed successfully for compute node {0} ({1}).**

Explanation: Image deployment preparation completed successfully for compute node {0} ({1}).

Severity
   Information

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXHMFC0047M The operating system deployment process did not complete for compute node {0} ({1}). An error occurred while trying to restart the compute node. Wait several minutes and verify that the image was successfully deployed on the compute node by attempting to discover the operating system through the management server.**

Explanation: The operating system deployment process did not complete for compute node {0} ({1}). An error occurred while trying to restart the compute node. Wait several minutes and verify that the image was successfully deployed on the compute node by attempting to discover the operating system through the management server.

Severity

    Error

Serviceable

    No

Automatically notify support

    No

User Response

- **FQXHMFC0048M The operating system deployment process did not complete for compute node {0} ({1}). The image deployment process for this compute node has timed out because its status has not been updated from {2} in the last {3} minutes. Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.**

  Explanation: The operating system deployment process did not complete for compute node {0} ({1}). The image deployment process for this compute node has timed out because its status has not been updated from {2} in the last {3} minutes. Make sure that the compute node is functioning and that there is a working network connection between the management server and the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

  Severity

      Error

  Serviceable

      No

  Automatically notify support

      No

  User Response

- **FQXHMFC0051I Image deployment completed successfully for compute node {0} ({1}).**

  Explanation: Image deployment completed successfully for compute node {0} ({1}).

  Severity

      Information

  Serviceable

      No

  Automatically notify support

      No

  User Response

      Information only; no action is required.

- **FQXHMFC0053M Global settings have not been applied.**

  Explanation: The IP assignments mode for image deployments cannot be changed while there are images currently being deployed.

  Severity

      Error

Serviceable
No

Automatically notify support
No

User Response
Wait until all images have been deployed and retry the operation.

- **FQXHMFC0054M Global settings have not been applied.**

    Explanation: The IP assignments mode for image deployments cannot be changed because an internal error occurred.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0055M The operating system cannot be deployed for compute node {0} ({1}).**

    Explanation: The management server cannot deploy the operating system to the compute node because there is not enough free storage space in {0} on the management server to host the bootable ISO image.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Delete an image from the management server image repository and retry the operation.

- **FQXHMFC0056M The specified operating system profile cannot be deleted.**

    Explanation: An internal error occurred while attempting to delete the operating system profile.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Attempt the operation again, specifying a valid operating system profile to be deleted.

- **FQXHMFC0057M The maximum number of imported operating systems has been reached.**

  Explanation: The management server supports a maximum of {0} imported operating system images.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Delete an operating system image and attempt to import the image again.

- **FQXHMFC0058N The image deployment service is disabled.**

  Explanation: The image deployment service is disabled.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Restart the management server and attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0059M The default operating system credentials have not been changed.**

  Explanation: The default operating system credentials cannot be changed while there are images currently being deployed.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Wait until all images have been deployed and retry the operation.

- **FQXHMFC0060M The default operating system credentials have not been changed.**

  Explanation: An error occurred while updating the default operating system credentials for key {0}.

  Severity
  Error

  Serviceable

No

Automatically notify support
No

User Response
Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0061M The default operating system credentials have not been changed.**

  Explanation: An error occurred while updating the default operating system credentials.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0062M Could not get the default credentials to be used during operating system deployment.**

  Explanation: Could not get the default credentials to be used during operating system deployment.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0063M The operating system image {0} cannot be imported.**

  Explanation: The management server image repository directory does not have enough free space to import the given operating system image of size {0}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Delete unused operating system images and attempt the import operation again.

- **FQXHMFC0065M The operating system deployment process did not complete for compute node {0} ({1}). An unknown error occurred during the operating system installation. Attempt the operation again. If the problem persists, contact Support.**

  Explanation: The operating system deployment process did not complete for compute node {0} ({1}). An unknown error occurred during the operating system installation. Attempt the operation again. If the problem persists, contact Support.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response

- **FQXHMFC0066M The operating system deployment process did not complete for compute node {0} ({1}). Deployment of the ESXi operating system to SAN storage volume {2} is not supported to this compute node because it has a local hard disk present. Disable the local hard disk using the uEFI setup for this compute node and attempt to deploy this image again.**

  Explanation: The operating system deployment process did not complete for compute node {0} ({1}). Deployment of the ESXi operating system to SAN storage volume {2} is not supported to this compute node because it has a local hard disk present. Disable the local hard disk using the uEFI setup for this compute node and attempt to deploy this image again.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response

- **FQXHMFC0067M The operating system deployment process did not complete for compute node {0} ({1}). The selected storage option of {2} was not found for this compute node during the operating system installation. Make sure that the compute node has the selected storage option. Attempt to deploy the image again. If the problem persists, contact Support.**

  Explanation: The operating system deployment process did not complete for compute node {0} ({1}). The selected storage option of {2} was not found for this compute node during the operating system installation. Make sure that the compute node has the selected storage option. Attempt to deploy the image again. If the problem persists, contact Support.

  Severity
  Error

  Serviceable
  No

  Automatically notify support

No

User Response

- **FQXHMFC0068M The operating system deployment process did not complete for compute node {0} ({1}). An unsupported USB key was found for this compute node during the operating system installation. Make sure that the compute node has a supported USB key. Attempt to deploy the image again. If the problem persists, contact Support.**

  Explanation: The operating system deployment process did not complete for compute node {0} ({1}). An unsupported USB key was found for this compute node during the operating system installation. Make sure that the compute node has a supported USB key. Attempt to deploy the image again. If the problem persists, contact Support.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response

- **FQXHMFC0069M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process for this compute node did not complete because the selected storage option of {0} is not valid.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Attempt to deploy the image again using a valid storage option. If the problem persists, contact Support.

- **FQXHMFC0070M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The selected storage option of {0} is not a valid storage option for deploying the {1} operating system.

  Severity
    Error

  Serviceable
    No

  Automatically notify support

No

User Response
Attempt to deploy the image again using a valid storage option. If the problem persists, contact Support.

- **FQXHMFC0071M The operating system deployment process did not complete for compute node {0} ({1}).**

    Explanation: The selected storage option of {0} is not a valid storage option for this compute node.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Attempt to deploy the image again using a valid storage option. If the problem persists, contact Support.

- **FQXHMFC0072M The operating system deployment process did not complete for compute node {0} ({1}).**

    Explanation: The image deployment process for this compute node did not complete because the management server cannot identify the selected SAN storage volume {0}.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    From the management server, verify that the correct SAN storage volume is selected and attempt to deploy the image again. If the problem persists, contact Support.

- **FQXHMFC0073M The operating system deployment process has been stopped for compute node {0} ({1}).**

    Explanation: The input value for {0} is not valid.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response

Attempt to deploy the image again using a valid value. If the problem persists, contact Support.

- **FQXHMFC0074I The operating system deployment process will be using the {0} method for assigning an IP address when configuring the deployed operating system.**

  Explanation: The operating system deployment process will be using the {0} method for assigning an IP address when configuring the deployed operating system.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0075M The operating system deployment process has been stopped for compute node {0} ({1}).**

  Explanation: This compute node is configured to boot in legacy only mode.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Configure the boot mode to \"UEFI Only\" or \"UEFI and Legacy\" using Configuration Patterns on the management server or the UEFI setup on this compute node and attempt to deploy this image again.

- **FQXHMFC0076M The operating system deployment process has been stopped for compute node {0} ({1}).**

  Explanation: An internal exception occurred while determining the current boot mode of this compute node

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0077M Already at the maximum number of image being imported concurrently.**

  Explanation: Only one image can be imported at a time.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Wait until the active image has been imported into the management server. Then, attempt the operation again.

- **FQXHMFC0078M Already at the maximum number of image operations concurrently.**

  Explanation: Only one image delete or import operation is allowed at a time.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Wait until the previous operation is finished. Then, attempt the operation again.

- **FQXHMFC0079M An image by that name already exists in the image repository.**

  Explanation: An operating system image with the same file name has already been imported. The existing image in the image repository cannot be overwritten.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Before uploading this image to the repository, delete the existing image from the repository.

- **FQXHMFC0080M Unable to obtain the list of all chassis.**

  Explanation: An internal error occurred while obtaining the list of all chassis.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
No

User Response
Attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0081M Unable to mount the ISO image from the compute node.**

Explanation: An internal error occurred while mounting the ISO image.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0082M Unable to unmount the ISO from the compute node.**

Explanation: An internal error occurred while unmounting the ISO image.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0083M Unable to deploy the operating system to the compute node.**

Explanation: An internal error occurred while deploying the operating system.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0084M Verification of checksum failed.**

Explanation: The checksum algorithm is not supported in the system.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Contact Support.

- **FQXHMFC0085M The checksum of the imported ISO image does not match the provided checksum.**

  Explanation: This issue can occur because of network issues or because the wrong checksum is provided.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the checksum matches the ISO image and attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0086M Could not set the host name to be used during operating system deployment.**

  Explanation: Could not set the host name to be used during operating system deployment.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure your host name is less than 16 characters long and attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0093M Authentication failed.\nMake sure that the user ID and password are correct. Then, try again.**

  Explanation: Authentication failed.\nMake sure that the user ID and password are correct. Then, try again.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
    No

User Response

- **FQXHMFC0094F Another user is currently logged into remote media for this compute node. Only one user may be logged into remote media functions at a time.**

    Explanation: Another user is currently logged into remote media for this compute node. Only one user may be logged into remote media functions at a time.

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

    User Response

- **FQXHMFC0095F The operation being attempted has timed out. The operation was : {0}.**

    Explanation: The operation being attempted has timed out. The operation was : {0}.

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

    User Response

- **FQXHMFC0096M An unexpected exception occurred. The exception was : {0}. See the error log for details.**

    Explanation: An unexpected exception occurred. The exception was : {0}. See the error log for details.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Try the operation again. If the problem persists, contact support.

- **FQXHMFC0097F There are not enough available drives on the compute node to mount all selected devices.**

Explanation: There are not enough available drives on the compute node to mount all selected devices.

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response
   Attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0098F Unable to determine the type of drive for Virtual Media.**

Explanation: Unable to determine the type of drive for Virtual Media.

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response
   Attempt the operation again. If the problem persists, contact Support.

• **FQXHMFC0099F Could not map a drive for the following device: {0}.**

Explanation: Could not map a drive for the following device: {0}.

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response
   See the event log for more information about resolving the issue. If the problem persists, contact
   support.

• **FQXHMFC0100M Unable to mount to the compute node because a connection could be be
   established.**

Explanation: Unable to mount to the compute node because a connection could be be established.

Severity
   Error

Serviceable
   No

Automatically notify support
>   No

User Response
>   See the event log for more information about resolving the issue. If the problem persists, contact support.

*   **FQXHMFC0101F A socket error has occurred. All connections have been closed.**

    Explanation: A socket error has occurred. All connections have been closed.

    Severity
    >   Warning

    Serviceable
    >   No

    Automatically notify support
    >   No

    User Response
    >   See the event log for more information about resolving the issue. If the problem persists, contact support.

*   **FQXHMFC0102F An internal operating system deployment error has occurred for the compute node.**

    Explanation: The operating system deployment process did not complete because an internal error has occurred.

    Severity
    >   Warning

    Serviceable
    >   No

    Automatically notify support
    >   No

    User Response
    >   Attempt to perform the operation again. If the problem persists, contact Support.

*   **FQXHMFC0103M A serious error has occurred.**

    Explanation: A serious error has occurred.

    Severity
    >   Error

    Serviceable
    >   No

    Automatically notify support
    >   No

    User Response
    >   See the event log for more information about resolving the issue. If the problem persists, contact support.

- **FQXHMFC0104M Could not mount the remote drive to the compute node.**

  Explanation: Could not mount the remote drive to the compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > See the event log for more information about resolving the issue. If the problem persists, contact support.

- **FQXHMFC0105M Could not upload the image to the compute node.**

  Explanation: Could not upload the image to the compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > See the event log for more information about resolving the issue. If the problem persists, contact support.

- **FQXHMFC0106M Could not upload the image to the compute node due to insufficient space on the compute node.**

  Explanation: Could not upload the image to the compute node due to insufficient space on the compute node.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that there is sufficient space on the compute node for the image. Then, attempt the operation again.

- **FQXHMFC0107M Could not upload the image to the compute node because another image with the same name already exists on the compute node.**

Explanation: Could not upload the image to the compute node because another image with the same name already exists on the compute node.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Remove the existing image from the compute node. Then, attempt the operation again.

- **FQXHMFC0108F Could not remove the image from the compute node.**

  Explanation: Could not remove the image from the compute node.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0109M Could not initialize the connection to the compute node. The exception was: {0}.**

  Explanation: Could not initialize the connection to the compute node. The exception was: {0}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  See the event log for more information about resolving the issue. If the problem persists, contact support.

- **FQXHMFC0110F Cannot mount the device ({0}) to a compute node because it is currently mounted to a different compute node.**

  Explanation: Cannot mount the device ({0}) to a compute node because it is currently mounted to a different compute node.

  Severity
  Warning

  Serviceable

No

Automatically notify support

No

User Response

Unmount the device from the other compute node, and attempt the operation again.

• **FQXHMFC0111F Unable to make a connection to the compute node.**

Explanation: Unable to make a connection to the compute node.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

See the event log for more information about resolving the issue. If problem persist, contact support.

• **FQXHMFC0112M The operating system deployment process did not complete for the compute node.**

Explanation: The operating system deployment process did not fully complete because the installer could not be unmounted from the compute node.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

If the operating system was not installed, restart the IMM and attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMFC0113M The operating system deployment process did not complete for the compute node.**

Explanation: The operating system deployment process did complete because the installer could not be mounted to the compute node.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

    Restart the IMM and attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0114F Images cannot be managed or deployed because the management server does not have a valid IPv4 address configured for the operating system image deployment network interface.**

  Explanation: To manage or deploy an image, the management server must be able to communicate with the compute nodes using an IPv4 address over the image deployment network interface.

  Severity
      Warning

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Go to the Network Access page and make sure that the management server has a valid IPv4 address that exists on the image deployment network interface.

- **FQXHMFC0115F Images cannot be managed or deployed because the operating system deployment network interface is not configured.**

  Explanation: To manage or deploy an image, the management server must be able to communicate with the compute node over the management and the operating system deployment network interfaces (or both network interfaces must be the same).

  Severity
      Warning

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Go to the Network Access page and modify the network configuration to enable the management server to communicate with compute nodes over both interfaces.

- **FQXHMFC0116M Cannot lock compute node {0} ({1}). When deploying an OS image to a compute node, the management server must lock the compute node. However, the management server cannot lock the node now because it is in use by one or more jobs. Retry the OS image deploy after those jobs have completed. If the problem persists, contact Support.**

  Explanation: Cannot lock compute node {0} ({1}). When deploying an OS image to a compute node, the management server must lock the compute node. However, the management server cannot lock the node now because it is in use by one or more jobs. Retry the OS image deploy after those jobs have completed. If the problem persists, contact Support.

  Severity
      Error

Serviceable
    No

Automatically notify support
    No

User Response

- **FQXHMFC0117M An OS image could not be deployed to compute node {0} ({1}) due to an internal error. An internal error while attempting to deploy the operating system image to the compute node. Attempt to perform the operation again. If the problem persists, contact Support.**

  Explanation: An OS image could not be deployed to compute node {0} ({1}) due to an internal error. An internal error while attempting to deploy the operating system image to the compute node. Attempt to perform the operation again. If the problem persists, contact Support.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response

- **FQXHMFC0118I The running job was canceled successfully.**

  Explanation: The running job was canceled successfully.

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMFC0119M Cannot cancel the running job.**

  Explanation: The currently running job cannot be canceled because it is too far along in the process (operating system installation has already started).

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response

Wait until the running job completes. Then check the Job log for any issues that might have occurred during the job.

- **FQXHMFC0120I OS deployment to compute node ({0}) has been started.**

  Explanation: It might take a few minutes to deploy the images. You can monitor progress from the Jobs list.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0121M The operating system deployment process did not complete for the compute node {0}.**

  Explanation: Failed remote media authentication with service processor, error code: {0}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  If the operating system was not installed, restart the IMM and attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0122M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process for this compute node did not complete because the specified operating system is not supported by this compute node.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to deploy again specifying a valid operating system image.

- **FQXHMFC0123M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The image deployment process for this compute node did not complete because the hardware is in secure boot mode.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to deploy again after the node is out of secure boot mode.

- **FQXHMFC0126M The operating system deployment process did not complete for compute node {0}. The image deployment process for this compute node did not complete because it is not managed. Attempt to deploy again after node is managed.**

  Explanation: The operating system deployment process did not complete for compute node {0}. The image deployment process for this compute node did not complete because it is not managed. Attempt to deploy again after node is managed.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response

- **FQXHMFC0127M Unable to obtain the nodes in deploying status.**

  Explanation: An internal error occurred while obtaining the nodes in deploying status.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0128M Unable to obtain the Global Setting data.**

  Explanation: An internal error occurred while obtaining the Global Setting data.

  Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0129M Unable to set the Global Setting data.**

  Explanation: An internal error occurred while setting the Global Setting data.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC0130M Unable to set the Global Setting data.**

  Explanation: The request data is not valid while setting the Global Setting data.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Modify your request data. If the problem persists, contact Support.

- **FQXHMFC0131M Global settings have not been applied.**

  Explanation: The IP assignments mode for image deployments cannot be changed while there are images currently being imported.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Wait until all images have been imported and retry the operation.

- **FQXHMFC0132M The number of Microsoft Windows image deployments in progress ({0}) and the newly requested Microsoft Windows image deployments ({1}) exceeds the maximum number of Microsoft Windows images that can be deployed concurrently. You can deploy a maximum of ({2}) Microsoft Windows images concurrently. Change your request to specify the number of concurrent Microsoft Windows image deployments that will fit within the allowed maximum amount.**

  Explanation: The number of Microsoft Windows image deployments in progress ({0}) and the newly requested Microsoft Windows image deployments ({1}) exceeds the maximum number of Microsoft Windows images that can be deployed concurrently. You can deploy a maximum of ({2}) Microsoft Windows images concurrently. Change your request to specify the number of concurrent Microsoft Windows image deployments that will fit within the allowed maximum amount.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

- **FQXHMFC0133I The running job of importing OS image {0} was canceled by {1} successfully.**

  Explanation: The OS import was canceled.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMFC0134I Uploading the OS image {0} to management server.**

  Explanation: Uploading the OS image {0} to management server.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMFC0135I Copying The OS image {0} to OS repository**

Explanation: Copying The OS image {0} to OS repository

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXHMFC0136I Management Server is checking the checksum of the uploaded image {0}.**

Explanation: Management Server is checking the checksum of the uploaded image {0}.

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXHMFC0137I The OS image {0} is impported to management server successfully.**

Explanation: The OS image {0} is impported to management server successfully.

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXHMFC0138I The importation of operating system {0} was canceled by user {1}.**

Explanation: The importation of operating system image was canceled.

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response

Information only; no action is required.

- **FQXHMFC0139M The operating system deployment process did not complete for compute node {0} ({1}). The deployment process has detected an additional attached disk that contains a System type partition. Microsoft Windows requires that no other System type partitions can exist for the unattended installation to complete successfully. Reconfigure the storage on the server so only the target disk is visible and attempt to deploy the image again.**

  Explanation: The operating system deployment process did not complete for compute node {0} ({1}). The deployment process has detected an additional attached disk that contains a System type partition. Microsoft Windows requires that no other System type partitions can exist for the unattended installation to complete successfully. Reconfigure the storage on the server so only the target disk is visible and attempt to deploy the image again.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

- **FQXHMFC0140M Can not process the request.**

  Explanation: The data sent from client is not valid.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Please correct your data, then make the request again.

- **FQXHMFC0141M The management server encountered an internal error while attempting to import the image into the image repository.**

  Explanation: The data sent to the management server is not valid or the stream was closed by accident from client side.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

User Response
Please correct your data to match the media type format ("multipart/form-data"), then make the request again, please keep the connection is alive before all the data is sent to the management server.

- **FQXHMFC0142M Unable to obtain the inventory change of the nodes.**

    Explanation: The management server encountered an internal error while attempting to get the inventory change of the nodes.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Restart the management server and attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0144M The OS import job can not be created.**

    Explanation: The management server encountered an internal error while attempting to create an OS import job.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Restart the management server and attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMFC0145M The management server did not received any OS import request associated with the job within 30 seconds after the job was created.**

    Explanation: The request was not made in 30 seconds at all or there is an network problem.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response

Please recreate a job for OS import, then import the OS image again, please make sue your request is sent within 30 seconds.

- **FQXHMFC0146I The management server is waitting for the second import request for OS import.**

  Explanation: The second request should be made in 30 seconds.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0149I The importation of operating system was canceled by user {0}.**

  Explanation: The importation of operating system image was canceled.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC0150M An internal error occurred while attempting to save data for Global Settings.**

  Explanation: The license key could not be read from FlexCat.properties.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to save the data again. If the problem persists, contact Support.

- **FQXHMFC0151M An internal error occurred while attempting to save data for Global Settings.**

  Explanation: The Active Directory data could not be read from FlexCat.properties.

  Severity
  Error

Serviceable
    No

Automatically notify support
    No

User Response
    Attempt to save the data again. If the problem persists, contact Support.

- **FQXHMFC0152M An internal error occurred while attempting to save data for Global Settings.**

    Explanation: The license key could not be written to FlexCat.properties.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt to save the data again. If the problem persists, contact Support.

- **FQXHMFC0153M An internal error occurred while attempting to save data for Global Settings.**

    Explanation: The Active Directory data could not be written to FlexCat.properties.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt to save the data again. If the problem persists, contact Support.

- **FQXHMFC0154M OS image file name extension is not valid.**

    Explanation: Only the OS image with "iso" filename extension is supported.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Select an OS image with a file name extension of "iso".

- **FQXHMFC0155M The operating system deployment process has been stopped for compute node {0} ({1}).**

  Explanation: The operating system deployment process was stopped because it is missing required {0} Active Directory information.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify all Active Directory information and attempt to deploy the image again passing required active directory information.

- **FQXHMFC0156M The operating system deployment process has been stopped for compute node {0} ({1}).**

  Explanation: The operating system deployment process was stopped because the specified domain distinguished name contains syntax that is invalid for the Active Directory {0}.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify valid syntax for the active directory domain and organizational unit and attempt to deploy the image again.

- **FQXHMFC0157M The operating system deployment process did not complete for compute node {0} ({1}).**

  Explanation: The selected SAN storage volume of {0} is not a valid storage option for deploying the {1} operating system. The {2} operating system only can be deployed to the first SAN storage volume.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > From the management server, verify that the correct SAN storage volume is selected and attempt to deploy the image again. If the problem persists, contact Support.

- **FQXHMFC0158I The operating system deployment process status has not changed for {0} minutes for compute node {1} ({2}). Deployment will continue until the timeout value is reached, but remote control for the compute node might have additional information on the installation progress.**

  Explanation: The operating system deployment process status has not changed for {0} minutes for compute node {1} ({2}). Deployment will continue until the timeout value is reached, but remote control for the compute node might have additional information on the installation progress.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC049M Could not set an internal password.**

  Explanation: The management server encountered an internal error.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC050M Cannot get the configuration of the management server.**

  Explanation: The management server encountered an internal error.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC147F The image deployment service is initializing.**

  Explanation: The image deployment service is initializing.

  Severity
  Warning

Serviceable
> No

Automatically notify support
> No

User Response
> Wait for a few minutes and attempt the operation again. If the problem persists, contact Support.

- **FQXHMFC148M The operating system image cannot be imported.**

  Explanation: The management server image repository directory does not have enough free space to import the given operating system image.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Delete unused operating system images and attempt the import operation again.

- **FQXHMFC8600G Operating systems on the selected compute nodes will be overwritten.**

  Explanation: When you deploy the images, any existing operating systems on the selected compute nodes are overwritten. Verify that you have selected the correct compute nodes before you continue. Additional settings are required to support operating system deployment on the SD Media Adapter.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMFC8601M The number of compute nodes selected exceeds the number of deployment operations that can occur concurrently.**

  Explanation: A limited number of operating system deployment operations can occur concurrently. You have selected {0} compute nodes. Select {1} or fewer compute nodes and try the deployment again.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

User Response
    Information only; no action is required.

- **FQXHMFC8602I The image deployment job has been started.**

    Explanation: The image deployment job will run in the background. You can either monitor the status in the table below or return to the management server by selecting the link below.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMFC8603M Operating systems cannot be deployed to some of the selected compute nodes.**

    Explanation: Before you can deploy an operating system to a compute node, it must be in a Ready state. The following compute nodes are not in Ready state; they will not receive the deployed image: {0}. Make sure the IP address is configured and that the compute node is accessible by the management server.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMFC8604F Global settings cannot be modified while a deployment is in progress.**

    Explanation: While a deployment is in progress, the global settings cannot be modified. Attempt the operation again after all deployments have been completed.

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMFC8605I The following job has been created and started successfully: {0}**

Explanation: You can monitor job progress by clicking on the Display Properties link.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMFC8606I Deployment in progress**

Explanation: When deployment is complete, return to Initial Setup and check for updates. The time required to complete the deployment depends on the number of nodes, size of the deployed image, and conditions in your network. You can monitor the progress of your job in the Jobs summary at the top of the panel.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMFC8607F Information is still being collected about the management server and its managed chassis.**

Explanation: The information displayed on this panel might not be complete. Wait two minutes, and refresh again. If this message persists, contact Support.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMFC8608I Operating system credentials must be set.**

Explanation: You must set the operating system credentials before you deploy an operating system.

Severity
Information

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMFC8609F Incompatible images have been filtered out**

    Explanation: Some of the imported operating system images have been filtered out of the list of available images because the operating systems are not compatible with the current NIST and TLS security mode settings. To deploy these operating systems, change the NIST security mode to \

    Severity
    > Warning

    Serviceable
    > No

    Automatically notify support
    > No

    User Response
    > Information only; no action is required.

- **FQXHMFC8610F The selection was not valid. You must select an OS image in an .iso format. If you choose a checksum file, it must be in an .md5 format.**

    Explanation:

    Severity
    > Warning

    Serviceable
    > No

    Automatically notify support
    > No

    User Response
    > Information only; no action is required.

- **FQXHMFC8875I User {0} has started operating system deployment of {1} to node {2}.**

    Explanation: An operating system deployment of a server has been started.

    Severity
    > Information

    Serviceable
    > No

    Automatically notify support
    > No

    User Response

Information only; no action is required.

- **FQXHMFC8876M Operating system {0} could not be deployed to node {1} by user {2}.**

  Explanation: An operating system could not be deployed to a node.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Check the job log for this job to determine the cause of the issue and to resolve it.

- **FQXHMFC8877I Operating system {0}] was deployed to node {1} by user {2}.**

  Explanation: An operating system has been deployed to a node.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC8878I User {0} modified the OS deployment default credentials.**

  Explanation: The OS deployment default credentials were modified.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMFC8879I User {0} modified the OS deployment network mode.**

  Explanation: The OS deployment network mode was modified.

  Severity
  Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMFC8880I Operating system {0} was imported by user {1}.**

    Explanation: An operating system image was imported successfully.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMFC8881I Operating system {0} was deleted by user {1}.**

    Explanation: An operating system profile was deleted.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMFC8882I The deployment of operating system {0} to node {1} was canceled by user {2}.**

    Explanation: The deployment of an operating system to a node was canceled.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMFC8883M The deployment of operating system {0} to node {1} cannot be canceled by user {2}.**

  Explanation: The deployment of an operating system to node cannot be canceled.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check the job log for this job to determine the cause of the issue and to resolve it.

- **FQXHMRC0000N The {0} service is not available.**

  Explanation: An internal error occurred.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Restart the management server and attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMRC0001M REST method {0} is not supported.**

  Explanation: REST method {0} is not supported.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Attempt to perform the operation again. If the problem persists, contact Support.

- **FQXHMRC0002M An internal error occurred (JSON response {0}).**

  Explanation: An internal error occurred (JSON response {0}).

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
No

User Response
Attempt to perform the operation again. If the problem persists, contact Support.

• **FQXHMSE0001I The request completed successfully.**

Explanation: The request completed successfully.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0003N The request could not be completed.**

Explanation: The management server encountered an unexpected condition; it cannot complete the request. Attempt the request again. If the problem persists, contact Support.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the operation. If the failure persists, collect service data and report the problem to customer support.

• **FQXHMSE0004G Security policy level [arg1] on [arg2] does not match security policy level [arg3] on the management server.**

Explanation: The management server enforces a chosen security policy for all managed systems. The security policy on the referenced managed system does not match the security policy that is currently set on the management server.

Arguments

[arg1] Security policy level on the managed system.

[arg2] Identifier of system.

[arg3] Security policy level of the management server.

Severity
    Warning

Serviceable
    No

Automatically notify support
    No

User Response
    Change the security policy setting on the referenced managed system to match the current security policy on the management server.

    To change the security policy on a chassis, open a command-line interface session on the Chassis Management Module (CMM) and run one of the following commands:
    – To change the security policy level to Secure:

security -p secure -T mm[p]

    – To change the security policy level to Legacy:

security -p legacy -T mm[p]

- **FQXHMSE0005G Minimum SSL/TLS protocol level [arg1] on [arg2] does not match minimum SSL/TLS protocol level [arg3] on the management server.**

    Explanation: The management server enforces a minimum SSL/TLS protocol level for all managed systems. The minimum SSL/TLS protocol level on the referenced managed system does not match the minimum SSL/TLS protocol that is currently set on the management server.

    Arguments

    [arg1] Minimum SSL/TLS protocol level on the managed system.

    [arg2] Identifier of system.

    [arg3] Minimum SSL/TLS protocol level of the management server

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

    User Response

Change the minimum SSL/TLS protocol level on the specified system to match the setting on the management server.

To change the minimum SSL/TLS protocol level on a chassis, open a command-line interface session on the Chassis Management Module (CMM) and run one of the following commands:
– To change the SSL/TLS protocol level to TLS 1.2 (server only):

crypto -cs tls1.2svr -T mm[p]

– To change the SSL/TLS protocol level to Legacy:

crypto -cs legacy -T mm[p]

- **FQXHMSE0006G Cryptographic mode [arg1] on [arg2] does not match cryptographic mode [arg3] on the management server.**
  Explanation: The management server enforces a cryptographic mode for all managed systems. The cryptographic mode set for the referenced managed system does not match the cryptographic mode currently set for the management server.

  Arguments

  [arg1] Cryptographic mode on the managed system

  [arg2] Identifier of system.

  [arg3] Cryptographic mode of the management server

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Change the cryptographic mode on the specified system to match the setting on the management server.

  To change the cryptographic mode on a chassis, open a command-line interface session on the Chassis Management Module (CMM) and run one of the following commands:
  – To change the cryptographic mode to NIST SP 800-131A strict:

  crypto -m nist800-131a -T mm[p]

  – To change the cryptographic mode to compatibility:

crypto -m nistcomp -T mm[p]

- **FQXHMSE0007G Security policy state on chassis [arg1] is Pending.**

  Explanation: The management server enforces a chosen security policy for all managed chassis. If the security policy level on a Chassis Management Module (CMM) is changed after the compute and storage nodes are up and running, the security policy status will remain in the Pending status until the service processors on the nodes in the chassis have been reset.

  Arguments

  [arg1] Identifier of chassis.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  If the chassis security policy status is Pending, reset the service processor on the compute and storage nodes in the chassis.

  To reset the service processor, open a command-line interface session on the CMM and run the following command:
  –

  reset -T blade[*N*]:sp

  , where*N* is the bay number of the affected node.

- **FQXHMSE0008I Security policy level on [arg1] matches security policy level [arg2] on the management server.**

  Explanation: The security policy level on the referenced managed system matches the security policy level that is currently set on the management server.

  Arguments

  [arg1] Identifier of system.

  [arg2] Security policy level of the management server

  Severity

Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXHMSE0009I Minimum SSL/TLS protocol level on [arg1] matches minimum SSL/TLS protocol level [arg2] on the management server.**

  Explanation: The minimum SSL/TLS protocol level on the referenced managed system matches the minimum SSL/TLS protocol level that is currently set on the management server.

  Arguments

  [arg1] Identifier of system.

  [arg2] Minimum SSL/TLS protocol level of the management server

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXHMSE0010I Cryptographic mode on [arg1] matches cryptographic mode [arg2] on the management server.**

  Explanation: The cryptographic mode set for the referenced managed system matches the cryptographic mode currently set for the management server.

  Arguments

  [arg1] Identifier of system.

  [arg2] Cryptographic mode of the management server

  Severity
  Informational

  Serviceable
  No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXHMSE0101J The Certificate Signing Request (CSR) does not exist or cannot be read.**

    Explanation: The request to download a Certificate Signing Request (CSR) cannot be completed because the CSR does not exist. The CSR must be generated before it can be downloaded.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Make sure that the CSR was generated successfully. Then, attempt to download it again.

• **FQXHMSE0102J The value specified for country code is not valid.**

    Explanation: The country code must be a two-letter value. The value specified for country code has an incorrect length or it contains an character that is not valid.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt the operation again, specifying a valid country code.

• **FQXHMSE0103L The request to generate a Certificate Signing Request (CSR) was not successful.**

    Explanation: The operation to create a CSR could not be completed.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt the operation again. If the problem persists, collect service data and contact Support.

• **FQXHMSE0104J The request to upload a new server certificate was not successful.**

Explanation: The operation to upload and install a new server certificate could not be completed.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Make sure that you have downloaded the certificate created from the latest CSR. Then, attempt to upload the certificate again. If the problem persists, collect service data and contact Support.

* **FQXHMSE0105I Server certificate replaced by user ID [arg1] at IP address [arg2].**

   Explanation: The specified user has uploaded and installed a new server certificate.

   Arguments

   [arg1] User ID of user who generated the request

   [arg2] IP address of user who generated the request

   Severity
      Informational

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

* **FQXHMSE0106I A new server certificate was generated by user ID [arg1] at IP address [arg2].**

   Explanation: The specified user has generated a new server certificate.

   Arguments

   [arg1] User ID of user who generated the request

   [arg2] IP address of user who generated the request

   Severity
      Informational

   Serviceable
      No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXHMSE0107J The request to regenerate a new server certificate was not successful.**

  Explanation: The operation to regenerate and install a new server certificate could not be completed.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to regenerate the certificate again. If the problem persists, collect service data and contact Support.

* **FQXHMSE0108J The request to download the server certificate was not successful.**

  Explanation: The operation to download the server certificate could not be completed.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to download the certificate again. If the problem persists, collect service data and contact Support.

* **FQXHMSE0109J The request to generate a new certificate was not successful.**

  Explanation: The operation to generate a new server certificate could not complete because the value specified for {0} has an incorrect length.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different value and try the request again.

- **FQXHMSE0110J The request to generate a Certificate Signing Request (CSR) was not successful.**

  Explanation: The operation to create a CSR could not complete because the value specified for {0} has an incorrect length.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different value and try the request again.

- **FQXHMSE0111J The request to upload a new server certificate was not successful.**

  Explanation: The operation to upload and install a new server certificate could not complete because the new certificate is the same as the currently installed certificate.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Upload a new certificate that is not a duplicate of the currently installed server certificate.

- **FQXHMSE0112I Trust certificate for chassis [arg1] installed by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user has installed a new trust certificate for the specified chassis.

  Arguments

  [arg1] Identifier of chassis.

  [arg2] User ID of user who accepted the trust certificate

  [arg3] IP address of user who accepted the trust certificate

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

User Response
    Information only; no action is required.

- **FQXHMSE0113J The request to generate a new server certificate was not successful.**

    Explanation: The operation to generate a new server certificate could not complete because one or more chassis are managed. Generating a new server certificate will disrupt communication with managed elements, so this operation may only be used when no chassis is managed.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Unmanage each chassis that is under management and try the request again.

- **FQXHMSE0114J The request to generate a Certificate Signing Request (CSR) was not successful.**

    Explanation: The operation to generate a CSR could not complete because one or more chassis are managed. Uploading a new certificate created from the CSR will disrupt communication with managed elements, so this operation may only be used when no chassis is managed.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Unmanage each chassis that is under management and try the request again.

- **FQXHMSE0115J The request to upload a new server certificate was not successful.**

    Explanation: The operation to upload and install a new server certificate could not complete because one or more chassis are managed. Uploading a new certificate will disrupt communication with managed elements, so this operation may only be used when no chassis is managed.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Unmanage each chassis that is under management and try the request again.

- **FQXHMSE0116F The request to generate a new certificate was not successful.**

  Explanation: The operation to generate a new server certificate could not complete because a certificate created from a Certificate Signing Request is currently installed.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > The operation is not allowed at this time.

- **FQXHMSE0117J The request to resolve the untrusted connection to the endpoint was not successful.**

  Explanation: The operation to compare the certificate currently in use by the endpoint to currently trusted certificates could not be completed due to a formatting error in the request.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Attempt the operation again. If the problem persists, collect service data and contact Support.

- **FQXHMSE0118J The request to resolve the untrusted connection was not successful.**

  Explanation: The operation to resolve the untrusted connection could not complete because the type of endpoint selected for the action is not supported.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Select a supported endpoint and try the request again. To manually resolve untrusted connection issues for the unsupported endpoint, connect to the endpoint directly and confirm that the certificate in use contains the IP address of the endpoint, is not expired, and is signed by a certificate that is trusted by the management server.

- **FQXHMSE0119J The request to resolve the untrusted connection was not successful.**

Explanation: The operation to resolve the untrusted connection could not complete because a resource associated with that endpoint was not found.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Ensure that the endpoint is under management and attempt the operation again. If the problem persists, collect service data and contact Support.

- **FQXHMSE0120I The request to resolve the untrusted connection was not successful.**

    Explanation: The currently trusted certificate for the endpoint matches the certificate currently in use by the endpoint. The untrusted connection is due to another cause of certificate validation failure.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSE0121J The request to generate server certificate was not successful.**

    Explanation: A new server certificate cannot be generated because the management server does not comply with the NIST standard.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Make sure that the cryptographic mode on the management server is set to NIST SP 800-131A and attempt to generate a server certificate again.

- **FQXHMSE0122J The request to replace server certificates was not successful.**

    Explanation: Server certificates cannot be replaced because the management server does not comply with the NIST standard.

    Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Make sure that the cryptographic mode on the management server is set to NIST SP 800-131A and attempt to generate a server certificate again.

* **FQXHMSE0123G The trusted certificate for managed system [arg1] does not comply with the cryptographic mode of the system.**

  Explanation: The certificate in the management server trust store for the referenced managed system contains key lengths or cryptographic signing algorithms that do not comply with the security standards of the referenced managed system's cryptographic mode. This may be an indication that the certificate in the management server trust store does not match the certificate on the referenced managed system.

  Arguments

  [arg1] Identifier of system.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Verify that the management server trust store contains the latest certificate for the referenced managed system.

  To ensure the management server has the latest certificate from a chassis:
    1. Open the Chassis view in the management server to see all managed chassis
    2. Select the referenced managed chassis in the table
    3. Click the All Actions dropdown and select Resolve Untrusted Certificate

* **FQXHMSE0124J The request to download the certificate revocation list (CRL) was not successful.**

  Explanation: The CRL could not be downloaded.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

User Response
　　Attempt to download the CRL again. If the problem persists, collect service data and contact Support.

* **FQXHMSE0125J The request to add the certificate revocation list (CRL) was not successful.**

    Explanation: The CRL could not be added because the format of the CRL is not valid.

    Severity
    　　Error

    Serviceable
    　　No

    Automatically notify support
    　　No

    User Response
    　　Make sure that the CRL is formatted properly. The entire CRL file must be included, including the BEGIN and END lines (-----BEGIN X509 CRL----- and -----END X509 CRL-----). After verifying the CRL format, attempt to upload the CRL again. If the problem persists, collect service data and contact Support.

* **FQXHMSE0126J The request to delete the certificate revocation list (CRL) was not successful.**

    Explanation: The CRL could not be deleted.

    Severity
    　　Error

    Serviceable
    　　No

    Automatically notify support
    　　No

    User Response
    　　Attempt to delete the CRL again. If the problem persists, collect service data and contact Support.

* **FQXHMSE0127J The request to upload a certificate was not successful.**

    Explanation: The new certificate could not be uploaded and installed because the format of the certificate is not valid.

    Severity
    　　Error

    Serviceable
    　　No

    Automatically notify support
    　　No

    User Response
    　　Make sure that the certificate being uploaded is formatted properly. The entire certificate file must be included, including the Begin and End lines (-----BEGIN CERTIFICATE----- and -----END CERTIFICATE-----). After verifying the certificate format, attempt to upload the certificate again. If the problem persists, collect service data and contact Support.

- **FQXHMSE0128J The provided certificate does not meet the current cryptographic mode requirements.**

  Explanation: NIST SP 800-131A compliance requires certificates in the trust store, such as those used for external LDAP servers, to have longer key lengths and stronger cryptographic signature algorithms.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Ensure that the provided certificate contains encryption and hashing algorithms that meet the NIST SP 800-131A standards and then try the operation again.

- **FQXHMSE0130I A new CA root certificate was generated by user ID [arg1] at IP address [arg2].**

  Explanation: The specified user has generated a new CA root certificate.

  Arguments

  > *[arg1]* User ID of user who generated the request

  > *[arg2]* IP address of user who generated the request

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSE0131I A new server certificate was uploaded by user ID [arg1] at IP address [arg2].**

  Explanation: The specified user has uploaded a new server certificate. This replaces the existing server certificate.

  Arguments

  > *[arg1]* User ID of user who uploaded the certificate

  > *[arg2]* IP address of user

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0132I The request to generate the CA root certificate was successful.**

  Explanation: The CA root certificate was regenerated.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0133I The request to generate a new server certificate was successful.**

  Explanation: The new server certificate was generated.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0134I The request to upload new server certificate was successful.**

  Explanation: The existing server certificate has been replaced by the new certificate

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0135J The request to download the CA root certificate was not successful.**

  Explanation: The CA root certificate could not be downloaded.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to download the certificate again. If the problem persists, collect service data and contact Support.

- **FQXHMSE0136J The request to download the internal CA root certificate failed.**

  Explanation: The internal CA root certificate cannot be downloaded because the installed server certificate was signed by an external third-party CA.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Only download this certificate when the installed server certificate has been signed by the internal CA.

- **FQXHMSE0137J The request to upload a new server certificate was not successful.**

  Explanation: The operation to upload and install a new server certificate could not complete because the provided certificate key does not match the generated Certificate Signing Request (CSR) key.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Upload the signed CSR that was provided by the most recent Certificate Signing Request.

- **FQXHMSE0138J The request to upload a new server certificate was not successful.**

  Explanation: The operation to upload and install a new server certificate could not complete because the base or end certificates could not be found in the provided certificate chain.

  Severity

Error

Serviceable
No

Automatically notify support
No

User Response
When uploading the certificate signing chain, include the base certificate, the signed CSR end certificate, and all intermediate signing certificates in the chain.

- **FQXHMSE0139J The request to upload a new server certificate was not successful.**

  Explanation: The operation to upload and install a new server certificate could not complete because the certification path validation of the provided certificate chain did not succeed.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Upload a certificate chain that signs successive certificates in the path according to the PKIX algorithms.

- **FQXHMSE0140J The request to upload a new server certificate was not successful.**

  Explanation: The operation to upload and install a new server certificate could not complete because the format of the certificate is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Ensure that the provided certificate(s) are formatted properly. PEM-formatted certificates must include the Begin and End lines (-----BEGIN CERTIFICATE----- and -----END CERTIFICATE-----). After verifying the certificate format, attempt to upload the certificate again. If the problem persists, collect service data and contact Support.

- **FQXHMSE0141I The endpoint certificate does not match the currently trusted certificate.**

  Explanation: The certificate presented by endpoint {0} is not trusted because it was not signed by a trusted certificate authority.

  Severity
  Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0200I The login was successful for user ID [arg1] at IP address [arg2].**

  Explanation: The specified user has logged in to the management console.

  Arguments

  [arg1] User ID of user who logged in

  [arg2] IP address of user who logged in

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0201I The logout was successful for user ID [arg1] at IP address [arg2].**

  Explanation: The specified user has logged out of the management console.

  Arguments

  [arg1] User ID of user who logged out

  [arg2] IP address of user who logged out

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0202I The login was unsuccessful for user ID [arg1] at IP address [arg2].**

  Explanation: The specified user cannot log in.

  Arguments

  [arg1] User ID of user who attempted to log in

  [arg2] IP address of user who attempted to log in

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0203I Account [arg1] was created by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user has created the specified user account.

  Arguments

  [arg1] User ID of new account

  [arg2] User ID of user who created the account

  [arg3] IP address of user who created the account

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0204I Account [arg1] was changed by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user changed the specified user account.

Arguments

[arg1] User ID of account that was changed

[arg2] User ID of user who changed the account

[arg3] IP address of user who changed the account

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0205I The password was changed by user ID [arg1] at IP address [arg2] for user ID [arg3].**
Explanation: The specified user has changed the password for the specified user account.

Arguments

[arg1] User ID of user who changed the password

[arg2] IP address of user who changed the password

[arg3] User ID of account for which password was changed or reset

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0206I Account [arg1] was deleted by user ID [arg2] at IP address [arg3].**
Explanation: The specified user has deleted the specified account.

Arguments

> *[arg1]* User ID of deleted account

> *[arg2]* User ID of user who deleted account

> *[arg3]* IP address of user who deleted account

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0207I The values of the following system properties have changed. [arg1]**

Explanation: The values of some system properties have changed. This event alerts users of those system properties to take further action if necessary.

Arguments

> *[arg1]* A space-separated list of the names of the system properties that have changed.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0210I The authentication attempt by user ID {0} failed.**

Explanation: User ID {0} cannot be authenticated successfully.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0240I The request to add the user ID {0} completed successfully.**

  Explanation: The request to add the user ID {0} was successful.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSE0241J The request to add the user ID {0} was not successful.**

  Explanation: The request to add the user ID {0} could not complete because of a password policy violation.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a password that satisfies all of the requirements defined by the current account security settings and try the request again.

- **FQXHMSE0242J The request to add the user ID {0} was not successful.**

  Explanation: The request to add the user ID {0} could not complete because the user already exists.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a unique user name and try the request again.

- **FQXHMSE0243J The request to add the user ID {0} was not successful.**

  Explanation: The request to add the user ID {0} could not complete because the user name is not valid.

  Severity
  > Error

  Serviceable

No

Automatically notify support
No

User Response
Specify a valid user name and try the request again.

- **FQXHMSE0244J The request to add the user ID {0} was not successful.**

  Explanation: The request to add the user ID {0} could not complete because the password is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid password and try the request again.

- **FQXHMSE0245J The request to add the user ID {0} was not successful.**

  Explanation: The request to add the user ID {0} could not complete because the user name is reserved.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different user name and try the request again.

- **FQXHMSE0246J The request to add a user was not successful.**

  Explanation: The request to add a user could not complete because a parameter was not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify valid parameters on the request and try the request again.

- **FQXHMSE0247J The request to add the user ID {0} was not successful.**

Explanation: The request to add the user ID {0} could not complete for an unknown reason.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

* **FQXHMSE0250I The request to change the password for {0} completed successfully.**

  Explanation: The request to change the password for {0} was successful.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

* **FQXHMSE0251J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete because of an authentication issue.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify the correct password and try the request again.

* **FQXHMSE0252J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete because of a password policy violation.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
No

User Response
Specify a new password that satisfies all of the requirements defined by the current account security settings and try the request again.

- **FQXHMSE0253J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete because the new password is the same as the current password.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a new password that is not a duplicate of the current password for *{0}* and try the request again.

- **FQXHMSE0254J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete because the new and confirm passwords do not match.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify new and confirmation passwords that match and try the request again.

- **FQXHMSE0255J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete because the new or confirm password is empty.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify new and confirmation passwords that are not empty and try the request again.

- **FQXHMSE0256J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete for an unknown reason.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Try the request again. If the problem persists, contact Support.

- **FQXHMSE0257J The request to change the password for {0} was not successful.**

  Explanation: The request to change the password for {0} could not complete for an unknown reason.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that you filled out all required fields for the request. Then, try the request again. If the problem persists, contact Support.

- **FQXHMSE0260I The request to modify the user ID {0} completed successfully.**

  Explanation: The request to modify the user ID {0} was successful.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSE0261J The request to modify the user ID {0} was not successful.**

  Explanation: The request to modify the user ID {0} could not complete because of a password policy violation.

  Severity
  > Error

  Serviceable

No

Automatically notify support
No

User Response
Specify a password that satisfies all of the requirements defined by the current account security settings and try the request again.

- **FQXHMSE0262J The request to rename the user ID {0} was not successful.**

  Explanation: The request to rename the user ID {0} could not complete because the user already exists.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a unique user name and try the request again.

- **FQXHMSE0263J The request to modify the user ID {0} was not successful.**

  Explanation: The request to modify the user ID {0} could not complete because the user name is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid user name and try the request again.

- **FQXHMSE0264J The request to modify the user ID {0} was not successful.**

  Explanation: The request to modify the user ID {0} could not complete because the password is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid password and try the request again.

- **FQXHMSE0265J The request to modify the user ID {0} was not successful.**

  Explanation: The request to modify the user ID {0} could not complete because the user name is reserved.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a different user name and try the request again.

- **FQXHMSE0266J The request to modify a user was not successful.**

  Explanation: The request to modify a user could not complete because a parameter was not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify valid parameters on the request and try the request again.

- **FQXHMSE0267J The request to modify the user ID {0} was not successful.**

  Explanation: The request to modify the user ID {0} could not complete for an unknown reason.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

- **FQXHMSE0270I The request to delete the user ID {0} completed successfully.**

  Explanation: The request to delete the user ID {0} was successful.

  Severity
  > Information

  Serviceable
  > No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0271J The request to delete the user ID {0} was not successful.**

  Explanation: The request to delete the user ID {0} could not complete for an unknown reason.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Make sure that you filled out all required fields for the request. Then, try the request again. If the problem persists, contact Support.

- **FQXHMSE0272J The request to delete a user was not successful.**

  Explanation: The request to delete a user could not complete because a parameter was not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Make sure that you filled out all required fields for the request. Then, try the request again. If the problem persists, contact Support.

- **FQXHMSE0273J The request to delete the user ID {0} was not successful.**

  Explanation: The request to delete the user ID {0} could not complete because the user name is reserved.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different user name and try the request again.

- **FQXHMSE0274J User ID {0} does not have sufficient permissions for this specific request.**

Explanation: The request from user ID {0} could not complete because the user does not have the proper permissions to carry it out.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Modify the user''s account to augment the user''s role.

- **FQXHMSE0275J An error occurred because the password of the user currently signed on has expired.**

   Explanation: An error occurred because the password of the user currently signed on has expired.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Change the user''s password to prevent such failures.

- **FQXHMSE0276J Session credentials for user ID {0} cannot be verified.**

   Explanation: Request aborted. This is required for security reasons, to ensure that your browser is not being hijacked by third parties.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      User should attempt to log back in.

- **FQXHMSE0277J The request to log in could not be completed successfully.**

   Explanation: No permission information could be retrieved because the user is not a member of any locally defined group.

   Severity
      Error

   Serviceable

No

Automatically notify support
No

User Response
Make sure there is a locally defined group to match the name of a group that the user is a member of on the LDAP directory server. Either create a new locally defined group to match a remote group name or access the LDAP directory server and add the user to a remote group that matches the name of an existing locally defined group. Then, try the request again.

- **FQXHMSE0280J The requested user does not exist.**

  Explanation: The request could not complete because the user does not exist.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different user name and try the request again.

- **FQXHMSE0281J The request could not be completed successfully.**

  Explanation: User management is not permitted when the user authentication method is LDAP.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Change the user authentication method to local and try the request again.

- **FQXHMSE0290J The request to log in could not be completed successfully.**

  Explanation: Your password has expired or must be changed before you can log in.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Connect to the LDAP directory server to change your password, then try to log in again.

- **FQXHMSE0291J The request to log in could not be completed successfully.**

  Explanation: The user name or password you typed is not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > You must log in using the correct user name and password. If you do not know the correct password, ask your system administrator to reset your password on the LDAP directory server.

- **FQXHMSE0292J The request to log in could not be completed successfully.**

  Explanation: The user account has been locked due to too many failed attempts to log in.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Ask your system administrator to unlock the account from the LDAP directory server.

- **FQXHMSE0293J The request to log in could not be completed successfully.**

  Explanation: the LDAP directory server did not provide the reason for the failure.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Try to log in again or ask your system administrator for assistance.

- **FQXHMSE0294J The request to log in could not be completed successfully.**

  Explanation: The user name or password you typed is not valid.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support

No

User Response

You must log in using the correct user name and password. If you do not know the correct password, ask your system administrator to reset your password on the LDAP directory server.

•   **FQXHMSE0295J The request to log in could not be completed successfully.**

Explanation: The account has been locked due to too many failed login attempts.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Ask your system administrator to unlock the account for you.

•   **FQXHMSE0296J The request to log in could not be completed successfully.**

Explanation: The management server did not provide the reason for the failure.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Try to log in again or ask your system administrator for assistance.

•   **FQXHMSE0297J The request to log in could not be completed successfully.**

Explanation: The user account is disabled.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Make sure that the account is enabled or ask your system administrator for assistance.

•   **FQXHMSE0300I Security policy level was changed by user ID [arg1] at IP address [arg2] to [arg3].**

Explanation: The specified user has changed the security policy to the specified level.

Arguments

[arg1] User ID of user who changed the policy level

[arg2] IP address of user who changed the policy level

[arg3] The new security policy level

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0301J Could not change security policy level.**

  Explanation: The request to set the security policy level was not successful because account security settings do not comply with {0} security policy level requirements. The new security policy level requires password policies to be strong, and one or more account security settings do not comply with this requirement. The management server will remain at security policy level {1}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Change the account security settings to values allowed by the *{0}* security policy level and try the request again.

- **FQXHMSE0302J The request to change account security settings was not successful.**

  Explanation: The account security settings could not be changed because of out-of-range values or conflicting settings.

  Severity
  Error

  Serviceable
  No

  Automatically notify support

No

User Response
Change the following security settings to resolve conflicts and try the request again.\

• **FQXHMSE0303I Minimum password length was changed to [arg1] by user ID [arg2] at IP address [arg3].**

Explanation: The specified user changed the minimum password length, which determines the minimum number of characters required for a password.

Arguments

[arg1] The new minimum password length

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0304I Maximum password length was changed to [arg1] by user ID [arg2] at IP address [arg3].**

Explanation: The specified user changed the maximum password length, which determines the maximum number of characters allowed for a password.

Arguments

[arg1] The new maximum password length

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0305I The minimum password reuse cycle setting was changed to [arg1] by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user changed the account security setting for minimum password reuse cycle, which determines the number of password changes before a password can be reused.

  Arguments

  [arg1] The number of password changes before a password can be reused

  [arg2] The ID of user who changed the setting

  [arg3] IP address of user who changed the setting

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0306I The password expiration period setting was changed to [arg1] days by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user changed the password expiration time interval, which determines the number of days that a password is valid before it expires.

  Arguments

  [arg1] The new time interval (in days)

  [arg2] The ID of user who changed the setting

  [arg3] IP address of user who changed the setting

  Severity

Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0307I The inactivity alert period setting was changed to [arg1] days by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user changed the account security setting for inactivity alert period, which determines the number of days a user account can be inactive (not used to log in) before it becomes dormant.

  Arguments

  [arg1] The new time period (in days)

  [arg2] The ID of user who changed the setting

  [arg3] IP address of user who changed the setting

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0308I The minimum password change interval setting changed to [arg1] hours by user ID [arg2] at IP address [arg3].**

  Explanation: The specified user changed the minimum password change interval, which determines the number of hours that a password must be in effect before it can be changed.

  Arguments

  [arg1] The new time period (in hours)

  [arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

* **FQXHMSE0309I The maximum number of login failures setting changed to [arg1] by user ID [arg2] at IP address [arg3].**

    Explanation: The specified user changed the account security setting for maximum number of login failures, which determines the maximum number of login failures before an account is locked out.

    Arguments

    [arg1] The new maximum number of login failures

    [arg2] The ID of user who changed the setting

    [arg3] IP address of user who changed the setting

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

* **FQXHMSE0310I The lockout period after maximum login failures setting changed to [arg1] minutes by user ID [arg2] at IP address [arg3].**

    Explanation: The specified user changed the account security setting for lockout period after maximum login failures, which determines the number of minutes that a user account is locked out after the maximum number of login failures is exceeded.

    Arguments

    [arg1] The new time period (in minutes)

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMSE0311I The simple password rules setting was changed to [arg1] by user ID [arg2] at IP address [arg3].**

    Explanation: The specified user changed the account security setting for simple password rules, which determines the type of password that is acceptable.

    Arguments

    [arg1] The new setting

    [arg2] The ID of user who changed the setting

    [arg3] IP address of user who changed the setting

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMSE0312I The minimum different characters in passwords setting changed to [arg1] by user ID [arg2] at IP address [arg3].**

    Explanation: The specified user changed the account security setting for minimum different characters in passwords, which determines how many unique characters must be used when a password is created or changed.

    Arguments

[arg1] The number of different characters

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0313I The force user to change password on first login setting changed to [arg1] by user ID [arg2] at IP address [arg3].**
Explanation: The specified user changed the account security setting to force users to change password on first access. The user must change the password the next time the user logs in to the management server.

Arguments

[arg1] The new setting

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0314I The password expiration warning period setting changed to [arg1] by user ID [arg2] at IP address [arg3].**
Explanation: The specified user changed the account security setting to warn users when their passwords are close to expiring. Warnings will be displayed [arg1] days before a user's password will expire.

Arguments

> *[arg1]* The new setting

> *[arg2]* The ID of user who changed the setting

> *[arg3]* IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0315J The request to change the minimum password length was not successful.**

    Explanation: The minimum password length must be a value in the range {0} to {1}.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Specify a different value and try the request again.

- **FQXHMSE0316J The request to change the maximum password length was not successful.**

    Explanation: The maximum password length must be a value in the range {0} to {1}.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Specify a different value and try the request again.

- **FQXHMSE0317J The request to change the minimum password reuse cycle was not successful.**

Explanation: The minimum password reuse cycle must be a value in the range {0} to {1}.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Specify a different value and try the request again.

• **FQXHMSE0318J The request to change the password expiration period was not successful.**

Explanation: The password expiration period must be a value in the range {0} to {1}.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Specify a different value and try the request again.

• **FQXHMSE0319J The request to change the Web inactivity session timeout was not successful.**

Explanation: The Web inactivity session timeout must be a value in the range {0} to {1}.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Specify a different value and try the request again.

• **FQXHMSE0320J The request to change the minimum password change interval was not successful.**

Explanation: The minimum password change interval must be a value in the range {0} to {1}.

Severity
    Error

Serviceable
    No

Automatically notify support

No

User Response
Specify a different value and try the request again.

- **FQXHMSE0321J The request to change the maximum number of login failures was not successful.**

  Explanation: The maximum number of login failures must be a value in the range {0} to {1}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different value and try the request again.

- **FQXHMSE0322J The request to change the lockout period after the maximum login failures was not successful.**

  Explanation: The lockout period after the maximum login failures must be a value in the range {0} to {1}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different value and try the request again.

- **FQXHMSE0323J The request to change the simple password rules was not successful.**

  Explanation: The simple password rules must be set to {0}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different value and try the request again.

- **FQXHMSE0324J The request to change the minimum different characters in a password was not successful.**

Explanation: The minimum number of different characters in a password must be a value in the range {0} to {1}.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Specify a different value and try the request again.

- **FQXHMSE0325J The request to change the password expiration warning period was not successful.**

  Explanation: The password expiration warning period must be greater than or equal to {0}.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a different value and try the request again.

- **FQXHMSE0326J The request to change the requirement to force a user to change password on first access was not successful.**

  Explanation: The value for forcing a user to change the password on first access must be {0} or {1}.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a different value and try the request again.

- **FQXHMSE0327J The request to change the minimum different characters allowed in a password was not successful.**

  Explanation: The minimum different characters allowed in a password must be less than or equal to {0}, which is the value for the maximum password length allowed by the system.

  Severity
  > Error

Serviceable

No

Automatically notify support

No

User Response

Specify a different value and try the request again.

- **FQXHMSE0328J The request to change the minimum password length was not successful.**

  Explanation: The value for the minimum password length must be less than or equal to {0}, which is the value for the maximum password length allowed by the system.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Specify a different value and try the request again.

- **FQXHMSE0329J The request to change the minimum password change interval was not successful.**

  Explanation: The value for the minimum password change interval must be less than or equal to the password expiration period.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Specify a different value and try the request again.

- **FQXHMSE0330J The request to change the password expiration warning period was not successful.**

  Explanation: The password expiration warning period must be less than or equal to the password expiration period.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

User Response
Specify a different value and try the request again.

- **FQXHMSE0331I The request to change security policy level to {0} completed successfully.**

    Explanation: The request to change security policy level to {0} completed successfully.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSE0400I A node account created for user ID [arg1] by user ID [arg2] at IP address [arg3].**

    Explanation: The specified user created a node account for the specified user account.

    Arguments

    [arg1] User ID of node account

    [arg2] User ID of user who changed the setting

    [arg3] IP address of user who changed the setting

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSE0401I A node account for user ID [arg1] changed by user ID [arg2] at IP address [arg3].**

    Explanation: The specified user changed the node account for the specified user account.

    Arguments

    [arg1] User ID of changed account

[arg2] User ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0402I A node account for user ID [arg1] deleted by user ID [arg2] at IP address [arg3].**
  Explanation: The specified user deleted the node account for the specified user account.

  Arguments

  [arg1] User ID of deleted account

  [arg2] User ID of user who changed the setting

  [arg3] IP address of user who changed the setting

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0403I Centralized node account management was enabled for chassis [arg1] by user ID [arg2] at IP address [arg3].**
  Explanation: The specified user enabled management of node account on the specified chassis.

  Arguments

  [arg1] Identifier of chassis

  [arg2] User ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXHMSE0404I Node account management responsibility was transferred to chassis [arg1].**

   Explanation: The specified chassis is no longer managed and responsibility for managing node accounts has transferred to the chassis.

   Arguments

   [arg1] Identifier of chassis

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXHMSE0405I A node account for user ID [arg1] was activated on chassis [arg2] by user ID [arg3] at IP address [arg4].**

   Explanation: The specified user activated the specified node account on the specified chassis.

   Arguments

   [arg1] User ID of node account

   [arg2] Identifier of chassis

   [arg3] User ID of user who changed the setting

   [arg4] IP address of user who changed the setting

Severity
> Informational

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMSE0406I A node account for user ID [arg1] was deactivated on chassis [arg2] by user ID [arg3] at IP address [arg4].**

  Explanation: The specified user deactivated the specified node account on the specified chassis.

  Arguments

  > *[arg1]* User ID of node account

  > *[arg2]* Identifier of chassis

  > *[arg3]* User ID of user who changed the setting

  > *[arg4]* IP address of user who changed the setting

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSE0500J The provided cryptographic mode value is not valid.**

  Explanation: The provided cryptographic mode value does not match one of the expected string values. The requested operation was not performed.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

Correct the value and try the operation again.

• **FQXHMSE0501J The provided minimum SSL/TLS protocol level is not valid.**

   Explanation: The provided minimum SSL/TLS protocol level does not match one of the expected string values. The requested operation was not performed.

   Severity
   Error

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Correct the value and try the operation again.

• **FQXHMSE0502J The cryptographic mode is not compatible with the minimum SSL/TLS protocol level.**

   Explanation: NIST800-131A compliance requires a minimum SSL/TLS protocol of TLS 1.2. Any SSL/TLS protocol level that is lower than TLS 1.2 is not allowed when the cryptographic mode is set to NIST800-131A. The requested operation was not performed.

   Severity
   Error

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Choose a minimum cipher suite level that is compatible with NIST mode NIST800-131A or change the NIST mode and try the operation again.

• **FQXHMSE0503I The minimum SSL/TLS protocol level was changed to [arg1] by user ID [arg2] at IP address [arg3].**

   Explanation: The specified user changed the minimum SSL/TLS protocol level to the specified value.

   Arguments

   [arg1] Value of new setting

   [arg2] User ID of user who changed the setting

   [arg3] IP address of user who changed the setting

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMSE0504I The cryptographic mode was changed to [arg1] by user ID [arg2] at IP address [arg3].**
    Explanation: The specified user changed the cryptographic mode setting to the specified value.

    Arguments

    [arg1] Value of new setting

    [arg2] User ID of user who changed the setting

    [arg3] IP address of user who changed the setting

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMSE0505J The provided cryptographic mode value cannot be enforced with the current server certificate.**
    Explanation: NIST SP 800-131A compliance requires a server certificate with a longer key length or signed with stronger cryptographic algorithms.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Re-generate the server certificate or sign the Certificate Signing Request (CSR) with encryption and hashing algorithms that meet the NIST SP 800-131A standards.

- **FQXHMSE0506J The provided cryptographic mode value cannot be enforced with the currently configured user node accounts.**

  Explanation: NIST SP 800-131A compliance prohibits the use of MD5 authentication and DES encryption for SNMPv3 user accounts.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Re-configure node accounts to use SHA authentication and AES encryption for SNMPv3 management.

- **FQXHMSE0507J The provided cryptographic mode value cannot be enforced with the current trusted certificates.**

  Explanation: NIST SP 800-131A compliance requires certificates in the trust store, such as those used for external LDAP servers, to have longer key lengths and stronger cryptographic signature algorithms.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Verify that any externally trusted certificates contain encryption and hashing algorithms that meet the NIST SP 800-131A standards and then try the operation again.

- **FQXHMSE0508J An internal connection failure occurred while attempting to change cryptographic settings on the endpoint**

  Explanation: An internal communication problem with the server interrupted the command to change the cryptographic settings on the endpoint

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Open the endpoint's management web UI, navigate to the Cryptographic settings tab in the Security section, and manually change the NIST SP 800-131A cryptographic mode and SSL/TLS protocol level to match the settings in this server. If the failure persists, collect service data and report the problem to customer support.

- **FQXHMSE0509J The command to change the cryptographic settings on the endpoint failed**

  Explanation: An error status code was returned while executing the command to change cryptographic settings on the endpoint

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Attempt to address any hardware or firmware compatibility issues in the endpoint. Then, open the endpoint's management web UI, navigate to the Cryptographic settings tab in the Security section, and manually change the NIST SP 800-131A cryptographic mode and SSL/TLS protocol level to match the settings in this server. If the failure persists, collect service data and report the problem to customer support.

- **FQXHMSE0600I An unsecure connection to the server at address {0}, port {1} completed successfully.**

  Explanation: No transport layer security handshake or server certificate verification was required.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0601I A secure connection to the server at address {0}, port {1} was successful.**

  Explanation: The transport layer security handshake and server certificate verification completed successfully.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0602J An unsecure connection to the server at address {0}, port {1} could not be completed successfully.**

  Explanation: The server could not be reached because the address and port number are incorrect.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify the correct address and port number and try the request again.

- **FQXHMSE0603J A secure connection to the server at address {0}, port {1} could not be completed successfully.**

  Explanation: \

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Make sure that the correct trusted certificates have been imported and that the certificates have not be revoked, Then, try the request again, specifying the correct address and port number.

- **FQXHMSE0604I Binding to the server using the distinguished name {0} completed successfully.**

  Explanation: The client distinguished name and password were recognized by the server.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0605J Binding to the server using the distinguished name {0} could not be completed successfully.**

  Explanation: The server responded with the following message: {1}

  Severity
  Error

Serviceable
No

Automatically notify support
No

User Response
Specify the correct distinguished name and password and try the request again.

- **FQXHMSE0606I A search for user entries on the server completed successfully.**

  Explanation: The server returned {0} user entries. More entries might be available on the server. However, this test search requested at most {1} entries.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0607J A search for user entries on the server could not be completed successfully.**

  Explanation: The server returned the following response: {1}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a distinguished name and password that has permission to access user entries on the server and try the request again.

- **FQXHMSE0608I A search for group entries on the server completed successfully.**

  Explanation: The server returned {0} group entries. More entries might be available on the server. However, this test search requested at most {1} entries.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response

Information only; no action is required.

- **FQXHMSE0609J A search for group entries on the server could not be completed successfully.**

  Explanation: The server returned the following response: {1}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a distinguished name and password that has permission to access group entries on the server and try the request again.

- **FQXHMSE0610J The request to change the LDAP configuration could not be completed successfully.**

  Explanation: A parameter was not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify valid parameters on the request and try the request again.

- **FQXHMSE0611J The request to change the LDAP configuration could not be completed successfully.**

  Explanation: The request to change the LDAP configuration could not complete for an unknown reason.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

- **FQXHMSE0612J The LDAP trusted certificate was not found.**

  Explanation: No LDAP trusted certificate could be found at the specified path.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Specify a valid path and try the request again.

- **FQXHMSE0613J The LDAP trusted certificate could not be added.**

  Explanation: A parameter is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify valid parameters and try the request again.

- **FQXHMSE0614J The changes to the LDAP configuration could not be completed successfully.**

  Explanation: These changes could cause a loss of connectivity to managed systems.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Changes to the LDAP configuration must be made before managing any systems.

- **FQXHMSE0615J The LDAP trusted certificate could not be added.**

  Explanation: The certificate could not be decoded.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Provide a certificate in PEM format and try the request again.

- **FQXHMSE0616I The LDAP server returned the following response to a test search for user entries.**

  Explanation: {0}

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSE0617I The LDAP server returned the following response to a test search for group entries.**

  Explanation: {0}

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSE0618J Unsecure communication to the server at address {0}, port {1} could not be completed successfully.**

  Explanation: The server could be reached, but a communication protocol error occurred. The server might require transport layer security, or it may not be a supported LDAP server.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response

    1. Make sure the server does not require transport layer security.
    2. Make sure the server is a supported LDAP server.
    3. Specify the address and port number of an LDAP server that does not require transport layer security and try the request again.

- **FQXHMSE0619J Secure communication to the server at address {0}, port {1} could not be completed successfully.**

  Explanation: A secure connection to the server was established, but a communication protocol error occurred. The server might not be a supported LDAP server.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify the address and port number of a supported LDAP server and try the request again.

- **FQXHMSE0620I The LDAP server selection method setting changed to [arg1] by user ID [arg2] at IP address [arg3].**

  Explanation: The LDAP server selection method determines whether LDAP server addresses are preconfigured, or resolved through a DNS service record.

  Arguments

  [arg1] The new setting

  [arg2] The ID of user who changed the setting

  [arg3] IP address of user who changed the setting

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0621I A preconfigured LDAP server, [arg1], was added by user ID [arg2] at IP address [arg3].**

  Explanation: Preconfigured server addresses are IP addresses or DNS host names that point to specific LDAP servers.

  Arguments

  [arg1] The preconfigured server and port number in [address]:[port] format

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

*   **FQXHMSE0622I The LDAP root distinguished name setting was changed to [arg1] by user ID [arg2] at IP address [arg3].**

    Explanation: The root distinguished name setting determines the location where LDAP user and group searches begin. A broader root distinguished name, such as dc=example,dc=com, is likely to return more search results than a narrower root distinguished name, such as ou=operations,dc=example,dc=com.

    Arguments

    [arg1] the new setting

    [arg2] The ID of user who changed the setting

    [arg3] IP address of user who changed the setting

    Severity
       Informational

    Serviceable
       No

    Automatically notify support
       No

    User Response
       Information only; no action is required.

*   **FQXHMSE0623I The Active Directory forest name setting was changed to "[arg1]" by user ID [arg2] at IP address [arg3].**

    Explanation: The Active Directory forest name is used to locate Active Directory global catalog servers. Global catalog servers contain information about groups that have members in multiple Active Directory domains.

    Arguments

[arg1] the new setting (blank is a valid value)

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0624I The LDAP domain name setting was changed to "[arg1]" by user ID [arg2] at IP address [arg3].**
Explanation: The domain name is used to locate LDAP servers using a DNS service record. In an Active Directory environment, domain controllers are often located using a DNS service record.

Arguments

[arg1] the new setting (blank is a valid value)

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0625I The LDAP client distinguished name setting was changed to [arg1] by user ID [arg2] at IP address [arg3].**
Explanation: The client distinguished name and password are used to authenticate to LDAP servers to search them for user and group information.

Arguments

[arg1] the new setting

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXHMSE0626I The LDAP client password setting was changed by user ID [arg1] at IP address [arg2].**

   Explanation: The client distinguished name and password are used to authenticate to LDAP servers to search them for user and group information.

   Arguments

   [arg1] The ID of user who changed the setting

   [arg2] IP address of user who changed the setting

   Severity
      Informational

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXHMSE0627I The LDAP SSL setting was changed to [arg1] by user ID [arg2] at IP address [arg3].**

   Explanation: The SSL setting specifies whether connections to LDAP servers should be secured using the SSL or TLS protocols.

   Arguments

[arg1] the new setting

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0628I The LDAP trusted certificate [arg1] was replaced by user ID [arg2] at IP address [arg3].**

  Explanation: Trusted certificates are used to verify the authenticity of the LDAP server before using it for user authentication.

  Arguments

  [arg1] the numeric certificate id

  [arg2] The ID of user who changed the setting

  [arg3] IP address of user who changed the setting

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0629I The LDAP trusted certificate [arg1] was deleted by user ID [arg2] at IP address [arg3].**

  Explanation: Trusted certificates are used to verify the authenticity of the LDAP server before using it for user authentication.

  Arguments

[arg1] the numeric certificate id

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0630I The LDAP user authentication method setting changed to [arg1] by user ID [arg2] at IP address [arg3].**

Explanation: The LDAP user authentication method determines whether users are authenticated locally or through an external LDAP server.

Arguments

[arg1] The new setting

[arg2] The ID of user who changed the setting

[arg3] IP address of user who changed the setting

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSE0631I The LDAP user authentication method was set to [arg1] after a change attempted by user ID [arg2] at IP address [arg3] failed.**

Explanation: Communication with all of the configured LDAP servers was not successful. The LDAP user authentication method was changed to the "Allow logons from local user's" setting.

Arguments

[arg1] The LDAP user authentication method

[arg2] The ID of the user who attempted to change the settings

[arg3] IP address of the user who attempted to change the settings

Severity
    warning

Serviceable
    no

Automatically notify support
    no

User Response
    <p>To manage the endpoint from this management server, you must first go to the management server that is currently managing the endpoint and unmanage it. If the management server that is currently managing this endpoint is not available, you must clear the Common Information Model (CIM) subscription in the endpoint.</p> For Chassis, go to <b><a href="https: For rack servers, go to <b><a href="https:

- **FQXHMSE0640J DNS resolution of LDAP server addresses could not be completed successfully.**

  Explanation: A search of {0} returned no records.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Specify a domain name that contains one or more LDAP service records and try the request again.

- **FQXHMSE0641J The requested user authentication method could not be set successfully.**

  Explanation: A test search returned {0} user and {1} group entries. Setting the user authentication method to LDAP could render your management server inaccessible.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response

Create any missing user or group entries and try the request again.

- **FQXHMSE0642I The requested user authentication method was set successfully.**

  Explanation: A test for connectivity and usability of the specified LDAP configuration indicates that LDAP authentication is likely to be successful.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSE0643J The root distinguished name could not be determined.**

  Explanation: No root distinguished name was specified and the server did not return enough information to accurately determine the correct root distinguished name.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid root distinguished name and try the request again.

- **FQXHMSE0650J The request to change LDAP client settings could not be completed successfully.**

  Explanation: A change could disrupt communication with managed systems.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Unmanage all managed systems and try the request again.

- **FQXHMSE0651I The domain name service returned the following response to a {0} service request.**

  Explanation: {1}:{2}

  Severity

Information

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

* **FQXHMSE0652G The requested user authentication method was set successfully, but some warnings were noted.**

  Explanation: A test for connectivity and usability of the specified LDAP configuration indicates that LDAP authentication is likely to be successful, but some warnings were noted. A complete list of messages has been provided.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Examine the complete list of messages and correct the warnings as needed.

* **FQXHMSE0653J The root distinguished name is not valid.**

  Explanation: The root distinguished name is not formatted correctly.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a valid distinguished name according to RFC4514 and try the request again.

* **FQXHMSE0654G A search for user entries on the server could not be completed successfully.**

  Explanation: The server returned {0} user entries. More entries might be available on the server. However, they could not be located using the specified root distinguished name.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support

No

User Response

- – Specify a blank root distinguished name to allow the management server to discover the correct value. This may not be supported by all LDAP servers.
- – Specify a different root distinguished name to allow the management server to discover more users.

- • **FQXHMSE0655G A search for group entries on the server could not be completed successfully.**

  Explanation: The server returned {0} group entries. More entries might be available on the server. However, they could not be located using the specified root distinguished name.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

  - – If the required groups exist on another server, such as a global catalog, no action is required.
  - – Specify a blank root distinguished name to allow the management server to discover the correct value. This may not be supported by all LDAP servers.
  - – Specify a different root distinguished name to allow the management server to discover more groups.

- • **FQXHMSE0710J The requested group does not exist.**

  Explanation: The request could not complete because the group does not exist.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different group name and try the request again.

- • **FQXHMSE0711J The request to add a group was not successful.**

  Explanation: The request to add a group could not complete because a parameter was not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support

No

User Response
Verify that all parameters on the request are valid and try the request again.

- **FQXHMSE0712J The request to add the group {0} was not successful.**

  Explanation: The request to add the group {0} could not complete because the group name is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid group name and try the request again.

- **FQXHMSE0713J The request to add the group {0} was not successful.**

  Explanation: The request to add the group {0} could not complete because the group name is reserved.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different group name and try the request again.

- **FQXHMSE0714J The request to add the group {0} was not successful.**

  Explanation: The request to add the group {0} could not complete because the group already exists.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a unique group name and try the request again.

- **FQXHMSE0715J The request to add the group {0} was not successful.**

  Explanation: The request to add the group {0} could not complete for an unknown reason.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

- **FQXHMSE0716J The request to modify a group was not successful.**

  Explanation: The request to modify a group could not complete because a parameter was not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify valid parameters on the request and try the request again.

- **FQXHMSE0717J The request to modify the group {0} was not successful.**

  Explanation: The request to modify the group {0} could not complete because the group name is not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Specify a valid group name and try the request again.

- **FQXHMSE0718J The request to modify the group {0} was not successful.**

  Explanation: The request to modify the group {0} could not complete because the group name is reserved.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

User Response
    Specify a different group name and try the request again.

- **FQXHMSE0719J The request to rename the group {0} was not successful.**

    Explanation: The request to rename the group {0} could not complete because the group already exists.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Specify a unique group name and try the request again.

- **FQXHMSE0720J The request to modify the group {0} was not successful.**

    Explanation: The request to modify the group {0} could not complete for an unknown reason.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

- **FQXHMSE0721J The request to delete the group {0} was not successful.**

    Explanation: The request to delete the group {0} could not complete because the group name is reserved.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Specify a different group name and try the request again.

- **FQXHMSE0722J The request to delete the group {0} was not successful.**

    Explanation: The request to delete the group {0} could not complete for an unknown reason.

    Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Make sure that you filled out all required fields for the request. Then, try the request again. If the problem persists, contact Support.

- **FQXHMSE0723I The request to modify the group {0} completed successfully.**

Explanation: Group {0} was modified.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0724I The request to delete the group {0} completed successfully.**

Explanation: Group {0} was deleted.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSE0725J The role group deletion request was not successful.**

Explanation: The request to delete a group could not complete because a parameter was not valid.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response

Make sure that you filled out all required fields for the request. Then, try the request again. If the problem persists, contact Support.

- **FQXHMSE0726J The role group retrieval request was not successful.**

  Explanation: The request to retrieve role group data could not complete because it is not formatted correctly.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid format and try the request again.

- **FQXHMSE0727J The role retrieval request was not successful.**

  Explanation: The request to retrieve role information could not complete because it is not formatted correctly.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid format and try the request again.

- **FQXHMSE0728J The role retrieval request was not successful.**

  Explanation: The request to retrieve role information could not complete because the specified role does not exist.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify an existing role and try the request again.

- **FQXHMSE0729J The role creation request was not successful.**

Explanation: The request to create a role could not complete because the request is not formatted correctly.

Severity
  Error

Serviceable
  No

Automatically notify support
  No

User Response
  Specify a proper format and try the request again.

- **FQXHMSE0730J The role creation request was not successful.**

  Explanation: The request to create a role could not complete because a parameter was not valid.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Verify that all parameters on the request are valid and try the request again.

- **FQXHMSE0731J The request to add a role was not successful.**

  Explanation: The request to add a role could not complete because the role name is not valid.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Specify a valid role name and try the request again.

- **FQXHMSE0732J The request to add a role was not successful.**

  Explanation: The request to add a role could not complete because the specified role name is reserved.

  Severity
    Error

  Serviceable
    No

  Automatically notify support

No

User Response
Specify a different role name and try the request again.

- **FQXHMSE0733J The request to add a role was not successful.**

  Explanation: The request to add a role could not complete because the specified role already exists.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a different role name and try the request again.

- **FQXHMSE0734J The request to add a role was not successful.**

  Explanation: The request to add a role could not complete for an unknown reason.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

- **FQXHMSE0735J The role deletion request was not successful.**

  Explanation: The request to delete a role could not complete because the request is not formatted correctly.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Specify a valid format and try the request again.

- **FQXHMSE0736J The role deletion request was not successful.**

Explanation: The request to delete a role could not complete because the specified role does not exist.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Verify that the role exists before deleting it.

- **FQXHMSE0737J The request to add a role was not successful.**

   Explanation: The request to add a role could not complete for an unknown reason.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Specify valid parameters on the request and try the request again. If the problem persists, contact Support.

- **FQXHMSE0740J The role group deletion request was not successful.**

   Explanation: The request to delete a role group could not complete because it has at least one user member.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Remove all users as members of the specified role group. Then attempt to delete the group again.

- **FQXHMSE0741J The role deletion request was not successful.**

   Explanation: The request to delete a role could not complete because the specified role name is reserved.

   Severity
      Error

   Serviceable
      No

Automatically notify support
   No

User Response
   Do not attempt to delete a role that is reserved.

- **FQXHMSS0004J The download of Service Data file was not successful.**

   Explanation: The download of Service Data files was not successful. The likely reason is that the file is no longer available.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Please retry the action.

- **FQXHMSS1001I The request to change the logger level to {0} was successful.**

   Explanation: The request to change the logger level to {0} was successful.

   Severity
      Information

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXHMSS1002J The request to change the log level of {0} to {1} was not successful.**

   Explanation: The log level requested could not be changed.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Please retry the action.

- **FQXHMSS1003I The request to change the logger size to {0} was successful.**

Explanation: The request to change the logger size to {0} was successful.

Severity
> Information

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMSS1004J The request to change the log size to {0} was not successful.**

  Explanation: The requested value for the log size was not valid.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Please enter a value value for log size.

- **FQXHMSS1006J The request to change the number of Service Data files kept on the server failed.**

  Explanation: There was an error while changing the number of Service Data files archives to keep on the server.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check that the number is a positive, non zero number.

- **FQXHMSS1008J The request to change the suppression time failed.**

  Explanation: There was an error while changing the suppression time.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support

No

User Response
Check that the number is a positive, non zero number.

- **FQXHMSS1010J The request to change the number of informational files kept on the server failed.**

  Explanation: There was an error while changing the number of informational files to keep on the server.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Check that the number is a positive, non zero number.

- **FQXHMSS1014I The dumped archives have been cleared successfully.**

  Explanation: The dumped archives have been cleared successfully.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1015J The deletion of all of the dumped archives has failed.**

  Explanation: There was an error while deleting the dumped archives from the server.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Please retry the action.

- **FQXHMSS1016I The request to set the number of logs to archive to {0} was successful.**

  Explanation: The request to set the number of logs to archive to {0} was successful.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1017J The request to set the number of logs to archive was not successful.**

  Explanation: The value specified for this value was not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Please enter a valid value.

- **FQXHMSS1018I The log settings have been successfully restored to the default values.**

  Explanation: The log settings have been successfully restored to the default values.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1019J The request to restore the log settings to the default values was not successful.**

  Explanation: The request to restore the log settings to the default values was not successful.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Please retry this request

- **FQXHMSS1024J The request to upload a file was not successful, because the file name was not valid.**

  Explanation: The request to upload a file was not successful, because the file name was not valid.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Check to make sure the file name matches what was provided by the Service team, then try again.

- **FQXHMSS1025J The request to upload a file was not successful, because the file could not be written to disk.**

  Explanation: The request to upload a file was not successful, because the file could not be written to disk.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Check to make sure the user was running as a supervisor level, and that there are no connectivity issues. Then retry the operation.

- **FQXHMSS1026J The request to upload a file was not successful, because a temp file could not deleted.**

  Explanation: The request to upload a file was not successful, because a temp file could not deleted.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Check to make sure the user was running as a supervisor level, and that there are no connectivity issues. Then retry the operation.

- **FQXHMSS1027J The request to upload a file was not successful, because the file format was not valid.**

  Explanation: The request to upload a file was not successful, because the file format was not valid.

Severity
  Error

Serviceable
  No

Automatically notify support
  No

User Response
  Ensure that the file that was received from the Service team has not been modified. Retry the upload of the file received from the Service team.

- **FQXHMSS1028I The request to upload a file was successful.**

  Explanation: The request to upload a file was successful.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1029I The configuration for Call Home was successfully saved.**

  Explanation: The configuration for Call Home was successfully saved.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1030J The configuration for Call Home was not saved.**

  Explanation: One or more fields did not include valid data.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response

Ensure that the required fields have valid data entered, and then retry.

- **FQXHMSS1031I The Call Home function is now enabled.**

  Explanation: The Call Home function is now enabled.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1032J The operation to enable Call Home was unsuccessful.**

  Explanation: Some of the specified fields do not include valid data.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Ensure that the required fields have valid data entered, and then retry.

- **FQXHMSS1033I The Call Home function is now disabled.**

  Explanation: The Call Home function is now disabled.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1034J The operation to disable Call Home was unsuccessful.**

  Explanation: An error occurred while disabling the Call Home.

  Severity
  Error

Serviceable
    No

Automatically notify support
    No

User Response
    Please retry the action.

- **FQXHMSS1035I The Call Home function has been reset.**

    Explanation: All Call Home configuration information, including contact and location information has been cleared.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMSS1036J The operation to reset Call Home was unsuccessful.**

    Explanation: An error occurred while disabling the Call Home.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response

- **FQXHMSS1037I ALL**

    Explanation: ALL

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMSS1038I OFF**

  Explanation: OFF

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1039I INFO**

  Explanation: INFO

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1040I DEBUG**

  Explanation: DEBUG

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1041I WARN**

  Explanation: WARN

  Severity
  Information

  Serviceable
  No

  Automatically notify support

No

User Response
    Information only; no action is required.

• **FQXHMSS1042I ERROR**

Explanation: ERROR

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXHMSS1043J An internal server error occurred while saving the Call Home configuration.**

Explanation: An error occurred in the server while saving the configuration.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Please retry or contact support.

• **FQXHMSS1044J Another test is ongoing.**

Explanation: Another user is running a Call Home test.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Please retry later.

• **FQXHMSS1045J The request to upload the configuration file was not successful because the file contains an attempt to change the level for a restricted logger.**

Explanation: The log level could not be changed because that logger is restricted.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Ensure that the file that was received from the Service team has been correctly modified. Make sure that the levels of the loggers that were specified to be changed were not previously set to OFF or ERROR.

- **FQXHMSS1046J The request to change the log level from {0} to {1} for the restricted logger {2} is not allowed.**

  Explanation: The log level could not be changed because that logger is restricted.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  The logger that you selected is restricted.Please select another logger and try again.

- **FQXHMSS1048J The contact information for Call Home of chassis with UUID {0} was not saved.**

  Explanation: One or more fields did not include valid data.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Ensure that the required fields have valid data entered, and then retry.

- **FQXHMSS1049I The contact information for Call Home of chassis with UUID {0} was successfully saved.**

  Explanation: The contact information for Call Home of chassis with UUID {0} was successfully saved.

  Severity

  Information

  Serviceable

  No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXHMSS1049J The contact information for Call Home of chassis with UUID {0} cannot be changed or retrieved.**

   Explanation: The device hardware does not support setting or retrieving call home contact information.

   Severity

   Error

   Serviceable

   No

   Automatically notify support

   No

   User Response

   Ensure that you only try to change or retrieve contact information on supported hardware.

- **FQXHMSS1050I The contact information for Call Home of chassis with UUID {0} was successfully updated.**

   Explanation: The contact information for Call Home of chassis with UUID {0} was successfully updated.

   Severity

   Information

   Serviceable

   No

   Automatically notify support

   No

   User Response

   Information only; no action is required.

- **FQXHMSS1051J The operation to reset the contact information on chassis with UUID {0} for Call Home was unsuccessful.**

   Explanation: The contact information was not found for the specified chassis.

   Severity

   Error

   Serviceable

   No

   Automatically notify support

   No

   User Response

   Please refresh your page information.

- **FQXHMSS1052I The contact information for Call Home of chassis with UUID {0} was successfully cleared.**

    Explanation: The contact information for Call Home of chassis with UUID {0} was successfully cleared.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS1053I The logging configuration was successfully saved.**

    Explanation: The logging configuration was successfully saved.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS1054I The Call Home test is ongoing.**

    Explanation: The Call Home test is ongoing.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS1055I The Call Home test finished successfully.**

    Explanation: The Call Home test finished successfully.

    Severity
    Information

    Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMSS1056J The Call Home test finished unsuccessfully. There is no managed endpoint available for doing the test.**

  Explanation: The Call Home test finished with errors. Please manage a endpoint before doing the test.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response

- **FQXHMSS1057I The Call Home test is pending.**

  Explanation: The Call Home test is pending.

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMSS1058J The Call Home test finished unsuccessfully.**

  Explanation: The Call Home failed to submit the test report.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Please confirm that the information is correct and that there is a live connection to the internet.

- **FQXHMSS1059J The Call Home test finished unsuccessfully. There was a problem submitting the test report.**

Explanation: The Call Home test finished with errors. Please manage a endpoint before doing the test.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Please confirm that the information is correct and that there is a live connection to the internet.

- **FQXHMSS1060I The Service Data archive has been successfully collected from endpoint {0}.**

  Explanation: The Service Data archive has been successfully collected from endpoint {0}.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1060J The Call Home test was unsuccessful.**

  Explanation: The Call Home test was unsuccessful.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Please verify the information and try again.

- **FQXHMSS1061I Call Home can be enabled. The configuration is correct.**

  Explanation: Call Home can be enabled. The configuration is correct.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

User Response
  Information only; no action is required.

- **FQXHMSS1061J The collection of the Service Data archive from endpoint {0} has failed.**

  Explanation: There was a problem while downloading the Service Data archive.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Please be sure that the specified endpoint is still managed.

- **FQXHMSS1062I User {0} from IP Address {1} has requested to download Service Data from endpoint {2}.**

  Explanation: User {0} from IP Address {1} has requested to download Service Data from endpoint {2}.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1062J There is a Call Home test in progress.**

  Explanation: Call Home cannot be enabled while a test is in progress.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Please retry later when there is no test in progress.

- **FQXHMSS1063J Call Home cannot be enabled due to configuration values that are not valid.**

  Explanation: The current configuration is not correct.

  Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Please insert a valid configuration.

• **FQXHMSS1064I The specified problem records have successfully been deleted.**

Explanation: The specified problem records have successfully been deleted.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMSS1064J The required archive is not available.**

Explanation: The required archive might have been erased.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Please retry to download the archive.

• **FQXHMSS1065J Some of the specified problem records could not be deleted.**

Explanation: Some of the specified problem records do not exists any more.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Please reload the page.

- **FQXHMSS1066I The list of problem records have been deleted successfully.**

  Explanation: The list of problem records have been deleted successfully.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1066J The specified problem number is no longer available.**

  Explanation: The problem number is not in the server database.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Please refresh your information.

- **FQXHMSS1067J The list of problem records could not be deleted because of a server error.**

  Explanation: An error occurred on the server.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Please retry the operation.

- **FQXHMSS1068J Some of the problem records could not be deleted because of a server error.**

  Explanation: An error occurred on the server.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
    No

User Response
    Please retry the operation.

- **FQXHMSS1069J Changing the state of the auto dump mechanism was unsuccessful.**

    Explanation: An error occurred on the server while doing the change.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Please retry the operation.

- **FQXHMSS1070J Changing the state of the file tracing mechanism was unsuccessful.**

    Explanation: An error occurred on the server while doing the change.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Please retry the operation.

- **FQXHMSS1071J The inserted value ({0}) is not valid. It must be between {1} and {2}.**

    Explanation: The value is outside the limits.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Please insert a valid value.

- **FQXHMSS1072J A server error occurred while saving the values.**

    Explanation: A server error occurred while saving the values on the server persistently.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Please retry.

- **FQXHMSS1073I The server is updating problem record {0} state. Remaining updates {1} out of {2}.**

  Explanation: The server is updating problem record {0} state. Remaining updates {1} out of {2}.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1074I The server has successfully updated all the problem records.**

  Explanation: The server has successfully updated all the problem records.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1075J An error occurred while updating the problem tickets states.**

  Explanation: A server error occurred while retrieving the latest states of the requested problem records.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Please verify that you have a live connection to the internet and retry.

- **FQXHMSS1076J Another update task is ongoing.**

  Explanation: Another user is running a Call Home Problem Number update task.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Please retry later.

- **FQXHMSS1077I Initializing Problem Number Update task.**

  Explanation: Initializing Problem Number Update task.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1078I The changes were made successfully.**

  Explanation: The changes were made successfully.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1079I The collection of the Service Data archive from endpoint {0} is ongoing.**

  Explanation: The collection of the Service Data archive from endpoint {0} is ongoing.

  Severity
    Information

  Serviceable
    No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXHMSS1079J Unable to replace endpoint call home contact info with default server call home configuration.**

Explanation: The endpoint call home configuration can only be deleted by replacing it with the default server call home configuration.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

• **FQXHMSS1080J A server error occurred while attaching the specified file to the problem number.**

Explanation: The server experienced errors while attaching the file.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Please retry the operation.

• **FQXHMSS1081I The file has been successfully added to the problem number attachment queue.**

Explanation: The file has been successfully added to the problem number attachment queue.

Severity

Information

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXHMSS1082J This is an unsupported file format.**

Explanation: The accepted archive types are: zip, rar, tar, gz.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Please attach a valid file.

- **FQXHMSS1083J Changing the state of the output aspect mechanism was unsuccessful.**

  Explanation: An error occurred on the server while doing the change.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Please try again.

- **FQXHMSS1084J Another task that is changing the endpoints Call Home state is ongoing.**

  Explanation: Another user is running this action.

  Severity
      Error

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Please retry later.

- **FQXHMSS1085I The disable all managed endpoints Call Home state task is in pending.**

  Explanation: The disable all managed endpoints Call Home state task is in pending.

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

User Response
  Information only; no action is required.

- **FQXHMSS1086I The enable all managed endpoints Call Home state task is in pending.**

  Explanation: The enable all managed endpoints Call Home state task is in pending.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1087I The server has successfully disabled all Call Home states on all managed endpoints.**

  Explanation: The server has successfully disabled all Call Home states on all managed endpoints.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1088I The server has successfully enabled all Call Home states on all managed endpoints.**

  Explanation: The server has successfully enabled all Call Home states on all managed endpoints.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMSS1089J The server has disabled the Call Home state on some of the managed endpoints. There are {0} endpoints on which the command failed.**

  Explanation: Some of the managed endpoints failed to execute the command.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response

• **FQXHMSS1090J The server has enabled the Call Home state on some of the managed endpoints. There are {0} endpoints on which the command failed.**

   Explanation: Some of the managed endpoints failed to execute the command.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response

• **FQXHMSS1091J The server failed to change the Call Home state on all the managed endpoints.**

   Explanation: There were issues while changing the Call Home state on all the managed endpoints

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Please verify that the endpoints Call Home details are set and that the images versions are compatible with the management server.

• **FQXHMSS1092I Enabling Call Home state on the managed endpoints. Successfully changed state on {0} endpoints and failed on {1}.**

   Explanation: Enabling Call Home state on the managed endpoints. Successfully changed state on {0} endpoints and failed on {1}.

   Severity
      Information

   Serviceable
      No

   Automatically notify support
      No

User Response
Information only; no action is required.

- **FQXHMSS1093I Disabling Call Home state on the managed endpoints. Successfully changed state on {0} endpoints and failed on {1}.**

  Explanation: Disabling Call Home state on the managed endpoints. Successfully changed state on {0} endpoints and failed on {1}.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1101I Enabled**

  Explanation: Enabled

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1102I Disabled**

  Explanation: Disabled

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1103I Unknown**

  Explanation: Unknown

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1104I Unavailable**

  Explanation: Unavailable

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1105I Chassis**

  Explanation: Chassis

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1106I CMM**

  Explanation: CMM

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1107I Node**

  Explanation: Node

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1108I Switch**

  Explanation: Switch

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1109I Rack**

  Explanation: Rack

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1110J A server error occurred.**

  Explanation: An internal server error occurred.

  Severity
  Error

  Serviceable
  No

Automatically notify support
　　No

User Response
　　Please retry.

- **FQXHMSS1111I Enabled by CMM**

  Explanation: Enabled by CMM

  Severity
  　　Information

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXHMSS1111J The Call Home endpoint call switched in error state.**

  Explanation: The Call Home call is in error state. Unknown reason.

  Severity
  　　Error

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Retry the action or contact service support.

- **FQXHMSS1112I Disabled by CMM**

  Explanation: Disabled by CMM

  Severity
  　　Information

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXHMSS1112J Creating a Problem number failed.**

  Explanation: The Call Home endpoint call failed to create a problem number ticket.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Please verify that the Call Home contact data is correct.

- **FQXHMSS1113I Unknown state**

  Explanation: Unknown state

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1113J Collecting the Service Data archive from component {0} failed.**

  Explanation: The Call Home endpoint call failed to collect the Service Data archive.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Please verify that the component is still managed and that the connection is live.

- **FQXHMSS1114I Unavailable**

  Explanation: Unavailable

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1114J Uploading the collected Service Data from component {0} to the opened PMR ({1}) failed.**

  Explanation: The Call Home endpoint call failed upload the collected Service Data archive to the opened PMR.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Please verify that the Call Home contact data is correct and contact service support if the problem persists.

- **FQXHMSS1115I The Call Home is enabled by the primary CMM. The Call Home is done via the primary CMM.**

  Explanation: This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1116I The Call Home is disabled by the primary CMM.**

  Explanation: This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1117I The Call Home State is unknown for this component.**

Explanation: There is a protocol problem between the server and the primary CMM. This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1118I The Call Home State is unavailable for this component.**

Explanation: There is a communication problem between the server and the primary CMM. This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1119I The Call Home is enabled on this server.**

Explanation: This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1120I The Call Home is disabled on this server.**

Explanation: This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

Severity

Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1121I The Call Home State is unknown for this server.**

    Explanation: There is a protocol problem between the server and the component. This is the status of the endpoint's Call Home function. It does not affect whether the management server will do Call Home for the endpoint.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS1123I The Call Home endpoint test call is in pending.**

    Explanation: Other Call Home calls are in progress.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS1124I The Call Home endpoint call is in pending.**

    Explanation: Other Call Home calls are in progress.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response

Information only; no action is required.

- **FQXHMSS1125I The Call Home endpoint test call is running.**

  Explanation: The Call Home endpoint test call is running.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1126I The Call Home endpoint call is running.**

  Explanation: The Call Home endpoint call is running.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1127I Generate Problem Number.**

  Explanation: Generate Problem Number.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1128I Collect Endpoint Service Data Archive.**

  Explanation: Collect Endpoint Service Data Archive.

  Severity
  Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXHMSS1129I Upload Service Data Archive to Generated Problem Number.**

   Explanation: Upload Service Data Archive to Generated Problem Number.

   Severity
   Information

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

* **FQXHMSS1130J Call Home is not enabled.**

   Explanation: Can not do this action unless Call Home is enabled.

   Severity
   Error

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Please configure and enable Call Home.

* **FQXHMSS1131I The Call Home test call for endpoint {0} ended successfully. The associated problem ticked number is {1}.**

   Explanation: The Call Home test call for endpoint {0} ended successfully. The associated problem ticked number is {1}.

   Severity
   Information

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXHMSS1132I The Call Home call for endpoint {0} ended successfully. The associated problem ticked number is {1}.**

  Explanation: The Call Home call for endpoint {0} ended successfully. The associated problem ticked number is {1}.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1201I Processing**

  Explanation: Processing

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1202I Answered**

  Explanation: Answered

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS1203I Cancelled**

  Explanation: Cancelled

  Severity
  > Information

  Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS1204I Closed**

  Explanation: Closed

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1205I Created**

  Explanation: Created

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1206I Error**

  Explanation: Error

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS1207I Initialized**

Explanation: Initialized

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMSS1208I Rejected**

  Explanation: Rejected

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMSS1209I Submitted**

  Explanation: Submitted

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXHMSS1210I Unknown**

  Explanation: Unknown

  Severity
      Information

  Serviceable
      No

  Automatically notify support
      No

User Response
    Information only; no action is required.

- **FQXHMSS1211I Waiting**

    Explanation: Waiting

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMSS9005J The request to change the log size was not successful.**

    Explanation: The value entered in the log size field was not valid.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Please enter a valid value for the log size.

- **FQXHMSS9006J The request to change the log size was not successful.**

    Explanation: Only loggers with buffer appenders shown can have their log set modified.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        The log size for this logger cannot be changed. Please change the log size for a different logger if appropriate.

- **FQXHMSS9007J The maximum archive number should be positive, non zero, and no more than {0}.**

    Explanation: The maximum archive number that was inserted is not valid.

    Severity

Error

Serviceable
No

Automatically notify support
No

User Response
Please insert a number that is positive and greater than zero.

- **FQXHMSS9008J A logger was not selected.**

  Explanation: A logger must be selected before setting logger properties.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Please select one of the loggers.

- **FQXHMSS9010I There is approximately {0} Kilobytes in {1} file(s) that will be compressed and downloaded.**

  Explanation: There is approximately {0} Kilobytes in {1} file(s) that will be compressed and downloaded.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS9011I There is approximately {0} Megabytes in {1} file(s) that will be compressed and downloaded.**

  Explanation: There is approximately {0} Megabytes in {1} file(s) that will be compressed and downloaded.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response

Information only; no action is required.

- **FQXHMSS9012I There is approximately {0} Gigabytes in {1} file(s) that will be compressed and downloaded.**

  Explanation: There is approximately {0} Gigabytes in {1} file(s) that will be compressed and downloaded.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS9013I The granularity level has successfully been set to {0}.**

  Explanation: Note: there are some base loggers that can't be changed. If one of those was chosen, it will revert back to its default value.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS9014I The Number of Logs to Archive has been set to value {0}.**

  Explanation: The Number of Logs to Archive has been set to value {0}.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMSS9015J The request to generate a Service Data file was not successful, due to a previous request still in process.**

  Explanation: The request to generate a Service Data file was not successful, due to a previous request still in process.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Please wait for the previous request to complete.

- **FQXHMSS9016I There is approximately {0} Kilobytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} second(s) ago.**

  Explanation: There is approximately {0} Kilobytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} second(s) ago.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS9017I There is approximately {0} Megabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} second(s) ago.**

  Explanation: There is approximately {0} Megabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} second(s) ago.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMSS9018I There is approximately {0} Gigabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} second(s) ago.**

  Explanation: There is approximately {0} Gigabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} second(s) ago.

  Severity
  > Information

  Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMSS9019I There is approximately {0} Kilobytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} minute(s) ago.**

    Explanation: There is approximately {0} Kilobytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} minute(s) ago.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS9020I There is approximately {0} Megabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} minute(s) ago.**

    Explanation: There is approximately {0} Megabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} minute(s) ago.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMSS9021I There is approximately {0} Gigabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} minute(s) ago.**

    Explanation: There is approximately {0} Gigabytes in {1} file(s) that will be compressed and downloaded. The user already downloaded an archive generated {2} minute(s) ago.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

User Response
Information only; no action is required.

- **FQXHMSS9023J Updating the contact information on chassis with UUID {0} for Call Home was unsuccessful.**

Explanation: The contact information for the specified chassis was not found.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Please refresh your page.

- **FQXHMTS0001G A trap alert destination subscription failure occurred when user {0} managed server {1}**

Explanation: This will cause the management server to not receive events from managed server.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Log into the managed server's user interface for this server, and add the management server IP address into the Alert Policy to receive notifications.

- **FQXHMTS0002G A trap alert destination unsubscription failure occurred when user {0} unmanaged server {1}**

Explanation: This will cause the management server to continue to receive events on this server.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Log into the managed server's user interface for this server, and remove the Alert Policy created.

- **FQXHMTS0003G Inventory data could not be retrieved from the endpoint {0}. BIOS: {1}, BMC: {2}**

Explanation: The attempt to retrieve the most updated inventory data has failed.

Severity
> Warning

Serviceable
> No

Automatically notify support
> No

User Response
> Check to ensure there are no connectivity issues to the endpoint.

- **FQXHMTS0004G Credentials could not be updated from endpoint {0}**

Explanation: Security policies could not be updated when accessing the endpoint.

Severity
> Warning

Serviceable
> No

Automatically notify support
> No

User Response
> Check to ensure there are no connectivity issues to the endpoint and retry the operation. If the problem persists, contact Support.

- **FQXHMTS0005G User {0} cannot removed the credentials from endpoint {1}**

Explanation: Security policies could not be removed from the endpoint.

Severity
> Warning

Serviceable
> No

Automatically notify support
> No

User Response
> Check to ensure there are no connectivity issues to the endpoint and retry the operation. If the problem persists, contact Support.

- **FQXHMTS0006G User {0} cannot remove endpoint {1}.**

Explanation: An error occurred when attempting to remove the endpoint.

Severity
> Warning

Serviceable
> No

Automatically notify support

No

User Response

Check to ensure there are no connectivity issues to the endpoint and retry the operation. If the problem persists, contact Support.

- **FQXHMTS0007G There is no IPMI user slot available in the endpoint when user {0} was managing the server {1}**

Explanation: There is no user slot availabe to create a user in the end point.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

Log into the managed server and remove any users that are no longer used.

- **FQXHMTS0008G The NTP server could not be set on the endpoint when user {0} was managing the server {1}.**

Explanation: This will likely render the endpoint time unsynchronized to the management server.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

Log into the managed server and set the NTP server in the Date/Time options.

- **FQXHMTS0009G Endpoint {0} could not be accessed because credentials were refused.**

Explanation: The operation cannot be performed because of a problem with the credentials.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

Attempt to manage the endpoint again. Then attempt to perform the operation again.

- **FQXHMTS0010G Endpoint {0} could not be accessed.**

  Explanation: The operation cannot be performed because of a problem with the endpoint connectivity.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check to ensure there are no connectivity issues to the endpoint and retry the operation. If the problem persists, contact Support.

- **FQXHMTS0011G User {0} cannot access the endpoint {1}.**

  Explanation: The operation performed to the server failed due to an internal communication infrastructure failure.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Restart the management server and retry the operation. If the problem persists, contact Support.

- **FQXHMUP1000I The command completed successfully.**

  Explanation: The command completed successfully.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP1103L The inventory update request was not successful.**

  Explanation: The inventory request requires a valid target for updates. The request could not be completed because the target was missing.

  Severity
  > Error

  Serviceable

No

Automatically notify support
No

User Response
Retry the request and provide a valid target for updates *{chassis, cmms, nodes, switches}*.

• **FQXHMUP2000I The command completed successfully.**

Explanation: The command completed successfully.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMUP2001G No managed data was found.**

Explanation: A chassis or rack server must be managed before firmware updates can be applied to devices.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Use the Hardware page to manage at least one chassis or rack server. Then, attempt to update firmware again.

• **FQXHMUP2002L Could not retrieve inventory.**

Explanation: Inventory could not be retrieved because the required option is missing.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the request, specifying a valid option *{full, chassis, nodes, switches}*.

- **FQXHMUP2003M The inventory retrieval request could not complete.**

  Explanation: The inventory retrieval could not complete because the provided option {0} is not valid.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the request, specifying a valid option *{full, chassis, cmms, nodes, switches}*.

- **FQXHMUP2004J The managed chassis list does not contain any {0}.**

  Explanation: The management server did not find any managed {0}. Updates can only be performed on managed devices.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Use the Chassis page to manage at least one chassis. Then, attempt to update firmware again.

- **FQXHMUP2005J Inventory collection did not find any {0} with an UUID of {1}.**

  Explanation: No managed {0} were found with an UUID of {1}.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Use the Chassis page to manage the chassis that contains the device with the UUID of *{0}*.

- **FQXHMUP2006N The inventory retrieval request could not complete.**

  Explanation: The inventory retrieval could not complete because the provided device type {0} was not valid.

  Severity
  Error

  Serviceable

No

Automatically notify support
No

User Response
Retry the request, specifying a valid device type *{full, chassis, cmms, nodes, switches}*.

• **FQXHMUP2007F Inventory retrieval was not complete.**

Explanation: The inventory retrieval could not complete because inventory collection is in progress.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Retry the request.

• **FQXHMUP2099N An unexpected error occurred.**

Explanation: An internal error has occurred. It cannot continue to run normally.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Relaunch the management server. If the error persists, restart your system and try again.

• **FQXHMUP2101L Could not retrieve the token for the provided system.**

Explanation: The specified UUID of the system was null or blank.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the request, specifying the valid UUID of the target system.

• **FQXHMUP2102J Could not retrieve the token for the provided system {0}.**

Explanation: The request for the remote token failed with return code {0}.

Severity
  Error

Serviceable
  No

Automatically notify support
  No

User Response
  Verify that the node with the specified UUID has remote capability.

- **FQXHMUP2103L The inventory update request could not complete.**

  Explanation: The inventory request could not complete because a required option was missing.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Retry the request, providing a valid target for updates *{chassis, cmms, nodes, switches}*.

- **FQXHMUP2104L Could not update the profile.**

  Explanation: The request could not complete.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Retry the request.

- **FQXHMUP2200I This is a supported device.**

  Explanation: This is a supported device.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

User Response
Information only; no action is required.

* **FQXHMUP2201G Ethernet over USB is not enabled for system {0}.**

  Explanation: Firmware updates are not supported on a system when Ethernet over USB is not enabled on that system.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Access the IMM Web interface for the system and verify that the option is enabled. Click IMM Management->Network->USB to enable the option.

* **FQXHMUP2202G Firmware updates to the standby CMM are not supported on system {0}.**

  Explanation: Firmware updates cannot be applied directly to the standby CMM because it is automatically updated by the primary CMM.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  When applying firmware updates to a CMM, make sure that the primary CMM is selected.

* **FQXHMUP2203G Stacked mode is enabled on I/O module {0}.**

  Explanation: Firmware updates are not supported on an I/O module when stacking mode is enabled.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Disable the stacking mode on the I/O module.

* **FQXHMUP2204G Protected mode is enabled on I/O module {0}.**

  Explanation: Firmware updates are not supported on an I/O module when protected mode is enabled.

Severity
    Warning

Serviceable
    No

Automatically notify support
    No

User Response
    Disable protected mode on the I/O module.

- **FQXHMUP2205G System {0} is in an unsupported complex.**

    Explanation: Firmware updates are not supported on complexes if there is more than one partition or if there are unassigned nodes.

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Create a single partition and place all possible systems in the complex into that partition.

- **FQXHMUP2206G Component {0} is in an unsupported option.**

    Explanation: Firmware updates are not supported on this option; therefore the firmware will not be updated.

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Use some other method to update the firmware for this component.

- **FQXHMUP2207G System {0} is an unsupported system with a machine type of {1}.**

    Explanation: Firmware updates are not supported on that system.

    Severity
        Warning

    Serviceable
        No

    Automatically notify support
        No

User Response
Use some other method to update the firmware for this system.

- **FQXHMUP2208G Down-level firmware was found on option {0}.**

    Explanation: The firmware is down-level on this option where it does not provide vital data in order to associate a suitable firmware package.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Apply and Activate page provides generated options for each system; choose a generated option which closely matches the option with down-level firmware.

- **FQXHMUP2209G This device is not accessible.**

    Explanation: Firmware updates cannot be applied to this device because it is not accessible.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Verify that the device is accessible on the network using the provided credentials to this application.

- **FQXHMUP2210G System {0} is an unsupported node in the complex.**

    Explanation: Firmware updates cannot be applied to this complex due to an unsupported node in the complex.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Find the offending node in the complex and take action on the unsupported reason..

- **FQXHMUP2211G Firmware updates to the active banks of switch modules are not supported on system {0}.**

Explanation: Firmware updates cannot be applied directly to the active banks of switch modules.

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response
   When applying firmware updates to a switch module, the inactive bank is updated and becomes the active bank during activation.

- **FQXHMUP2212G Inventory collection is not complete.**

   Explanation: Firmware updates cannot be applied to this device because inventory collection is not complete.

   Severity
      Warning

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Inventory collection might take several minutes to complete. Try updating this device again later.

- **FQXHMUP2213G Could not retrieve the ip address for the provided system.**

   Explanation: The ip address of the system was null or blank.

   Severity
      Warning

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Verify that the system is accessible on the network.

- **FQXHMUP2214G Inventory collection will complete after the system powers on.**

   Explanation: Complete inventory collection requires the system to power on to collect component data.

   Severity
      Warning

   Serviceable
      No

Automatically notify support
No

User Response
Power on the system.

- **FQXHMUP2500I Repository operation completed successfully.**

  Explanation: Repository operation completed successfully.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP2501G The repository operation could not complete because an update is in use.**

  Explanation: An update is assigned to a policy or it is in the process of being applied. The operation cannot be completed until the update is available.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Remove the update from all policies or wait until all updates have been applied. Then, retry the operation.

- **FQXHMUP2502L The repository operation failed.**

  Explanation: The operation failed for an unknown reason. The network connection might have gone down.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Check the network connection. Retry the operation.

- **FQXHMUP2503G An invalid parameter was passed to the repository operation.**

  Explanation: A required parameter is missing, or the value specified is not valid.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check all parameters. Then, retry the operation.

- **FQXHMUP2504L The repository could not connect with the fix service provider.**

  Explanation: The repository operation failed because there was a communication problem with the fix service provider.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check the network connection. Retry the operation.

- **FQXHMUP2505L The update could not be deleted because it is required for another update.**

  Explanation: The delete operation could not complete because one or more updates depend on this update.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Delete all dependent updates first. Then, retry the operation.

- **FQXHMUP2506L The update could not be deleted.**

  Explanation: The delete operation could not complete because the file could not be removed from the file system.

  Severity
  > Error

  Serviceable

No

Automatically notify support
No

User Response
Check the file system. Then, retry the operation.

• **FQXHMUP2507I The repository operation was canceled successfully.**

Explanation: The repository operation was canceled successfully.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMUP2508I The repository operation has started successfully.**

Explanation: The repository operation has started successfully.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMUP2509I The repository operation is progressing normally.**

Explanation: The repository operation is progressing normally.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMUP2510L The update could not be added to the repository because there is no more room.**

Explanation: There is no more room on the file system to add the update to the repository.

Severity
> Error

Serviceable
> No

Automatically notify support
> No

User Response
> Delete unused files and try again.

- **FQXHMUP2511L The update could not be deleted because it is used by one or more policies**

  Explanation: The update payload could not be deleted from the repository because it is used by one or more policies

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Remove update from all policies. Then retry the operation.

- **FQXHMUP2512F Import complete**

  Explanation: The following files are not applicable to the updates process; they have been discarded: {0}.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Discarded packages are not referenced by any .xml file currently in Firmware Updates Repository. Ensure your uploaded files include the correct .xml file.

- **FQXHMUP2600L The download package service was not started.**

  Explanation: An internal error occurred while trying to register the jobs.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
> No

User Response
> Reboot application. Retry operation.

- **FQXHMUP2601L The download package service was not started.**

  Explanation: Internal Error: Unable to spawn the task with Core Task Manager.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Reboot application. Retry operation.

- **FQXHMUP3001J The policy name already exists.**

  Explanation: The policy name {0} already exists.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Try the request again, specifying a different policy name.

- **FQXHMUP3002J The policy is currently in use.**

  Explanation: The policy {0} is currently in use by another client.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Wait until policy is available and retry operation.

- **FQXHMUP3003L The policy could not be found.**

  Explanation: The policy {0} could not be found in the system.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Refresh the policy list and retry operation.

- **FQXHMUP3004J The policy does not exist.**

    Explanation: The policy {0} no longer exists. Therefore, it cannot be edited.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Refresh the policy list and retry the operation.

- **FQXHMUP3005J Critical info is missing of the I/O Switch in inventory.**

    Explanation: Critical info is missing of I/O Switch in bay {0} of chassis {1}.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP3006I Policy operation completed successfully.**

    Explanation: Policy operation completed successfully.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMUP3007J The device type is not supported.**

  Explanation: The device type: {0} is not supported yet.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Currently, the supported device type are *{Chassis, IOSwitch, Server}*.

- **FQXHMUP3008J Update packages are missing.**

  Explanation: Update packages of machine type {0} do not exist.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Please check and refresh the repository and re-acquire them if necessary.

- **FQXHMUP3009L An unknown error occurred.**

  Explanation: An unknown error occurred while copying the policy.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Try to do it again, if the problem persists, please contact Customer Support.

- **FQXHMUP3010L The request to get compliance results for the device in slot {0} of Chassis {1} failed.**

  Explanation: Compliance failed because compliance policy is temporarily unavailable.

  Severity
    Error

  Serviceable
    No

Automatically notify support

No

User Response

The compliance policy is being edited. Wait until policy is available and retry operation.

• **FQXHMUP3011L The request to get compliance results for the device in slot {0} of Chassis {1} failed.**

Explanation: Unknown internal error.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Retry the action. If the problem persists, please contact Customer Support.

• **FQXHMUP3012L Update packages were not found in the repository for target device in slot {0} of Chassis {1} while computing compliance result.**

Explanation: Update packages in the assigned compliance policy are missing from the repository.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Please check the assigned update packages in the compliance policy exist in the repository and reacquire them if necessary.

• **FQXHMUP3013J The compliance result is incomplete for device in slot {0} of Chassis {1}.**

Explanation: Unable to find update packages corresponding to each component.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Please check if updates exist for this component. Also check if the assigned update packages in the compliance policy exist in the repository and reacquire them if necessary.

- **FQXHMUP3017L Failed to get compliance result for rack server {0} with lowestRackunit {1} in {2}.**

  Explanation: Compliance failed because compliance policy is temporarily unavailable.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > The compliance policy is being edited. Wait until policy is available and retry operation.

- **FQXHMUP3018L Failed to get compliance result for rack server {0} with lowestRackunit {1} in {2}.**

  Explanation: Unknown internal error.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP3019L Update packages were not found in the repository for rack server {0} with lowestRackunit {1} in {2} while computing compliance result.**

  Explanation: Update packages in the assigned compliance policy are missing from the repository.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

- **FQXHMUP3020J The compliance result is incomplete for rack server {0} with lowestRackunit {1} in {2}.**

  Explanation: Unable to find update packages corresponding to each component.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
No

User Response
Please check if updates exist for this component. Also check if the assigned update packages in the compliance policy exist in the repository and reacquire them if necessary.

- **FQXHMUP3021L The specified policy name is invalid.**

Explanation: The specified policy name {0} for device with UUID {1} is invalid.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the action and make sure the correct policy has been selected.

- **FQXHMUP3022L An unknown error occurred.**

Explanation: An unknown error occurred while assigning policy.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Refresh the inventory, and try the action again.

- **FQXHMUP4000I The command completed successfully.**

Explanation: The request could not be serviced because the content given was not valid JSON.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP4000L The application failed to perform the specified request.**

Explanation: The request could not be serviced because the content given was not valid JSON.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Retry the request, supplying valid JSON content.

* **FQXHMUP4001L The application could not perform the specified request.**

   Explanation: The perform request could not be serviced because the specified action was not provided in the proper format.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Retry the request, specifying a valid action *{updates, UEFI, IMM, DSA, BMU, RXA, RXADMT, RXAINV2, RXAUPDATES, CloseBMU, Sequence, Sequence2}*.

* **FQXHMUP4002L The application could not perform the specified request.**

   Explanation: The cancel request could not be serviced because the specified action was not provided in the proper format.

   Severity
      Error

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Retry the request, specifying a valid action *{updates, UEFI, IMM, DSA, BMU, RXA, RXAINV2, RXAUPDATES, CloseBMU, Sequence, Sequence2}*.

* **FQXHMUP4006I The firmware was updated on system [arg1] by user [arg2].**

   Explanation: The firmware was updated on system [arg1] by user [arg2].

   Severity
      Information

   Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXHMUP4007I The firmware was updated on management server [arg1] by user [arg2].**

  Explanation: The firmware was updated on management server [arg1] by user [arg2].

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXHMUP4008I The firmware was updated on switch [arg1] by user [arg2].**

  Explanation: The firmware was updated on switch [arg1] by user [arg2].

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXHMUP4010I PerformAction was started on the selected endpoints.**

  Explanation: Unknown error.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXHMUP4010L PerformAction was not started on the selected endpoints.**

Explanation: Unknown error.

Severity
     Error

Serviceable
     No

Automatically notify support
     No

User Response
     Retry the action. If the problem persists, please contact Customer Support.

•   **FQXHMUP4011I Firmware Updates were started on the selected endpoints.**

Explanation: Unknown internal error.

Severity
     Information

Serviceable
     No

Automatically notify support
     No

User Response
     Information only; no action is required.

•   **FQXHMUP4011L Firmware Updates were not started on the selected endpoints.**

Explanation: Unknown internal error.

Severity
     Error

Serviceable
     No

Automatically notify support
     No

User Response
     Retry the action. If the problem persists, please contact Customer Support.

•   **FQXHMUP4012L Firmware Updates were not started on the selected endpoints.**

Explanation: One or more selected endpoints have no firmware update packages associated with them...{0}

Severity
     Error

Serviceable
     No

Automatically notify support

No

User Response
Check the selections and ensure that all selected endpoints have a policy assigned to them.

- **FQXHMUP4013L Firmware Updates were not started on the selected endpoints.**

  Explanation: One or more selected endpoints have prerequisites that have not been met...{0}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Make sure that all selected endpoints have a policy assigned to them that specifies firmware update packages for any prerequisites.

- **FQXHMUP4014L PerformUpdates was not started on the selected endpoints.**

  Explanation: An internal error occurred while trying to register the jobs.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the firmware update. If the problem persists, please contact Customer Support.

- **FQXHMUP4015L PerformUpdates was not started on the selected endpoints.**

  Explanation: Internal Error: Unable to spawn the task with Core Task Manager.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  This can occur if...
  1. The inventory processes are not complete. It could take up to 15 minutes for the processes to complete. Wait and then retry the firmware update.
  2. The managed endpoint is no longer managed. Ensure the endpoint is properly managed and then retry the operation.
  If the problem persists, please contact Customer Support.

- **FQXHMUP4016L PerformUpdates was not started on the selected endpoints.**

  Explanation: One or more endpoints are already in use by one or more jobs.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the firmware update after the other jobs are complete.

- **FQXHMUP4017L PerformUpdates was not started on the selected endpoints.**

  Explanation: There are no valid device endpoints in the list.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Make sure that the json Content contains the valid syntax and retry the firmware update. If the problem persists, please contact Customer Support.

- **FQXHMUP4018L PerformUpdates was not started on the selected endpoints.**

  Explanation: An internal error occurred obtaining the appliance sFTP server address.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4019L PerformUpdates was not started on the selected endpoints.**

  Explanation: The job consists of selections that have a mix of data types: Real and Demo data.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
    No

User Response
    Ensure the selections are all either Real data or Demo data and retry the action.

- **FQXHMUP4020I PerformAction (simulation mode) was started on the selected endpoints.**

    Explanation: Unknown error.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMUP4020L PerformAction (simulation mode) was not started on the selected endpoints.**

    Explanation: Unknown error.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4021I Firmware Updates (simulation mode) were started on the selected endpoints.**

    Explanation: Unknown internal error.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMUP4021L Firmware Updates (simulation mode) were not started on the selected endpoints.**

    Explanation: Unknown internal error.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4022L Firmware Updates (simulation mode) were not started on the selected endpoints.**

  Explanation: One or more selected endpoints have no firmware update packages associated with them...{0}

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Make sure that all selected endpoints have a policy assigned to them and retry the operation.

- **FQXHMUP4023L Firmware Updates (simulation mode) were not started on the selected endpoints.**

  Explanation: One or more selected endpoints have prerequisites that have not been met...{0}

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Make sure that all selected endpoints have a policy assigned to them that specifies firmware update packages for any prerequisites.

- **FQXHMUP4024L PerformUpdates (simulation mode) was not started on the selected endpoints.**

  Explanation: An internal error occurred while trying to register the jobs.

  Severity

  Error

  Serviceable

  No

  Automatically notify support

  No

User Response
    Retry the firmware update. If the problem persists, please contact Customer Support.

- **FQXHMUP4025L PerformUpdates (simulation mode) was not started on the selected endpoints.**

    Explanation: Internal Error: Unable to spawn the task with Core Task Manager.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        This can occur if...
        1. The inventory processes are not complete. It could take up to 15 minutes for the processes to complete. Wait and then retry the firmware update.
        2. The managed endpoint is no longer managed. Ensure the endpoint is properly managed and then retry the operation.
        If the problem persists, please contact Customer Support.

- **FQXHMUP4026L PerformUpdates (simulation mode) was not started on the selected endpoints.**

    Explanation: One or more endpoints are already in use by one or more jobs.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Retry the firmware update after the other jobs are complete.

- **FQXHMUP4027L PerformUpdates (simulation mode) was not started on the selected endpoints.**

    Explanation: There are no valid device endpoints in the list.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Make sure that the JSON Content contains the valid syntax and retry the firmware update. If the problem persists, please contact Customer Support.

- **FQXHMUP4028L PerformUpdates (simulation mode) was not started on the selected endpoints.**

  Explanation: An internal error occurred obtaining the appliance sFTP server address.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4029L PerformUpdates (simulation mode) was not started on the selected endpoints.**

  Explanation: The job consists of selections that have a mix of data types: Real and Demo data.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Ensure the selections are all either Real data or Demo data and retry the action.

- **FQXHMUP4031I The Cancel process was started on the selected endpoints.**

  Explanation: This is usually caused by trying to cancel endpoints that are not in a submitted job.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4031L The Cancel process was not started on the selected endpoints.**

  Explanation: This is usually caused by trying to cancel endpoints that are not in a submitted job.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support
No

User Response
Check the selections and try again.

- **FQXHMUP4032I The Cancel process was started on the selected endpoints.**

  Explanation: The following endpoints are not in a submitted job...{0}

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4032L The Cancel process was not started on the selected endpoints.**

  Explanation: The following endpoints are not in a submitted job...{0}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Deselect the endpoints that are not in a submitted job and try again.

- **FQXHMUP4041I PerformAction {0} was started on the selected endpoints.**

  Explanation: Unknown error.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4041L PerformAction {0} was not started on the selected endpoints.**

  Explanation: Unknown error.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4042L An error occurred trying to obtain inventory information for the specified endpoint.**

Explanation: This can occur if the system was manually restarted, loss of connectivity to the endpoint, or some other issue with maintaining the managed data.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Ensure that the endpoint is still managed and that connectivity to the endpoint exists. Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4051I The removal of the completed jobs was successful.**

Explanation: Unknown error {0}

Severity

Information

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXHMUP4051L An error occurred during the removal of the completed jobs.**

Explanation: Unknown error {0}

Severity

Error

Serviceable

No

Automatically notify support

No

User Response
> Retry the action. If the problem persists, please contact Customer Support.

- **FQXHMUP4052I There are no completed jobs to remove.**

  Explanation: There are no completed jobs to remove.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4081F The {0} task was canceled.**

  Explanation: The task was canceled by a user.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

- **FQXHMUP4082F The {0} task was canceled.**

  Explanation: The task was canceled by user {0}.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

- **FQXHMUP4083F The {0} task was canceled.**

  Explanation: The task was canceled by user {0} at {1}.

  Severity
  > Warning

  Serviceable

No

Automatically notify support
No

User Response

* **FQXHMUP4084F The {0} task was canceled.**

  Explanation: The task was canceled because task {0} did not complete successfully and the directive StopOnError was specified for the job.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again. If the problem persists, please contact Customer Support.

* **FQXHMUP4085F The {0} task was canceled.**

  Explanation: The task was canceled because task {0} did not complete successfully and the directive StopEndpointOnError was specified for the job.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again. If the problem persists, please contact Customer Support.

* **FQXHMUP4086F The {0} task was canceled.**

  Explanation: The task was canceled because the required task {0} that this task depends on did not complete successfully.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4091I Update Status was obtained successfully.**

  Explanation: Unknown internal error.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4091L An error occurred while obtaining the Update Status.**

  Explanation: Unknown internal error.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Attempt to obtain the Update Status again.

- **FQXHMUP4092I There are no firmware update tasks currently running.**

  Explanation: There are no firmware update tasks currently running.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4093I Update engine settings were obtained successfully.**

  Explanation: Unknown internal error.

  Severity
  > Information

  Serviceable
  > No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMUP4093L An error occurred while obtaining the Update engine settings.**

    Explanation: Unknown internal error.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt to obtain the Update engine settings again.

- **FQXHMUP4094I Update engine settings were set successfully.**

    Explanation: Unknown internal error.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMUP4094L An error occurred while setting the Update engine settings.**

    Explanation: Unknown internal error.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Attempt to set the Update engine settings again.

- **FQXHMUP4095I There were no Update engine settings to set.**

    Explanation: There were no Update engine settings to set.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP4111L Apply Engine internal error.**

    Explanation: {0}

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Retry the operation.

- **FQXHMUP4151I The firmware update was successful.**

    Explanation: {0}

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMUP4151L An error occurred while updating the firmware.**

    Explanation: {0}

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Retry the requested operation.

- **FQXHMUP4152I The {0} firmware update was successful.**

    Explanation: {0}

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMUP4152L An error occurred while updating firmware for the {0}.**

    Explanation: {0}

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Retry the requested operation.

- **FQXHMUP4161L An error occurred while updating firmware for the {0}.**

    Explanation: Could not prepare the task working directory. This could be caused by a corrupted payload file or by the management server running out of space.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Try to free up available space by removing unneeded firmware updates from the Repository and/or try replacing the payload file in the Repository and retry the operation.

- **FQXHMUP4162L An error occurred during the firmware update to the {0}.**

    Explanation: The payload files for the update did not exist for the endpoint component.

    Severity
    Error

    Serviceable

No

Automatically notify support
No

User Response
Ensure that the repository contains the files specified by the Policy and retry the requested operation.

- **FQXHMUP4163F The firmware update was skipped.**

    Explanation: The firmware for this endpoint is already compliant.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response
    If the firmware update was desired, check the policy and update mode and retry the requested operation.

- **FQXHMUP4163I The firmware update was skipped. The firmware for this endpoint is already compliant.**

    Explanation: The firmware for this endpoint is already compliant.

    Severity
    Information

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXHMUP4164F The firmware update was skipped.**

    Explanation: The selection for this endpoint is Do Not Update.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response
    If the firmware update was desired, check the policy and update mode and retry the requested operation.

- **FQXHMUP4164I The firmware update was skipped. The selection for this endpoint is Do Not Update.**

  Explanation: The selection for this endpoint is Do Not Update.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4165L An error occurred while preparing the temporary work space for the firmware update.**

  Explanation: Could not prepare the task working directory. This could be caused by a corrupted payload file, by the management server running out of space, or some other execution error.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Try the operation again. If it continues to occur, try freeing up available space by removing unneeded firmware updates from the Repository and/or try replacing the payload file in the Repository and retry the operation.

- **FQXHMUP4211I The Chassis Management Module firmware update was successful.**

  Explanation: {0}

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4211L An error occurred while performing the firmware update to the Chassis Management Module.**

  Explanation: {0}

Severity
　　Error

Serviceable
　　No

Automatically notify support
　　No

User Response
　　Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4311I The I/O Switch Module firmware update was successful.**

  Explanation: {0}

  Severity
  　　Information

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXHMUP4311L An error occurred while performing the firmware update to the I/O Switch Module.**

  Explanation: {0}

  Severity
  　　Error

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4410I The system firmware updates were successful.**

  Explanation: The system firmware updates were successful.

  Severity
  　　Information

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXHMUP4411I The Primary Integrated Management Module firmware update was successful.**

  Explanation: {0}

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4411L An error occurred while performing the firmware update to the Primary Integrated Management Module.**

  Explanation: {0}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4412I The Backup Integrated Management Module firmware update was successful.**

  Explanation: {0}

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4412L An error occurred while performing the firmware update to the Backup Integrated Management Module.**

  Explanation: {0}

  Severity
  Error

  Serviceable

No

Automatically notify support
No

User Response
Try to perform the update again. If the problem persists, please contact Customer Support.

• **FQXHMUP4413I The Primary Integrated Management Module restart was successful.**

Explanation: {0}

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXHMUP4413L An error occurred while performing the restart of the Primary Integrated Management Module.**

Explanation: {0}

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Try to perform the restart again. If the problem persists, please contact Customer Support.

• **FQXHMUP4421I The preboot Diagnostics firmware update was successful.**

Explanation: {0}

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP4421L An error occurred while performing the firmware update to the preboot Diagnostics.**

  Explanation: {0}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4431I The Primary uEFI firmware update was successful.**

  Explanation: {0}

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4431L An error occurred while performing the firmware update to the Primary uEFI.**

  Explanation: {0}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4432I The Backup uEFI firmware update was successful.**

  Explanation: {0}

  Severity
  Information

  Serviceable
  No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMUP4432L An error occurred while performing the firmware update to the Backup uEFI.**

  Explanation: {0}

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Try to perform the update again. If the problem persists, please contact Customer Support.

- **FQXHMUP4511I The start of maintenance mode on the system was successful.**

  Explanation: {0}

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP4511L An unknown error occurred while attempting to start the system in maintenance mode.**

  Explanation: {0}

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Try to perform the firmware update again.

- **FQXHMUP4512L An error occurred while attempting to start the system in maintenance mode.**

Explanation: The Integrated Management Module does not support Bare Metal Updates to selected version.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Perform a firmware update on the Integrated Management Module to a newer version that supports Bare Metal Update operations and try this firmware update again.

- **FQXHMUP4513L An error occurred while attempting to start the system in maintenance mode.**

Explanation: The preboot Diagnostics does not support Bare Metal Updates.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Perform a firmware update on the preboot Diagnostics to a newer version that supports Bare Metal Update operations and try this firmware update again.

- **FQXHMUP4514L An error occurred while attempting to start the system in maintenance mode.**

Explanation: The Integrated Management Module did not respond to the CIM commands.

Severity
   Error

Serviceable
   No

Automatically notify support
   No

User Response
   Make sure the Integrated Management Module is operational on the system and/or try restarting the Integrated Management module and try this firmware update again.

- **FQXHMUP4521I The close of the maintenance mode operating system was successful.**

Explanation: WBEMCli exception.

Severity
   Information

Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP4521L An error occurred while attempting to complete close maintenance mode on the system.**

  Explanation: WBEMCli exception.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again.

- **FQXHMUP4522L An unknown error occurred while attempting to complete close maintenance mode on the system.**

  Explanation: {0}

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Try to perform the update again.

- **FQXHMUP4531I The system restart was successful.**

  Explanation: The system may not have been in the correct state for the restart.

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4531L An unknown error occurred while attempting to restart the system.**

  Explanation: The system may not have been in the correct state for the restart.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Either restart the system manually or try to perform the firmware update again. If the problem persists, please call customer support.

- **FQXHMUP4532L An error occurred while attempting to restart the system.**

  Explanation: The Integrated Management Module does not support Bare Metal Updates.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Perform a firmware update on the Integrated Management Module to a newer version that supports Bare Metal Update operations and try this firmware update again.

- **FQXHMUP4533L An error occurred while attempting to restart the system.**

  Explanation: The preboot Diagnostics does not support Bare Metal Updates.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Perform a firmware update on the preboot Diagnostics to a newer version that supports Bare Metal Update operations and try this firmware update again.

- **FQXHMUP4534L An error occurred while attempting to restart the system.**

  Explanation: The Integrated Management Module did not respond to the CIM commands.

  Severity
  > Error

Serviceable
    No

Automatically notify support
    No

User Response
    Make sure the Integrated Management Module is operational on the system and/or try restarting the Integrated Management module and try this firmware update again.

- **FQXHMUP4535I The system restart was not needed.**

    Explanation: The system restart was not needed.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMUP4536L An error occurred while attempting to restart the system.**

    Explanation: The Virtual Reseat was unsuccessful.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Either restart the system manually or try to perform the firmware update again. If the problem persists, please call customer support.

- **FQXHMUP4537L An error occurred while attempting to restart the system.**

    Explanation: The system did not respond to the Agentless trigger. The firmware update levels reported by the IMM may not be accurate.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response

Either restart the system manually or try to perform the firmware update again. If the problem persists, please call customer support.

- **FQXHMUP4538L An error occurred while attempting to restart the system.**

  Explanation: The system failed to respond to the power control CIM calls.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Either restart the system manually or try to perform the firmware update again. If the problem persists, please call customer support.

- **FQXHMUP4541I The prerequisites task was successful.**

  Explanation: The system may not have been in the correct state for the prerequisites.

  Severity
    Information

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXHMUP4541L An unknown error occurred while attempting to perform the prerequisites on the system.**

  Explanation: The system may not have been in the correct state for the prerequisites.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Try to perform the firmware update again. If the problem persists, please call customer support.

- **FQXHMUP4611L An error occurred while attempting to prepare the endpoint for firmware updates.**

  Explanation: The embedded Maintenance Mode image is not compatible with this product.

Severity
    Error

Serviceable
    No

Automatically notify support
    No

User Response
    Contact Customer Support for a new version of this product that is compatible with the embedded
    Maintenance Mode image.

• **FQXHMUP4612L An error occurred while attempting to prepare the endpoint for firmware updates.**

    Explanation: The network connection could not be established.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Ensure that the network connections can be established and retry the operation.

• **FQXHMUP4701I The preparation for the inband components was successful.**

    Explanation: The preparation for the inband components was successful.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

• **FQXHMUP4701L An error occurred while preparing for the inband components.**

    Explanation: An error occurred while preparing for the inband components.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response

Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4702L An error occurred while connecting to the endpoint.**

  Explanation: The network connection could not be established with the endpoint.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4703L An internal error occurred while performing firmware updates to the inband components.**

  Explanation: The credentials were not accepted by the endpoint. Service data captured in the FFDC logs.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4704L An unknown error occurred while performing firmware updates to the inband components.**

  Explanation: Examine the FFDC logs for the firmware update job to determine the nature of the failure.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4707I The close of the inband components session was successful.**

  Explanation: The close of the inband components session was successful.

  Severity

Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP4707L An error occurred while closing the inband components session.**

  Explanation: An error occurred while closing the inband components session.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4708F An error occurred while connecting to the endpoint.**

  Explanation: The firmware update was successful, however the network connection could not be re-established with the endpoint after the firmware update.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4709I The {0} inband component firmware update was successful.**

  Explanation: {0}

  Severity
  Information

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXHMUP4709L An error occurred while performing firmware update to the {0} inband component.**

    Explanation: {0}

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4711F A warning occurred performing the firmware update on the {0} inband component.**

    Explanation: The hardware this firmware update package is intended for was not present.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response
    If this is not expected, then ensure that the hardware is present and enabled and retry the firmware update. If the problem persists, please contact Customer Support.

- **FQXHMUP4712L An error occurred performing the firmware update on the {0} inband component.**

    Explanation: The maintenance mode operating system does not have the required device drivers for this package.

    Severity
    Error

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Ensure that the preboot DSA is updated to the latest and retry the firmware update. If the problem persists, please contact Customer Support.

- **FQXHMUP4713L An error occurred while performing firmware update to the {0} inband component.**

    Explanation: The network connection could not be established with the endpoint.

    Severity
    Error

Serviceable

    No

Automatically notify support

    No

User Response

    Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4714L An internal error occurred while performing firmware updates to the inband components.**

  Explanation: The network connection could not be established with the endpoint. The credentials were not accepted.

  Severity

      Error

  Serviceable

      No

  Automatically notify support

      No

  User Response

      Retry the operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4800I The firmware update was successful.**

  Explanation: The firmware update was successful.

  Severity

      Information

  Serviceable

      No

  Automatically notify support

      No

  User Response

      Information only; no action is required.

- **FQXHMUP4801L An error occurred performing the firmware update.**

  Explanation: The ToolsCenter update utility indicated that the command line was invalid.

  Severity

      Error

  Serviceable

      No

  Automatically notify support

      No

  User Response

      Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4802L An error occurred performing the firmware update.**

  Explanation: The ToolsCenter update utility indicated a generic failure.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4803L An error occurred performing the firmware update.**

  Explanation: The ToolsCenter update utility indicated a generic acquire failure.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4804L An error occurred performing the firmware update.**

  Explanation: The ToolsCenter update utility indicated a generic scan failure.

  Severity
    Error

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4805L An error occurred performing the firmware update.**

  Explanation: The ToolsCenter update utility indicated a generic query failure.

  Severity
    Error

  Serviceable
    No

Automatically notify support

No

User Response

Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4806L An error occurred performing the firmware update.**

Explanation: The ToolsCenter update utility indicated a generic comparison failure.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4807L An error occurred performing the firmware update.**

Explanation: The ToolsCenter update utility indicated a generic update failure.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4808L An error occurred performing the firmware update.**

Explanation: The ToolsCenter update utility indicated that the ESXi host is unsupported.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Only IBM-customized ESXi is supported. Confirm that the ESXi is supported and, if so, then retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4809L An error occurred trying to contact the IBM update repository.**

Explanation: The ToolsCenter update utility indicated that it was unable to connect ot the IBM update repository.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4810L An error occurred trying to acquire the update package.**

  Explanation: The ToolsCenter update utility indicated that there are no applicable updates available for the specified machine type/operating system.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4811L An error occurred trying to acquire the update package.**

  Explanation: The ToolsCenter update utility indicated that the acquisition failed. The content was not found in the repository.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Ensure that the specified content exists in the repository and retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4812L An error occurred trying to acquire the update package.**

  Explanation: The ToolsCenter update utility indicated that there was an error writing to the file or directory.

  Severity
  Error

  Serviceable

No

Automatically notify support
No

User Response
Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4813L An error occurred trying to acquire the update package.**

  Explanation: The ToolsCenter update utility indicated that it was unable to get the machine type / operating system information.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4814L An error occurred trying to acquire or apply the update package.**

  Explanation: The ToolsCenter update utility indicated that the pack meta data file is invalid or not found.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4815L An error occurred trying to query or compare the endpoint.**

  Explanation: The ToolsCenter update utility indicated that the machine type is invalid or unsupported.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4816L An error occurred trying to query or compare the endpoint.**

  Explanation: The ToolsCenter update utility indicated that the operating system is invalid or unsupported.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4817L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that no package was specified for the flash.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4818L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that it is unable to authenticate with the endpoint.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Ensure the credentials are correct and retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4819L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that it is unable to connect to the endpoint.

  Severity
  > Error

  Serviceable
  > No

Automatically notify support

No

User Response

Ensure that the endpoint has network connectivity and retry the update operation. If the problem persists, please contact Customer Support.

• **FQXHMUP4820L An error occurred trying to apply the update package.**

Explanation: The ToolsCenter update utility indicated that the update timed out.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Ensure the endpoint is operational and retry the update operation. If the problem persists, please contact Customer Support.

• **FQXHMUP4821L An error occurred trying to apply the update package.**

Explanation: The ToolsCenter update utility indicated that there was a failure trying to connect to the TFTP/SFTP server to upload the payload.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Ensure the TFTP/SFTP server is operational and has write permissions and retry the update operation. If the problem persists, please contact Customer Support.

• **FQXHMUP4822L An error occurred trying to apply the update package.**

Explanation: The ToolsCenter update utility indicated that there was an authentication failure with the TFTP/SFTP server.

Severity

Error

Serviceable

No

Automatically notify support

No

User Response

Ensure the TFTP/SFTP server is operational and has write permissions and retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4823L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that the endpoint had a connection failure with the TFTP/SFTP server.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Ensure the TFTP/SFTP server is operational and can be reached from the network and retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4824L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that the endpoint had an authentication failure with the TFTP/SFTP server.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Ensure the TFTP/SFTP server is operational and has read permissions and retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4825L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that it failed while attempting to send the file to the endpoint.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4826L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that one or more payload files were invalid or not found.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4827L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that it failed to unzip the update package.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4828L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that the device drivers the package depends on are not present.

  Severity
  Error

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Retry the update operation. If the problem persists, please contact Customer Support.

- **FQXHMUP4829L An error occurred trying to apply the update package.**

  Explanation: The ToolsCenter update utility indicated that the applicable hardware is not present in the system.

  Severity
  Error

  Serviceable

No

Automatically notify support
No

User Response
Retry the update operation. If the problem persists, please contact Customer Support.

• **FQXHMUP4830L An error occurred trying to apply the update package.**

Explanation: The ToolsCenter update utility indicated that the prerequisites were not met for this update.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the update operation. If the problem persists, please contact Customer Support.

• **FQXHMUP4831L An error occurred trying to apply the update package.**

Explanation: The ToolsCenter update utility indicated that the update did not install successfully.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
This indicates an unknown issue occurred during the update. Retry the update operation. If the problem persists, please contact Customer Support.

• **FQXHMUP4900I Starting new process for taskid {} Perform{}.**

Explanation: An internal error occured obtaining the inventory information.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP4900L Unable to start new process for taskid {} Perform{}.**

  Explanation: An internal error occured obtaining the inventory information.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Please ensure that the endpoint is still managed and retry the update operation. If the problem persists, please conact Customer Support.

- **FQXHMUP5000I The command completed successfully.**

  Explanation: The command completed successfully.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP5010L The media operation request failed.**

  Explanation: The input is not valid, and this caused the inventory retrieval to fail.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the request.

- **FQXHMUP5011I Mount media was started on the selected endpoints.**

  Explanation: Mount media was started on the selected endpoints.

  Severity
  > Information

  Serviceable
  > No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXHMUP5011L Mount media was not started on the selected endpoints.**

  Explanation: Mount media was not started on the selected endpoints.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the request.

- **FQXHMUP5012I Unmount media was started on the selected endpoints.**

  Explanation: Unmount media was started on the selected endpoints.

  Severity
  > Information

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXHMUP5012L Unmount media was not started on the selected endpoints.**

  Explanation: Unmount media was not started on the selected endpoints.

  Severity
  > Error

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Retry the request.

- **FQXHMUP5013I Boot media was started on the selected endpoints.**

  Explanation: Boot media was started on the selected endpoints.

Severity
    Information

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXHMUP5013L Boot media was not started on the selected endpoints.**

    Explanation: Boot media was not started on the selected endpoints.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Retry the request.

- **FQXHMUP5014L An unrecognized operation ({0}) was selected.**

    Explanation: An unrecognized operation ({0}) was selected.

    Severity
        Error

    Serviceable
        No

    Automatically notify support
        No

    User Response

- **FQXHMUP6010I The packages have been downloaded : {0} by user {1}.**

    Explanation: The packages have been downloaded : {0} by user {1}.

    Severity
        Information

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXHMUP6020I The packages have been imported : {0} by user {1}.**

   Explanation: The packages have been imported : {0} by user {1}.

   Severity
   Information

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXHMUP6021I The packages have been imported : {0}; The packages have been discarded : {1} by user {2}.**

   Explanation: The packages have been imported : {0}; The packages have been discarded : {1} by user {2}.

   Severity
   Information

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXHMUP6022I The packages have been discarded : {0} by user {1}.**

   Explanation: The packages have been discarded : {0} by user {1}.

   Severity
   Information

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXHMUP6030I The packages have been deleted : {0} by user {1}.**

   Explanation: The packages have been deleted : {0} by user {1}.

   Severity
   Information

   Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP6101I The package {0} has been applied by user {1}.**

Explanation: The package {0} has been applied by user {1}.

Severity
Information

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXHMUP6102J The request to update the application by user {0} failed with return code {1}.**

Explanation: See the help to view a detailed error message that explains the return code.

Severity
Error

Serviceable
No

Automatically notify support
No

User Response
Retry the requestion. If the problem persists, contact Support.

- **FQXHMUP6103F The request to update the application by user {0} completed with return code {1}. The requested update is not applicable.**

Explanation: The application is not compatible with the current version of the management server. View the console output to see the version information.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response

List of chassis events

Use these links to find information about hardware-related events that can be reported by Lenovo XClarity Administrator for supported Lenovo chassis.

- Carrier-Grade Chassis Type 7385
- Enterprise Chassis Types 7893, 8721, and 8724

List of Converged HX Series, Flex System, NeXtScale, and System x server events

Use these links to find information about hardware-related events that Lenovo XClarity Administrator can report for supported Lenovo servers.

Converged HX Series appliances
- HX1310 Type 8693
- HX2310-E Type 8693
- HX2710-E Type 8689
- HX3310 Type 8693
- HX3310-F Type 8693
- HX3500 Type 5462
- HX3510-G Type 8695
- HX3710 Type 8689
- HX3710-F Type 8689
- HX5500 Type 5462
- HX5510 Type 8695
- HX5510-C Type 8695
- HX7500 Type 5462
- HX7510 Type 8695

Flex System servers

- x220 Types 2585 and 7906
- x222 Types 2589 and 7916
- x240 Types 2588 and 7162
- x240 Types 7863, 8737, 8738, and 8956
- x240 M5 Types 2591 and 9532
- x280/x480/x880 X6 Types 4258 and 7196
- x280 X6, x480 x6, and x880 X6 Types 4259 and 7903
- x440 Types 2590 and 7167
- x440 Types 2584 and 7917

NeXtScale servers

- nx360 M4Type 5455
- nx360 M5 Type 5465

System x servers

- iDataPlex dx360 M4 Types 7912 and 7913
- x3100 M5 Type 5457

- x3250 M4 Type 2583
- x3250 M5 Type 5458
- x3300 M4 Type 7382
- x3500 M4 Type 7383
- x3530 M4 7160
- x3550 M4 Type 7914
- x3630 M4 Type 7158 and 7159
- x3650 M4 HD Type 5460
- x3650 M4 BD Type 5466
- x3650 M4 Type 7915
- x3750 M4 Types 8722 and 8733
- x3750 M4 Types 8752 and 8718
- x3750 M4 Type 8753
- x3500 Type 5464
- x3500 Type 5464
- x3550 Type 5463
- x3550 Type 8869
- x3650 M5 Type 5462 and 8871
- x3650 M5 Type 5462 and 8871
- x3850/x3950 X5 Types 7143 and 7145
- x3850 X6 and x3950 X6 Types 3837
- x3850/x3950 X6 Type 6241

ThinkServer Events that automatically notify Support

You can configure the Lenovo XClarity Administrator to automatically notify Support (also known as *call home*) if certain types of ThinkServer errors are encountered. If you have configured this function, see the table for a list of events that automatically notify Support.

Table 5. Events that automatically notify Support

Event ID	Message String	Automatically Notify Support
FQXTS1011456	System Firmware Progress: BIOS POST code error	Yes
FQXTS1011457	System Firmware Hang	Yes
FQXTS1208066	Undetermined system hardware failure	Yes
FQXTS131330	Under-Voltage Warning (Lower critical, going low)	Yes
FQXTS131331	Under-Voltage Warning (Lower critical, going high)	Yes
FQXTS131333	Under-Voltage Warning (Lower non-recoverable, going high)	Yes
FQXTS131336	Over-Voltage Warning (Upper critical, going low)	Yes
FQXTS131337	Over-Voltage Warning (Upper critical, going high)	Yes
FQXTS131338	Over-Voltage Warning (Upper non-recoverable, going low)	Yes

Table 5. Events that automatically notify Support (continued)

Event ID	Message String	Automatically Notify Support
FQXTS131339	Under-Voltage Warning (Upper non-recoverable, going high)	Yes
FQXTS131841	Generic Critical Voltage Problem (Transition to Critical from less severe)	Yes
FQXTS132866	Generic Critical Voltage Problem (Transition to Critical from less severe)	Yes
FQXTS132869	Generic Voltage Warning (Transition to Non-Recoverable)	Yes
FQXTS196866	Under-Current Warning (Lower critical, going low)	Yes
FQXTS196867	Under-Current Warning (Lower critical, going high)	Yes
FQXTS196868	Under-Current Warning (Lower non-recoverable, going low)	Yes
FQXTS196869	Under-Current Warning (Lower non-recoverable, going high)	Yes
FQXTS196872	Over-Current Warning (Upper critical, going low)	Yes
FQXTS196873	Over-Current Warning (Upper critical, going high)	Yes
FQXTS196874	Over-Current Warning (Upper non-recoverable, going low)	Yes
FQXTS196875	Under-Current Warning (Upper non-recoverable, going high)	Yes
FQXTS262402	Fan Under Speed Warning (Lower critical, going low)	Yes
FQXTS262403	Fan Under Speed Warning (Lower critical, going high)	Yes
FQXTS262404	Fan Under Speed Warning (Lower non-recoverable, going low)	Yes
FQXTS262405	Fan Under Speed Warning (Lower non-recoverable, going high)	Yes
FQXTS262408	Fan Over Speed Warning (Upper critical, going low)	Yes
FQXTS262409	Fan Over Speed Warning (Upper critical, going high)	Yes
FQXTS262410	Fan Over Speed Warning (Upper non-recoverable, going low)	Yes
FQXTS262411	Fan Under Speed Warning (Upper non-recoverable, going high)	Yes
FQXTS2715393	Battery Failed	Yes
FQXTS487168	Processor Internal Error	Yes
FQXTS487169	Processor Thermal Trip (Over Temperature Shutdown)	Yes
FQXTS487170	Processor Fault Resilient Booting (FRB) 1 / Processor BIST (Built In Self Test) Failure	Yes
FQXTS487173	Processor Configuration Error	Yes
FQXTS552705	Power Supply failure detected	Yes
FQXTS655618	Cooling Device Under Speed Warning (Lower critical, going low)	Yes
FQXTS655619	Cooling Device Under Speed Warning (Lower critical, going high)	Yes

Table 5. Events that automatically notify Support (continued)

Event ID	Message String	Automatically Notify Support
FQXTS655620	Cooling Device Under Speed Warning (Lower non-recoverable, going low)	Yes
FQXTS655621	Cooling Device Under Speed Warning (Lower non-recoverable, going high)	Yes
FQXTS655624	Cooling Device Over Speed Warning (Upper critical, going low)	Yes
FQXTS655625	Cooling Device Over Speed Warning (Upper critical, going high)	Yes
FQXTS655626	Cooling Device Over Speed Warning (Upper non-recoverable, going low)	Yes
FQXTS655627	Cooling Device Under Speed Warning (Upper non-recoverable, going high)	Yes
FQXTS65801	Over-Temperature Warning (Upper critical, going high)	Yes
FQXTS65803	Under-Temperature Warning (Upper non-recoverable, going high)	Yes
FQXTS67330	Generic Critical Temperature Problem (Transition to Critical from less severe)	Yes
FQXTS852993	Hard Disk Drive Fault LED is ON.	Yes
FQXTS880385	Hard Disk Drive Fault	Yes
FQXTS880386	Hard Disk Drive Predictive Failure	Yes
FQXTS880390	Hard Disk Drive In Failed Array	Yes
FQXTS918529	POST Memory Resize Failure Asserted	Yes

List of ThinkServer events

This section lists all ThinkServer events that can be viewed in the Lenovo XClarity Administrator event log or audit log.

- **FQXTS1011456 System Firmware Progress: BIOS POST code error**

  Explanation: System Firmware Progress: BIOS POST code error

  Severity
    CRITICAL

  Serviceable
    YES

  Automatically notify support
    YES

  User Response
    Complete the following steps to resolve the issue:

    1. Check the support site for any applicable service bulletins or firmware updates that might apply to this issue.
    2. If the problem persists, contact Support.

- **FQXTS1011457 System Firmware Hang**

  Explanation: System Firmware Hang

  Severity
    CRITICAL

  Serviceable
    YES

  Automatically notify support
    YES

  User Response
    Complete the following steps to resolve the issue:

    1. Check the support site for any applicable service bulletins or firmware updates that might apply to this issue.

    2. Update the BIOS/UEFI firmware.

    3. If the problem persists, contact Support.

- **FQXTS1011458 System Firmware Progress**

  Explanation: System Firmware Progress

  Severity
    INFORMATIONAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXTS1011584 System Firmware Progress: BIOS POST code error Cleared**

  Explanation: System Firmware Progress: BIOS POST code error Cleared

  Severity
    INFORMATIONAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXTS1011585 System Firmware Hang Cleared**

  Explanation: System Firmware Hang Cleared

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1011586 System Firmware Progress Completed**

    Explanation: System Firmware Progress Completed

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1076992 Correctable Memory Error Logging Disabled**

    Explanation: Correctable Memory Error Logging Disabled

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1076993 Event Type Logging Disabled.**

    Explanation: Event Type Logging Disabled

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1076994 SEL Area Reset/Cleared**

  Explanation: SEL Area Reset/Cleared

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1076995 System Event Logging Disabled**

  Explanation: System Event Logging Disabled

  Severity
  > CRITICAL

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response
  > Information only; no user action required.

- **FQXTS1076996 SEL Full.**

  Explanation: SEL Full.

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1076997 SEL Almost Full.**

  Explanation: SEL Almost Full.

  Severity
  > INFORMATIONAL

  Serviceable
  > No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1076998 Correctable Machine Check Error Logging Disabled**

  Explanation: Correctable Machine Check Error Logging Disabled

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1077120 Correctable Memory Error Logging Enabled**

  Explanation: Correctable Memory Error Logging Enabled

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1077121 Event Type Logging Enabled.**

  Explanation: Event Type Logging Enabled

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1077122 SEL Area Reset/Cleared Event Deasserted**

  Explanation: SEL Area Reset/Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1077123 System Event Logging Enabled**

Explanation: System Event Logging Enabled

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1077124 SEL Full Event Cleared**

Explanation: SEL Full Event Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1077125 SEL Almost Full Event Cleared**

Explanation: SEL Almost Full Event Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1077126 Correctable Machine Check Error Logging Enabled**

  Explanation: Correctable Machine Check Error Logging Enabled

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1142528 BIOS Watchdog Reset**

  Explanation: BIOS Watchdog Reset

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1142529 OS Watchdog Reset**

  Explanation: OS Watchdog Reset

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1142530 OS Watchdog Shut Down**

  Explanation: OS Watchdog Shut Down

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXTS1142531 OS Watchdog Power Down**

   Explanation: OS Watchdog Power Down

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

* **FQXTS1142532 OS Watchdog Power Cycle**

   Explanation: OS Watchdog Power Cycle

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

* **FQXTS1142533 OS Watchdog NMI / Diagnostic Interrupt**

   Explanation: OS Watchdog NMI / Diagnostic Interrupt

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

* **FQXTS1142534 OS Watchdog Expired, status only**

   Explanation: OS Watchdog Expired, status only

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1142535 OS Watchdog pre-timeout Interrupt, non-NMI**

Explanation: OS Watchdog pre-timeout Interrupt, non-NMI

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1142656 BIOS Watchdog Reset Deasserted**

Explanation: BIOS Watchdog Reset Deasserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1142657 OS Watchdog Reset Deasserted**

Explanation: OS Watchdog Reset Deasserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1142658 OS Watchdog Shut Down Deasserted**

  Explanation: OS Watchdog Shut Down Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1142659 OS Watchdog Power Down Deasserted**

  Explanation: OS Watchdog Power Down Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1142660 OS Watchdog Power Cycle Deasserted**

  Explanation: OS Watchdog Power Cycle Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1142661 OS Watchdog NMI / Diagnostic Interrupt Cleared**

  Explanation: OS Watchdog NMI / Diagnostic Interrupt Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1142662 OS Watchdog Expired, status only Event Cleared**

Explanation: OS Watchdog Expired, status only Event Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1142663 OS Watchdog pre-timeout Interrupt Cleared**

Explanation: OS Watchdog pre-timeout Interrupt Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1208064 System Reconfigured**

Explanation: System Reconfigured

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1208066 Undetermined system hardware failure**

Explanation: Undetermined system hardware failure

Severity
CRITICAL

Serviceable
YES

Automatically notify support
YES

User Response
If Call Home has been enabled, Support has been notified. If Call Home has not been enabled, contact Support. To automatically notify Support for future events, enable Call Home through the LXCA web interface.

• **FQXTS1208067 SEL Entry added to Auxiliary Log**

Explanation: SEL Entry added to Auxiliary Log

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1208068 PEF Action is about to be taken. Event filters have been matched.**

Explanation: PEF Action is about to be taken. Event filters have been matched.

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1208069 Timestamp Clock Synch**

Explanation: Timestamp Clock Synch

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
 Information only; no action is required.

- **FQXTS1208192 System Reconfigured Event Cleared**

  Explanation: System Reconfigured Event Cleared

  Severity
   INFORMATIONAL

  Serviceable
   No

  Automatically notify support
   No

  User Response
   Information only; no action is required.

- **FQXTS1208193 OEM System Boot Event Cleared**

  Explanation: OEM System Boot Event Cleared

  Severity
   INFORMATIONAL

  Serviceable
   No

  Automatically notify support
   No

  User Response
   Information only; no action is required.

- **FQXTS1208194 Undetermined system hardware failure Cleared**

  Explanation: Undetermined system hardware failure Cleared

  Severity
   CRITICAL

  Serviceable
   No

  Automatically notify support
   No

  User Response
   Information only; no action is required.

- **FQXTS1208195 SEL Entry added to Auxiliary Log Deasserted**

  Explanation: SEL Entry added to Auxiliary Log Deasserted

  Severity
   INFORMATIONAL

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXTS1208196 PEF Action Event Deasserted**

  Explanation: PEF Action Event Deasserted

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1208197 Timestamp Clock Synch Event Deasserted**

  Explanation: Timestamp Clock Synch Event Deasserted

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1273728 Front Panel NMI / Diagnostic Interrupt Cleared**

  Explanation: Front Panel NMI / Diagnostic Interrupt Cleared

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1273729 Critical Interrupt, Bus Timeout error Cleared**

  Explanation: Critical Interrupt, Bus Timeout error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1273730 Critical Interrupt, IO Channel check NMI error Cleared**

  Explanation: Critical Interrupt, IO Channel check NMI error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1273731 Critical Interrupt, software NMI error Cleared**

  Explanation: Critical Interrupt, software NMI error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1273732 Critical Interrupt, PCI PERR parity error Cleared**

  Explanation: Critical Interrupt, PCI PERR parity error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support

No

User Response
Information only; no action is required.

* **FQXTS1273733 Critical Interrupt, PCI SERR parity error Cleared**

  Explanation: Critical Interrupt, PCI SERR parity error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXTS1273734 Critical Interrupt, EISA Fail Safe Timeout Event Cleared**

  Explanation: Critical Interrupt, EISA Fail Safe Timeout Event Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXTS1273735 Critical Interrupt, Bus Correctable Error Cleared**

  Explanation: Critical Interrupt, Bus Correctable Error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXTS1273736 Critical Interrupt, Bus Uncorrectable error Cleared**

  Explanation: Critical Interrupt, Bus Uncorrectable error Cleared

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1273737 Critical Interrupt, Fatal NMI error Cleared**

    Explanation: Critical Interrupt, Fatal NMI error Cleared

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1273738 Critical Interrupt, Bus Fatal Error Cleared**

    Explanation: Critical Interrupt, Bus Fatal Error Cleared

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1273739 Critical Interrupt, Bus Degraded (bus operating in a degraded performance state) Event Cleared**

    Explanation: Critical Interrupt, Bus Degraded (bus operating in a degraded performance state) Event Cleared

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

User Response
    Information only; no action is required.

• **FQXTS131330 Under-Voltage Warning (Lower critical, going low)**

    Explanation: Critical Under-Voltage problem (Lower critical, going low)

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support
    YES

User Response

   1.   Check the system-event log.
   2.   Check for an error LED on the system board.
   3.   Replace any failing device.
   4.   Check for a server firmware update.
   5.   Important: Some cluster solutions require specific code levels or coordinated code updates. If
        the device is part of a cluster solution, verify that the latest level of code is supported for the
        cluster solution before you update the code.
   6.   (Trained technician only) Replace the system board.

• **FQXTS131331 Under-Voltage Warning (Lower critical, going high)**

    Explanation: Critical Under-Voltage problem (Lower critical, going high)

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support
    YES

User Response

   1.   Check the system-event log.
   2.   Check for an error LED on the system board.
   3.   Replace any failing device.
   4.   Check for a server firmware update.
   5.   Important: Some cluster solutions require specific code levels or coordinated code updates. If
        the device is part of a cluster solution, verify that the latest level of code is supported for the
        cluster solution before you update the code.
   6.   (Trained technician only) Replace the system board.

- **FQXTS131332 Under-Voltage Warning (Lower non-recoverable, going low)**

  Explanation: Critical Under-Voltage problem (Lower non-recoverable, going low)

  Severity
    CRITICAL

  Serviceable
    No

  Automatically notify support
    No

  User Response

    1. Check the system-event log.
    2. Check for an error LED on the system board.
    3. Replace any failing device.
    4. Check for a server firmware update.
    5. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
    6. (Trained technician only) Replace the system board.

- **FQXTS131333 Under-Voltage Warning (Lower non-recoverable, going high)**

  Explanation: Critical Under-Voltage problem (Lower non-recoverable, going high)

  Severity
    CRITICAL

  Serviceable
    No

  Automatically notify support
    YES

  User Response

    1. Check the system-event log.
    2. Check for an error LED on the system board.
    3. Replace any failing device.
    4. Check for a server firmware update.
    5. Important: Some cluster solutions require specific code levels or coordinated code updates. If the device is part of a cluster solution, verify that the latest level of code is supported for the cluster solution before you update the code.
    6. (Trained technician only) Replace the system board.

- **FQXTS131336 Over-Voltage Warning (Upper critical, going low)**

  Explanation: Critical Over-Voltage problem (Upper critical, going low)

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support
    YES

User Response

1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
    a.   Check power supply n LED.
    b.   Remove the failing power supply.
    c.   (Trained technician only) Replace the system board.

• **FQXTS131337 Over-Voltage Warning (Upper critical, going high)**

    Explanation: Critical Over-Voltage problem (Upper critical, going high)

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support
    YES

User Response

1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
    a.   Check power supply n LED.
    b.   Remove the failing power supply.
    c.   (Trained technician only) Replace the system board.

• **FQXTS131338 Over-Voltage Warning (Upper non-recoverable, going low)**

    Explanation: Critical Over-Voltage problem (Upper non-recoverable, going low)

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support

YES

User Response

1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.

2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:

   a. Check power supply n LED.

   b. Remove the failing power supply.

   c. (Trained technician only) Replace the system board.

- **FQXTS131339 Under-Voltage Warning (Upper non-recoverable, going high)**

  Explanation: Critical Over-Voltage problem (Upper non-recoverable, going high)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.

  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:

     a. Check power supply n LED.

     b. Remove the failing power supply.

     c. (Trained technician only) Replace the system board.

- **FQXTS131456 Under-Voltage Warning (Lower non-critical, going low) Cleared**

  Explanation: Under-Voltage Warning (Lower non-critical, going low) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS131457 Under-Voltage Warning (Lower non-critical, going high)Cleared**

  Explanation: Under-Voltage Warning (Lower non-critical, going high)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS131458 Under-Voltage Warning (Lower critical, going low)Cleared**

  Explanation: Critical Under-Voltage problem (Lower critical, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS131459 Under-Voltage Warning (Lower critical, going high) Cleared**

  Explanation: Critical Under-Voltage problem (Lower critical, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS131460 Under-Voltage Warning (Lower non-recoverable, going low)Cleared**

  Explanation: Critical Under-Voltage problem (Lower non-recoverable, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support

No

User Response
Information only; no action is required.

- **FQXTS131461 Under-Voltage Warning (Lower non-recoverable, going high) Cleared**

    Explanation: Critical Under-Voltage problem (Lower non-recoverable, going high) Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS131462 Over-Voltage Warning (Upper non-critical, going low) Cleared**

    Explanation: Over-Voltage Warning (Upper non-critical, going low) Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS131463 Over-Voltage Warning (Upper non-critical, going high)Cleared**

    Explanation: Over-Voltage Warning (Upper non-critical, going high)Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS131464 Over-Voltage Warning (Upper critical, going low) Cleared**

    Explanation: Critical Over-Voltage problem (Upper critical, going low) Cleared

Severity
  INFORMATIONAL

Serviceable
  No

Automatically notify support
  No

User Response
  Information only; no action is required.

- **FQXTS131465 Over-Voltage Warning (Upper critical, going high)Cleared**

  Explanation: Critical Over-Voltage problem (Upper critical, going high)Cleared

  Severity
    INFORMATIONAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXTS131466 Over-Voltage Warning (Upper non-recoverable, going low)Cleared**

  Explanation: Critical Over-Voltage problem (Upper non-recoverable, going low)Cleared

  Severity
    INFORMATIONAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXTS131467 Under-Voltage Warning (Upper non-recoverable, going high) Cleared**

  Explanation: Critical Over-Voltage problem (Upper non-recoverable, going high) Cleared

  Severity
    INFORMATIONAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXTS131840 Generic Critical Voltage Problem Cleared**

  Explanation: Generic Critical Voltage Problem Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS131841 Generic Critical Voltage Problem (Transition to Critical from less severe)**

  Explanation: Generic Critical Voltage Problem (Transition to Critical from less severe)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response

    1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
    2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
        a. Check power supply n LED.
        b. Remove the failing power supply.
        c. (Trained technician only) Replace the system board.

- **FQXTS132864 Generic Critical Voltage Problem Cleared(Transition to OK)**

  Explanation: Generic Critical Voltage Problem Cleared(Transition to OK)

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS132866 Generic Critical Voltage Problem (Transition to Critical from less severe)**

  Explanation: Generic Critical Voltage Problem (Transition to Critical from less severe)

  Severity
  　CRITICAL

  Serviceable
  　YES

  Automatically notify support
  　YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
     a.　Check power supply n LED.
     b.　Remove the failing power supply.
     c.　(Trained technician only) Replace the system board.

- **FQXTS132869 Generic Voltage Warning (Transition to Non-Recoverable)**

  Explanation: Generic Voltage Warning (Transition to Non-Recoverable)

  Severity
  　CRITICAL

  Serviceable
  　YES

  Automatically notify support
  　YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
     a.　Check power supply n LED.
     b.　Remove the failing power supply.
     c.　(Trained technician only) Replace the system board.

- **FQXTS132870 Generic Discrete Voltage (Monitor)**

  Explanation: Generic Discrete Voltage (Monitor)

  Severity

INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS132871 Generic Discrete Voltage (Informational)**

  Explanation: Generic Discrete Voltage (Informational)

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1339136 Power Button pressed.**

  Explanation: Power Button pressed.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1339137 Sleep Button pressed.**

  Explanation: Sleep Button pressed.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1339138 Reset Button pressed.**

  Explanation: Reset Button pressed.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1339139 FRU latch open**

  Explanation: FRU latch open (Switch indicating FRU latch is in unlatched position and FRU is mechanically removable)

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1339140 FRU service request button**

  Explanation: FRU service request button

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1339264 Power Button Released.**

  Explanation: Power Button Released.

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1339265 Sleep Button Released.**

    Explanation: Sleep Button Released.

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS1339266 Reset Button Released.**

    Explanation: Reset Button Released.

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS1339267 FRU latch Closed**

    Explanation: FRU latch Closed (Switch indicating FRU latch is in latched position)

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS1339268 FRU service request button Released**

    Explanation: FRU service request button Released

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1377024 Module/Board State Deasserted**

Explanation: Module/Board State Deasserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1377025 Module/Board State Asserted**

Explanation: Module/Board State Asserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS1377280 Module/Board Predictive Failure Deasserted**

Explanation: Module/Board Predictive Failure Deasserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1377281 Module/Board Predictive Failure Asserted**

  Explanation: Module/Board Predictive Failure Asserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1442560 Microcontroller/Coprocessor State Deasserted**

  Explanation: Microcontroller/Coprocessor State Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1442561 Microcontroller/Coprocessor State Asserted**

  Explanation: Microcontroller/Coprocessor State Asserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1442816 Microcontroller/Coprocessor Predictive Failure Deasserted**

  Explanation: Microcontroller/Coprocessor Predictive Failure Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1442817 Microcontroller/Coprocessor Predictive Failure Asserted**

    Explanation: Microcontroller/Coprocessor Predictive Failure Asserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1508096 Add-in Card State Deasserted**

    Explanation: Add-in Card State Deasserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1508097 Add-in Card State Asserted**

    Explanation: Add-in Card State Asserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1508352 Add-in Card Predictive Failure Deasserted**

    Explanation: Add-in Card Predictive Failure Deasserted

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1508353 Add-in Card Predictive Failure Asserted**

    Explanation: Add-in Card Predictive Failure Asserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1573632 Chassis State Deasserted**

    Explanation: Chassis State Deasserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1573633 Chassis State Asserted**

    Explanation: Chassis State Asserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1573888 Chassis Predictive Failure Deasserted**

  Explanation: Chassis Predictive Failure Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1573889 Chassis Predictive Failure Asserted**

  Explanation: Chassis Predictive Failure Asserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1639168 Chip Set State Deasserted**

  Explanation: Chip Set State Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1639169 Chip Set State Asserted**

  Explanation: Chip Set State Asserted

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1639424 Chip Set Predictive Failure Deasserted**

    Explanation: Chip Set Predictive Failure Deasserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1639425 Chip Set Predictive Failure Asserted**

    Explanation: Chip Set Predictive Failure Asserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1666944 Soft Power Control Failure Cleared**

    Explanation: Chip Set started responding to BMC request to change system power state.

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1666945 Thermal Trip Cleared**

    Explanation: Thermal Trip Cleared

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS1704704 FRU State Deasserted**

    Explanation: FRU State Deasserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1704705 FRU State Asserted**

    Explanation: FRU State Asserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1704960 FRU Predictive Failure Deasserted**

    Explanation: FRU Predictive Failure Deasserted

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS1704961 FRU Predictive Failure Asserted**

  Explanation: FRU Predictive Failure Asserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1770240 Cable / Interconnect State Deasserted**

  Explanation: Cable / Interconnect State Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1770241 Cable / Interconnect State Asserted**

  Explanation: Cable / Interconnect State Asserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1770496 Cable / Interconnect Predictive Failure Deasserted**

  Explanation: Cable / Interconnect Predictive Failure Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1770497 Cable / Interconnect Predictive Failure Asserted**

    Explanation: Cable / Interconnect Predictive Failure Asserted

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS1771520 Cable / Interconnect Device Removed/Absent**

    Explanation: Cable / Interconnect Device Removed/Absent

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS1771521 Cable / Interconnect Device Inserted/Present**

    Explanation: Cable / Interconnect Device Inserted/Present

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS1797888 Cable/Interconnect is connected**

    Explanation: Cable/Interconnect is connected

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1797889 Configuration Error**

  Explanation: Configuration Error - Incorrect cable connected / Incorrect interconnection

  Severity
  CRITICAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1798017 Configuration Error Cleared**

  Explanation: Configuration Error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1835776 Terminator State Deasserted**

  Explanation: Terminator State Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1835777 Terminator State Asserted**

  Explanation: Terminator State Asserted

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1836032 Terminator Predictive Failure Deasserted**

  Explanation: Terminator Predictive Failure Deasserted

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1836033 Terminator Predictive Failure Asserted**

  Explanation: Terminator Predictive Failure Asserted

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS1928960 System Boot / Restart Initiated by power up**

  Explanation: System Boot / Restart Initiated by power up

  Severity
  > INFORMATIONAL

  Serviceable
  > No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1928961 System Boot / Restart Initiated by Hard Reset**

  Explanation: System Boot / Restart Initiated by Hard Reset

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1928962 System Boot / Restart Initiated by Warm Reset**

  Explanation: System Boot / Restart Initiated by Warm Reset

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1928963 System Boot / Restart - User requested PXE boot**

  Explanation: System Boot / Restart - User requested PXE boot

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1928964 System Boot / Restart - Automatic boot to diagnostic**

  Explanation: System Boot / Restart - Automatic boot to diagnostic

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS1928965 System Boot / Restart - OS / run-time software initiated hard reset**

  Explanation: System Boot / Restart - OS / run-time software initiated hard reset

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1928966 System Boot / Restart - OS / run-time software initiated Warm reset**

  Explanation: System Boot / Restart - OS / run-time software initiated Warm reset

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1928967 System Boot / Restart - Restart cause per Get System Restart Cause command**

  Explanation: System Boot / Restart - Restart cause per Get System Restart Cause command

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1929088 System Boot / Restart Initiated by power up Deasserted**

  Explanation: System Boot / Restart Initiated by power up Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1929089 System Boot / Restart Initiated by Hard Reset Deasserted**

  Explanation: System Boot / Restart Initiated by Hard Reset Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1929090 System Boot / Restart Initiated by Warm Reset Deasserted**

  Explanation: System Boot / Restart Initiated by Warm Reset Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1929091 System Boot / Restart - User requested PXE boot Deasserted**

  Explanation: System Boot / Restart - User requested PXE boot Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS1929092 System Boot / Restart - Automatic boot to diagnostic Deasserted**

Explanation: System Boot / Restart - Automatic boot to diagnostic Deasserted

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS1929093 System Boot / Restart - OS / run-time software initiated hard reset Deasserted**

Explanation: System Boot / Restart - OS / run-time software initiated hard reset Deasserted

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS1929094 System Boot / Restart - OS / run-time software initiated Warm reset Deasserted**

Explanation: System Boot / Restart - OS / run-time software initiated Warm reset Deasserted

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS1929095 System Boot / Restart - Restart cause per Get System Restart Cause command Deasserted**

Explanation: System Boot / Restart - Restart cause per Get System Restart Cause command Deasserted

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS196866 Under-Current Warning (Lower critical, going low)**

  Explanation: Critical Under-Current problem (Lower critical, going low)

  Severity
      CRITICAL

  Serviceable
      YES

  Automatically notify support
      YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
     a. Check power supply n LED.
     b. Remove the failing power supply.
     c. (Trained technician only) Replace the system board.

- **FQXTS196867 Under-Current Warning (Lower critical, going high)**

  Explanation: Critical Under-Current problem (Lower critical, going high)

  Severity
      CRITICAL

  Serviceable
      YES

  Automatically notify support
      YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:

a. Check power supply n LED.

b. Remove the failing power supply.

c. (Trained technician only) Replace the system board.

- **FQXTS196868 Under-Current Warning (Lower non-recoverable, going low)**

  Explanation: Critical Under-Current problem (Lower non-recoverable, going low)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
     a. Check power supply n LED.
     b. Remove the failing power supply.
     c. (Trained technician only) Replace the system board.

- **FQXTS196869 Under-Current Warning (Lower non-recoverable, going high)**

  Explanation: Critical Under-Current problem (Lower non-recoverable, going high)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response

  1. If the specified sensor is Planar 3.3 or Planar 5V, (Trained technician only) replace the system board.
  2. If the specified sensor is Planar 12V, complete the following steps until the problem is solved:
     a. Check power supply n LED.
     b. Remove the failing power supply.
     c. (Trained technician only) Replace the system board.

- **FQXTS196872 Over-Current Warning (Upper critical, going low)**

  Explanation: Critical Over-Current problem (Upper critical, going low)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  The specified power supply encountered an over-current error. The user action is to replace the power supply at the next scheduled maintenance opportunity.

- **FQXTS196873 Over-Current Warning (Upper critical, going high)**

  Explanation: Critical Over-Current problem (Upper critical, going high)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  The specified power supply encountered an over-current error. The user action is to replace the power supply at the next scheduled maintenance opportunity.

- **FQXTS196874 Over-Current Warning (Upper non-recoverable, going low)**

  Explanation: Critical Over-Current problem (Upper non-recoverable, going low)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  The specified power supply encountered an over-current error. The user action is to replace the power supply at the next scheduled maintenance opportunity.

- **FQXTS196875 Under-Current Warning (Upper non-recoverable, going high)**

  Explanation: Critical Over-Current problem (Upper non-recoverable, going high)

  Severity
  CRITICAL

Serviceable
YES

Automatically notify support
YES

User Response
The specified power supply encountered an over-current error. The user action is to replace the power supply at the next scheduled maintenance opportunity.

- **FQXTS196992 Under-Current Warning (Lower non-critical, going low) Cleared**

  Explanation: Under-Current Warning (Lower non-critical, going low) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS196993 Under-Current Warning (Lower non-critical, going high)Cleared**

  Explanation: Under-Current Warning (Lower non-critical, going high)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS196994 Under-Current Warning (Lower critical, going low)Cleared**

  Explanation: Critical Under-Current problem (Lower critical, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS196995 Under-Current Warning (Lower critical, going high) Cleared**

  Explanation: Critical Under-Current problem (Lower critical, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS196996 Under-Current Warning (Lower non-recoverable, going low)Cleared**

  Explanation: Critical Under-Current problem (Lower non-recoverable, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS196997 Under-Current Warning (Lower non-recoverable, going high) Cleared**

  Explanation: Critical Under-Current problem (Lower non-recoverable, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS196998 Over-Current Warning (Upper non-critical, going low) Cleared**

  Explanation: Over-Current Warning (Upper non-critical, going low) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support

No

User Response

Information only; no action is required.

* **FQXTS196999 Over-Current Warning (Upper non-critical, going high)Cleared**

  Explanation: Over-Current Warning (Upper non-critical, going high)Cleared

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

* **FQXTS197000 Over-Current Warning (Upper critical, going low) Cleared**

  Explanation: Critical Over-Current problem (Upper critical, going low) Cleared

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

* **FQXTS197001 Over-Current Warning (Upper critical, going high)Cleared**

  Explanation: Critical Over-Current problem (Upper critical, going high)Cleared

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

* **FQXTS197002 Over-Current Warning (Upper non-recoverable, going low)Cleared**

  Explanation: Critical Over-Current problem (Upper non-recoverable, going low)Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS197003 Under-Current Warning (Upper non-recoverable, going high) Cleared**

  Explanation: Critical Over-Current problem (Upper non-recoverable, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1994496 Boot Error - No bootable media**

  Explanation: Boot Error - No bootable media

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Install and configure a boot media. Then, attempt to power on and boot the server again.

- **FQXTS1994498 Boot Error - PXE Server not found**

  Explanation: Boot Error - PXE Server not found

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve this issue:

1. Check the LEDs on the network adapter (NIC).

2. Verify that the network cable is connected.

3. Verify that the PXE server is functional.

- **FQXTS1994499 Boot Error - Invalid boot sector**

  Explanation: Boot Error - Invalid boot sector

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve the issue:

  1. Replace the hard drive.

  2. Rebuild the array.

- **FQXTS1994500 Boot Error - Timeout waiting for user selection of boot source**

  Explanation: Boot Error - Timeout waiting for user selection of boot source

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1994624 Found bootable media**

  Explanation: Found bootable media

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1994625 Bootable diskette Found**

  Explanation: Bootable diskette Found

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1994626 PXE Server found**

  Explanation: PXE Server found

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1994627 Found Valid boot sector**

  Explanation: Found valid boot sector

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS1994628 User selected boot source**

  Explanation: User selected boot source

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support

No

User Response
   Information only; no action is required.

- **FQXTS2060032 A: boot completed**

   Explanation: A: boot completed

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS2060033 C: boot completed**

   Explanation: C: boot completed

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS2060034 PXE boot completed**

   Explanation: PXE boot completed

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS2060035 Diagnostic boot completed**

   Explanation: Diagnostic boot completed

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS2060036 CDROM boot completed**

  Explanation: CDROM boot completed

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2060037 ROM boot completed**

  Explanation: ROM boot completed

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2060038 Boot completed - boot device not specified**

  Explanation: Boot completed - boot device not specified

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2125570 OS Stop / Shutdown - Graceful Stop**

  Explanation: OS Stop / Shutdown - Graceful Stop (system powered up, but normal OS operation has shut down and system is awaiting reset pushbutton, powercycle or other external input)

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS2125571 OS Stop / Shutdown - Graceful Shutdown**

  Explanation: OS Stop / Shutdown - Graceful Shutdown (system graceful power down by OS)

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS2125572 OS Stop / Shutdown - Soft Shutdown initiated by PEF**

  Explanation: OS Stop / Shutdown - Soft Shutdown initiated by PEF

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS2125696 OS Stop / Shutdown - Stop during OS load / initialization Deasserted**

  Explanation: OS Stop / Shutdown - power cycle/reset Done

  Severity
  > INFORMATIONAL

  Serviceable
  > No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXTS2125697 OS Stop / Shutdown - Run-time INFORMATIONAL Stop Deasserted**

Explanation: OS Stop / Shutdown -Power Cycle/Reset Done

Severity

INFORMATIONAL

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXTS2125698 OS Stop / Shutdown - Graceful Stop Deasserted**

Explanation: OS Stop / Shutdown - System powered up by reset pushbutton, powercycle or other external input

Severity

INFORMATIONAL

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXTS2125699 OS Stop / Shutdown - Graceful Shutdown Deasserted**

Explanation: OS Stop / Shutdown - System powered by reset pushbutton, powercycle or other external input

Severity

INFORMATIONAL

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

• **FQXTS2125700 OS Stop / Shutdown - Soft Shutdown Deasserted**

Explanation: OS Stop / Shutdown - System powered by reset pushbutton, powercycle or other external input

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2125701 OS Stop / Shutdown - Agent Started Responding**

Explanation: OS Stop / Shutdown - Agent Started Responding

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2191104 Slot / Connector - Fault Status asserted**

Explanation: Slot / Connector - Fault Status asserted

Severity
CRITICAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2191105 Slot / Connector - Identify Status asserted**

Explanation: Slot / Connector - Identify Status asserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support

No

User Response
Information only; no action is required.

- **FQXTS2191106 Slot / Connector - Device installed/attached**

  Explanation: Slot / Connector - Device installed/attached

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191107 Slot / Connector - Ready for Device Installation**

  Explanation: Slot / Connector - Ready for Device Installation. Typically, this means that the slot power is off

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191108 Slot / Connector - Ready for Device Removal**

  Explanation: Slot / Connector - Ready for Device Removal. Typically, this means that the slot power is off

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191109 Slot / Connector - Slot Power is Off**

  Explanation: Slot / Connector - Slot Power is Off

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2191110 Slot / Connector - Device Removal Request**

Explanation: Slot / Connector - Device Removal Request

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2191111 Slot / Connector - Interlock asserted**

Explanation: Slot / Connector - Interlock asserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2191112 Slot / Connector - Disabled**

Explanation: Slot / Connector - Disabled

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS2191113 Slot / Connector - holds spare device**

  Explanation: Slot / Connector - holds spare device

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191232 Slot / Connector - Fault Status Deasserted**

  Explanation: Slot / Connector - Fault Status Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191233 Slot / Connector - Identify Status Deasserted**

  Explanation: Slot / Connector - Identify Status Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191234 Slot / Connector - Device Uninstalled/Removed**

  Explanation: Slot / Connector - Device Uninstalled/Removed

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS2191235 Slot / Connector - Not Ready for Device Installation**

  Explanation: Slot / Connector - Not Ready for Device Installation. Typically, this means that the slot power is on

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191236 Slot / Connector - Ready for Device Removal**

  Explanation: Slot / Connector - Not Ready for Device Removal. Typically, this means that the slot power is on

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191237 Slot / Connector - Slot Power is On**

  Explanation: Slot / Connector - Slot Power is On

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2191238 Slot / Connector - Device Removal Request Processed**

Explanation: Slot / Connector - Device Removal Request Processed

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS2191239 Slot / Connector - Interlock Deasserted**

  Explanation: Slot / Connector - Interlock Deasserted

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS2191240 Slot / Connector - Enabled**

  Explanation: Slot / Connector - Enabled

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS2191241 Slot / Connector - frees spare device**

  Explanation: Slot / Connector - frees spare device

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

User Response
Information only; no action is required.

- **FQXTS2256640 System ACPI Power State - S0 / G0**

  Explanation: System ACPI Power State - S0 / G0 - Working

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2256641 System ACPI Power State - S1**

  Explanation: System ACPI Power State - S1 - sleeping with system h/w and processor context maintained

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2256642 System ACPI Power State - S2**

  Explanation: System ACPI Power State - S2 sleeping, processor context lost

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2256643 System ACPI Power State - S3 - sleeping, processor and h/w context lost, memory retained**

  Explanation: System ACPI Power State - S3

  Severity

INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS2256644 System ACPI Power State - S4**

  Explanation: System ACPI Power State - S4 - non-volatile sleep / suspend-to disk

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2256645 System ACPI Power State - S5 / G2**

  Explanation: System ACPI Power State - S5 / G2 - soft-off

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2256646 System ACPI Power State - S4 / S5 soft-off**

  Explanation: System ACPI Power State - S4 / S5 soft-off, particular S4 / S5 state cannot be determi

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2256647 System ACPI Power State - G3**

  Explanation: System ACPI Power State - G3 - Mechanical Off

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS2256648 System ACPI Power State - Sleeping in an SSor S3 states**

  Explanation: System ACPI Power State - Sleeping in an SSor S3 states

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS2256649 System ACPI Power State - G1**

  Explanation: System ACPI Power State - G1 - sleeping (S1-S4 state cannot be determined)

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS2256650 System ACPI Power State - S5 entered by override**

  Explanation: System ACPI Power State - S5 entered by override

  Severity
  > INFORMATIONAL

  Serviceable
  > No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2256651 System ACPI Power State - Legacy ON state**

Explanation: System ACPI Power State - Legacy ON state

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2256652 System ACPI Power State - Legacy OFF state**

Explanation: System ACPI Power State - Legacy OFF state

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2256654 System ACPI Power State - Unknown**

Explanation: System ACPI Power State - Unknown

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2322180 Watchdog Timer reserved 04**

Explanation: Watchdog Timer reserved 04

Severity
 INFORMATIONAL

Serviceable
 No

Automatically notify support
 No

User Response
 Information only; no action is required.

* **FQXTS2322181 Watchdog Timer reserved 05**

 Explanation: Watchdog Timer reserved 05

 Severity
  INFORMATIONAL

 Serviceable
  No

 Automatically notify support
  No

 User Response
  Information only; no action is required.

* **FQXTS2322182 Watchdog Timer reserved 06**

 Explanation: Watchdog Timer reserved 06

 Severity
  INFORMATIONAL

 Serviceable
  No

 Automatically notify support
  No

 User Response
  Information only; no action is required.

* **FQXTS2322183 Watchdog Timer reserved 07**

 Explanation: Watchdog Timer reserved 07

 Severity
  INFORMATIONAL

 Serviceable
  No

 Automatically notify support
  No

 User Response
  Information only; no action is required.

- **FQXTS2322184 Watchdog Timer interrupt**

  Explanation: Watchdog Timer interrupt

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2322308 Watchdog Timer reserved 04 Deasserted**

  Explanation: Watchdog Timer reserved 04 Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2322309 Watchdog Timer reserved 05 Deasserted**

  Explanation: Watchdog Timer reserved 05 Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2322310 Watchdog Timer reserved 06 Deasserted**

  Explanation: Watchdog Timer reserved 06 Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXTS2322311 Watchdog Timer reserved 07 Deasserted**

  Explanation: Watchdog Timer reserved 07 Deasserted

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXTS2322312 Watchdog Timer interrupt Deasserted**

  Explanation: Watchdog Timer interrupt Deasserted

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXTS2387712 Platform Alert- platform generated page**

  Explanation: Platform Alert - platform generated page

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXTS2387713 Platform Alert- platform generated LAN alert**

  Explanation: Platform Alert - platform generated LAN alert

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS2387714 Platform Alert- Platform Event Trap generated (formatted per IPMI PET specification)**

Explanation: Platform Alert - Platform Event Trap generated

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS2387715 Platform Alert- platform generated SNMP trap, OEM format**

Explanation: Platform Alert - platform generated SNMP trap, OEM format

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS2426880 A device is absent or has been removed.**

Explanation: A device is absent or has been removed.

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support
    No

User Response

Complete the following steps to resolve the issue:

1. If the device was removed intentionally, no action is required.

2. Make sure that the device is seated properly.

3. If the device is seated properly, replace the device.

- **FQXTS2426881 A device is present or has been inserted.**

  Explanation: A device is present or has been inserted.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2453248 Entity Present**

  Explanation: The Entity identified by the Entity ID for the sensor is present.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2453249 Entity Absent.**

  Explanation: The Entity identified by the Entity ID for the sensor is Absent.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2453250 Entity Disabled.**

Explanation: The Entity identified by the Entity ID for the sensor is Disabled.

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS2491392 Monitor ASIC / IC Failure Deasserted**

  Explanation: Monitor ASIC / IC Failure Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS262402 Fan Under Speed Warning (Lower critical, going low)**

  Explanation: Critical Fan Under Speed problem (Lower critical, going low)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:
    1. Reseat the failing fan (indicated by the lit LED on the fan).
    2. Replace the fan.

- **FQXTS262403 Fan Under Speed Warning (Lower critical, going high)**

  Explanation: Critical Fan Under Speed problem (Lower critical, going high)

  Severity
  CRITICAL

  Serviceable
  YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

• **FQXTS262404 Fan Under Speed Warning (Lower non-recoverable, going low)**

Explanation: Critical Fan Under Speed problem (Lower non-recoverable, going low)

Severity
CRITICAL

Serviceable
YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

• **FQXTS262405 Fan Under Speed Warning (Lower non-recoverable, going high)**

Explanation: Critical Fan Under Speed problem (Lower non-recoverable, going high)

Severity
CRITICAL

Serviceable
YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

• **FQXTS262408 Fan Over Speed Warning (Upper critical, going low)**

Explanation: Critical Fan Over Speed problem (Upper critical, going low)

Severity
CRITICAL

Serviceable
YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

- **FQXTS262409 Fan Over Speed Warning (Upper critical, going high)**

    Explanation: Critical Fan Over Speed problem (Upper critical, going high)

    Severity
    CRITICAL

    Serviceable
    YES

    Automatically notify support
    YES

    User Response
    Complete the following steps to resolve the issue:

    1. Reseat the failing fan (indicated by the lit LED on the fan).

    2. Replace the fan.

- **FQXTS262410 Fan Over Speed Warning (Upper non-recoverable, going low)**

    Explanation: Critical Fan Over Speed problem (Upper non-recoverable, going low)

    Severity
    CRITICAL

    Serviceable
    YES

    Automatically notify support
    YES

    User Response
    Complete the following steps to resolve the issue:

    1. Reseat the failing fan (indicated by the lit LED on the fan).

    2. Replace the fan.

- **FQXTS262411 Fan Under Speed Warning (Upper non-recoverable, going high)**

    Explanation: Critical Fan Over Speed problem (Upper non-recoverable, going high)

    Severity
    CRITICAL

    Serviceable
    YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

• **FQXTS262528 Fan Under Speed Warning (Lower non-critical, going low) Cleared**

Explanation: Fan Under Speed Warning (Lower non-critical, going low) Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS262529 Fan Under Speed Warning (Lower non-critical, going high)Cleared**

Explanation: Fan Under Speed Warning (Lower non-critical, going high)Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS262530 Fan Under Speed Warning (Lower critical, going low)Cleared**

Explanation: Critical Fan Under Speed problem (Lower critical, going low)Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS262531 Fan Under Speed Warning (Lower critical, going high) Cleared**

    Explanation: Critical Fan Under Speed problem (Lower critical, going high) Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS262532 Fan Under Speed Warning (Lower non-recoverable, going low)Cleared**

    Explanation: Critical Fan Under Speed problem (Lower non-recoverable, going low)Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS262533 Fan Under Speed Warning (Lower non-recoverable, going high) Cleared**

    Explanation: Critical Fan Under Speed problem (Lower non-recoverable, going high) Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS262534 Fan Over Speed Warning (Upper non-critical, going low) Cleared**

    Explanation: Fan Over Speed Warning (Upper non-critical, going low) Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS262535 Fan Over Speed Warning (Upper non-critical, going high)Cleared**

   Explanation: Fan Over Speed Warning (Upper non-critical, going high)Cleared

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXTS262536 Fan Over Speed Warning (Upper critical, going low) Cleared**

   Explanation: Critical Fan Over Speed problem (Upper critical, going low) Cleared

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXTS262537 Fan Over Speed Warning (Upper critical, going high)Cleared**

   Explanation: Critical Fan Over Speed problem (Upper critical, going high)Cleared

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXTS262538 Fan Over Speed Warning (Upper non-recoverable, going low)Cleared**

   Explanation: Critical Fan Over Speed problem (Upper non-recoverable, going low)Cleared

Severity
  INFORMATIONAL

Serviceable
  No

Automatically notify support
  No

User Response
  Information only; no action is required.

- **FQXTS262539 Fan Under Speed Warning (Upper non-recoverable, going high) Cleared**

  Explanation: Critical Fan Over Speed problem (Upper non-recoverable, going high) Cleared

  Severity
    INFORMATIONAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXTS264192 Fan Removed/Absent**

  Explanation: Fan Removed/Absent

  Severity
    CRITICAL

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Complete the following steps to resolve the issue:

    1. If the fan was removed intentionally, reinstall the fan.

    2. Make sure that the fan is seated properly.

    3. If the fan is seated properly, replace the fan.

- **FQXTS264193 Fan Inserted/Present**

  Explanation: Fan Inserted/Present

  Severity
    INFORMATIONAL

  Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS264960 Fan redundancy has returned to Normal**

    Explanation: Fan redundancy has returned to Normal

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS264961 Fan Redundancy has been Lost**

    Explanation: Fan Redundancy has been Lost

    Severity
        CRITICAL

    Serviceable
        YES

    Automatically notify support
        No

    User Response
        Complete the following steps to resolve the issue:

        1. Make sure that the fan is not missing or unplugged.

        2. Check the fan LEDs.

        3. Replace the affected fan.

- **FQXTS2649984 Sensor access Available**

    Explanation: Sensor access Available

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS2649985 Controller access Available**

  Explanation: Controller access Available

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2649986 Management controller online**

  Explanation: Management controller online

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2649987 Management controller Available**

  Explanation: Management controller Available

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2649988 Sensor failure Deasserted**

  Explanation: Sensor failure Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support

No

User Response

Information only; no action is required.

* **FQXTS2649989 FRU failure Deasserted**

Explanation: FRU failure Deasserted

Severity

INFORMATIONAL

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

* **FQXTS2715393 Battery Failed**

Explanation: Battery Failed

Severity

CRITICAL

Serviceable

YES

Automatically notify support

YES

User Response

Complete the following steps to resolve the issue:

1. If the system was recently installed, moved, or serviced, make sure that the battery is seated properly.

2. Check the Support site for an applicable service bulletins or firmware updates that might apply to this error.

3. Replace the battery.

* **FQXTS2715394 Battery presence detected**

Explanation: Battery presence detected

Severity

INFORMATIONAL

Serviceable

No

Automatically notify support

No

User Response
    Information only; no action is required.

- **FQXTS2780928 Session Activated**

  Explanation: Session Activated

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS2846464 Hardware Version change detected**

  Explanation: Hardware Version change detected with associated Entity

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS2846465 Firmware or Software version change detected**

  Explanation: Firmware or Software version change detected with associated Entity

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS2846466 Hardware Incombabaility detected**

  Explanation: Hardware Incombabaility detected with associated Entity

  Severity
      INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS2846467 Firmware Or SoftwareVersion Incompatibility detected**

Explanation: Firmware Or Software Version Incompatibility detected with associated Entity

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS2846468 Entity is of an invalid or unsupported hardware version**

Explanation: Entity is of an invalid or unsupported hardware version

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS2846469 Entity contains an invalid or unsupported firmware or software version**

Explanation: Entity contains an invalid or unsupported firmware or software version

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS2846470 Hardware Change detected with associated Entity was successful**

  Explanation: Hardware Change detected with associated Entity was successful

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2846471 Software or F/W Change detected with associated Entity was successful.**

  Explanation: Software or F/W Change detected with associated Entity was successful.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2846598 Hardware Change detected with associated Entity was not successful**

  Explanation: Hardware Change detected with associated Entity was not successful

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS2846599 Software or F/W Change detected with associated Entity was not successful.**

  Explanation: Software or F/W Change detected with associated Entity was not successful.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support

No

User Response
Information only; no action is required.

• **FQXTS2912000 FRU Not Installed**

Explanation: FRU Not Installed

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2912001 FRU Inactive**

Explanation: FRU Inactive

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2912002 FRU Activation Requested**

Explanation: FRU Activation Requested

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS2912003 FRU Activation In Progress**

Explanation: FRU Activation In Progress

Severity
   INFORMATIONAL

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXTS2912004 FRU Active**

   Explanation: FRU Active

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS2912005 FRU Deactivation Requested**

   Explanation: FRU Deactivation Requested

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS2912006 FRU Deactivation In Progress**

   Explanation: FRU Deactivation In Progress

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS2912007 FRU Communication Lost**

  Explanation: FRU Communication Lost

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS356096 Chassis Intrusion - Physical Security Violation**

  Explanation: Chassis Intrusion - Physical Security Violation

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve the issue:

  1. Verify that the C2 switch is depressed fully.

  2. Verify that the cover is seated properly.

  3. Replace the C2 switch.

- **FQXTS356100 LAN Leash Lost**

  Explanation: LAN Leash Lost

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve the issue:

  1. Verify that the LAN cable is connected properly.

  2. Reseat the LAN cable.

  3. Replace the LAN cable.

- **FQXTS356224 Chassis Intrusion(Physical Security Violation) Event Cleared**

  Explanation: Chassis Intrusion (Physical Security Violation) Event Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS356225 Chassis Intrusion - Drive Bay Violation Cleared**

  Explanation: Chassis Intrusion - Drive Bay Violation Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS356226 I/O Card Area Intrusion Cleared**

  Explanation: I/O Card Area Intrusion Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS356227 Processor Area Intrusion Cleared**

  Explanation: Processor Area Intrusion Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support

No

User Response
Information only; no action is required.

• **FQXTS356228 LAN Leash Lost Cleared**

Explanation: LAN Leash Lost

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS356229 Unauthorized dock Cleared**

Explanation: Unauthorized dock Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS356230 Fan Area Intrusion Cleared**

Explanation: Fan Area Intrusion Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS421633 User Password Violation Attempt**

Explanation: User Password Violation Attempt

Severity

CRITICAL

Serviceable

YES

Automatically notify support

No

User Response

Complete the following steps to resolve the issue:

1. Make sure that the correct login ID and password are being used.

2. Have the system administrator reset the login ID or password.

- **FQXTS421634 Setup Password Violation Attempt**

  Explanation: Setup Password Violation Attempt

  Severity

  CRITICAL

  Serviceable

  YES

  Automatically notify support

  No

  User Response

  Make sure that the correct setup password is being used.

- **FQXTS421635 Network boot Password Violation Attempt**

  Explanation: Network Boot Password Violation Attempt

  Severity

  CRITICAL

  Serviceable

  YES

  Automatically notify support

  No

  User Response

  Complete the following steps to resolve the issue:

  1. Make sure that the correct login ID and password are being used.

  2. Have the system administrator reset the login ID or password.

- **FQXTS421636 Other pre-boot Password Violation Attempt**

  Explanation: Other Pre-boot Password Violation Attempt

  Severity

  CRITICAL

  Serviceable

YES

Automatically notify support
No

User Response
Complete the following steps to resolve the issue:

1. Make sure that the correct login ID and password are being used.

2. Have the system administrator reset the login ID or password.

• **FQXTS421637 Out-of-band access Violation Attempt**

Explanation: Out-of-band access Violation Attempt

Severity
CRITICAL

Serviceable
YES

Automatically notify support
No

User Response
Complete the following steps to resolve the issue:

1. Make sure that the correct login ID and password are being used.

2. Have the system administrator reset the login ID or password.

• **FQXTS421760 Secure Mode Violation Attempt Cleared**

Explanation: Secure Mode Violation Attempt Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS421761 User Password Violation Attempt Cleared**

Explanation: User Password Violation Attempt Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS421762 Setup Password Violation Attempt Cleared**

  Explanation: Setup Password Violation Attempt Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS421763 Network boot Password Violation Attempt Cleared**

  Explanation: Network Boot Password Violation Attempt Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS421764 Other pre-boot Password Violation Attempt Cleared**

  Explanation: Other Pre-boot Password Violation Attempt Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS421765 Out-of-band access Violation Attempt Cleared**

  Explanation: Out-of-band access Violation Attempt Cleared

  Severity
  INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS487168 Processor Internal Error**

    Explanation: Processor Internal Error

    Severity
        CRITICAL

    Serviceable
        YES

    Automatically notify support
        YES

    User Response
        Complete the following steps to resolve the issue:

        1. Check the Support site for an applicable service bulletin or firmware update that applies to this error.

        2. Reboot system. If problem persists, contact Support.

- **FQXTS487169 Processor Thermal Trip (Over Temperature Shutdown)**

    Explanation: Processor Thermal Trip (Over Temperature Shutdown)

    Severity
        CRITICAL

    Serviceable
        YES

    Automatically notify support
        YES

    User Response
        Complete the following steps to resolve the issue:

        1. Check the event log for any fan, cooling, or power related issues.

        2. Make sure that the airflow at the front and rear of the server is not obstructed and that fillers are in place and correctly installed.

        3. Make sure that the room temperature is within operating specifications.

- **FQXTS487170 Processor Fault Resilient Booting (FRB) 1 / Processor BIST (Built In Self Test) Failure**

    Explanation: Processor Fault Resilient Booting (FRB) 1 / BIST (Built In Self Test) Failure

    Severity
        CRITICAL

Serviceable
    YES

Automatically notify support
    YES

User Response
    Complete the following steps to resolve the issue:

    1. If the processor or firmware was just updated, check the Support site for an applicable service bulletin or firmware update that applies to this processor error.

    2. If there are multiple processors, swap processors to move affected processor to another processor socket and retry. If the problem follows the affected processor, or this is a single processor system, replace the processor. Inspect the processor socket on each processor removal and replace system board first if the processor socket is damaged or mis-aligned pins are found.

    3. Replace the system board.

- **FQXTS487173 Processor Configuration Error**

    Explanation: Processor Configuration Error

    Severity
        CRITICAL

    Serviceable
        YES

    Automatically notify support
        YES

    User Response
        Complete the following steps to resolve the issue:

        1. Check the event log for other events related to processor configuration issues. Resolve those issues first.

        2. If the problem persists, make sure that matching processors are installed (matching option part numbers).

        3. Make sure that the processors are installed in the correct socket.

        4. Check the Support site for any applicable service bulletins or firmware updates that might apply to this processor error.

- **FQXTS487175 Processor Presence Detected**

    Explanation: Processor Presence Detected

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response

Information only; no action is required.

- **FQXTS487176 Processor Disabled**

  Explanation: Processor Disabled

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS487177 Terminator Presence Detected**

  Explanation: Terminator Presence Detected

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS487296 Processor Internal Error Cleared**

  Explanation: Processor Internal Error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS487297 Processor Thermal Trip (Over Temperature Shutdown) Cleared**

  Explanation: Processor Thermal Trip (Over Temperature Shutdown) Cleared

  Severity
  INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS487298 Processor BIST (Built In Self Test) Failure Cleared**

    Explanation: Processor BIST (Built In Self Test) Failure Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS487299 Processor Fault Resilient Booting (FRB) 2 / Hang in Power On Self Test (POST) Failure Cleared**

    Explanation: Processor Fault Resilient Booting (FRB) 2 / Hang in Power On Self Test (POST) Failure Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS487300 Processor Fault Resilient Booting (FRB) 3 / Processor Setup / Initialization Failure Cleared**

    Explanation: Processor Fault Resilient Booting (FRB) 3 / Processor Setup / Initialization Failure Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response

Information only; no action is required.

- **FQXTS487301 Processor Configuration Error Cleared**

  Explanation: Processor Configuration Error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS487306 Processor Throttle Cleared (Normal Processor Speed)**

  Explanation: Processor Throttle Cleared (Normal Processor Speed)

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS487308 Correctable Machine Check Error Cleared**

  Explanation: Correctable Machine Check Error Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS525056 Power Supply is disconnected from AC Power.**

  Explanation: Power Supply is disconnected from AC Power.

  Severity
  CRITICAL

Serviceable
    YES

Automatically notify support
    No

User Response
    Complete the following steps to resolve the issue:

    1.   Make sure that all power supplies are functioning properly and that all AC power cords are attached.

    2.   Install additional power supplies if needed.

- **FQXTS525057 Power Supply is connected to AC Power.**

    Explanation: Power Supply is connected to AC Power.

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS525568 Power Supply Limit Not Execeeded**

    Explanation: Power Supply Limit Not Execeeded

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS525569 Power Supply Limit Execeeded**

    Explanation: Power Supply Limit Execeeded

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

User Response
Information only; no action is required.

- **FQXTS527104 Power Supply Redundancy Has Returned to Normal**

  Explanation: Power Supply Redundancy Has Returned to Normal

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS527105 Power Supply Redundancy has been Lost**

  Explanation: Power Supply Redundancy has been Lost

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve this issue:

  1. Make sure that a power supply is not missing or unplugged.

  2. Check the power supply LEDs.

  3. Replace the affected power supply.

- **FQXTS527233 Power Supply Redundancy has been Lost Recovery**

  Explanation: Power Supply Redundancy has been Lost Recovery

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS552704 Power Supply Inserted**

Explanation: Power Supply Inserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS552705 Power Supply failure detected**

  Explanation: Power supply Failure detected

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:

    1. Check the power supply LEDs.

    2. Replace the failing power supply.

- **FQXTS552707 Power Supply AC Lost**

  Explanation: Power Supply AC Lost

  Severity
  INFORMATIONAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve the issue:

    1. Check the event log for any other events related to power supplies and resolve those events.

    2. Check the line feeds.

- **FQXTS552708 Power Supply input lost or out-of-range**

  Explanation: Power Supply input lost or out-of-range

  Severity

CRITICAL

Serviceable
YES

Automatically notify support
No

User Response
Complete the following steps to resolve the issue:

1. Check the event log for any other events related to power supplies and resolve those events.

2. Check the line feeds.

- **FQXTS552709 Power Supply input out-of-range, but present**

   Explanation: Power Supply input out-of-range, but present

   Severity
   CRITICAL

   Serviceable
   YES

   Automatically notify support
   No

   User Response
   Complete the following steps to resolve the issue:

   1. Check the event log for any other events related to power supplies and resolve those events.

   2. Check the line feeds.

- **FQXTS552833 Power Supply Failure Cleared**

   Explanation: Power Supply Failure Cleared

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXTS552834 Power Supply Warning Cleared**

   Explanation: Power Supply Warning Cleared

   Severity
   INFORMATIONAL

   Serviceable
   No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXTS552835 Power Supply AC Restored**

  Explanation: Power Supply AC Restored

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXTS552836 Power Supply input lost or out-of-range Restored**

  Explanation: Power Supply input lost or out-of-range Restored

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXTS552837 Power Supply input out-of-range restored**

  Explanation: Power Supply input out-of-range restored

  Severity

  INFORMATIONAL

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXTS590593 Host power-on sequence has been completed successfully.**

  Explanation: Host power-on sequence has been completed successfully

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS592640 Power Unit Redundancy has been restored**

    Explanation: Power Unit Redundancy has been restored

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

• **FQXTS592641 Power Unit Redundancy has been Lost**

    Explanation: Power Unit Redundancy has been Lost

    Severity
        CRITICAL

    Serviceable
        YES

    Automatically notify support
        No

    User Response
        Complete the following steps to resolve this issue:

        1. Make sure that a power supply is not missing or unplugged.

        2. Check the power supply LEDs.

        3. Replace the affected power supply.

• **FQXTS618240 Power unit is off.**

    Explanation: Power unit is off.

    Severity
        INFORMATIONAL

    Serviceable
        No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS618241 Power unit is power cycled**

    Explanation: Power unit is power cycled

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS618242 Power unit 240VA Power Down**

    Explanation: Power unit 240VA Power Down

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS618243 Power unit Interlock Power Down**

    Explanation: Power unit Interlock Power Down

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS618244 Power unit AC lost / Power input lost**

    Explanation: Power unit AC lost / Power input lost

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS618245 Soft Power Control Failure**

    Explanation: Soft Power Control Failure

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS618246 Power Unit Failure detected**

    Explanation: Power Unit Failure detected

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS618247 Power Unit Predictive Failure**

    Explanation: Power Unit Predictive Failure

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS618368 Power Unit is on.**

  Explanation: Power Unit is on.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS618369 Power unit - Power Cycle Completed**

  Explanation: Power unit - Power Cycle Completed

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS618370 Power unit 240VA Power Up**

  Explanation: Power unit 240VA Power Up

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS618371 Power unit Interlock Power Up**

  Explanation: Power unit Interlock Power Up

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS618372 Power unit AC/Power input restored**

    Explanation: Power unit AC/Power input restored

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS618373 Soft Power Control Failure Cleared**

    Explanation: Soft Power Control Failure Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS618374 Power Unit Failure Cleared**

    Explanation: Power Unit Failure Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS618375 Power Unit Predictive Failure Cleared**

    Explanation: Power Unit Predictive Failure Cleared

Severity
   INFORMATIONAL

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXTS655618 Cooling Device Under Speed Warning (Lower critical, going low)**

   Explanation: Critical Cooling Device Under Speed problem (Lower critical, going low)

   Severity
      CRITICAL

   Serviceable
      YES

   Automatically notify support
      YES

   User Response
      Complete the following steps to resolve the issue:

      1. Reseat the failing fan (indicated by the lit LED on the fan).

      2. Replace the fan.

- **FQXTS655619 Cooling Device Under Speed Warning (Lower critical, going high)**

   Explanation: Critical Cooling Device Under Speed problem (Lower critical, going high)

   Severity
      CRITICAL

   Serviceable
      YES

   Automatically notify support
      YES

   User Response
      Complete the following steps to resolve the issue:

      1. Reseat the failing fan (indicated by the lit LED on the fan).

      2. Replace the fan.

- **FQXTS655620 Cooling Device Under Speed Warning (Lower non-recoverable, going low)**

   Explanation: Critical Cooling Device Under Speed problem (Lower non-recoverable, going low)

   Severity
      CRITICAL

   Serviceable

YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

- **FQXTS655621 Cooling Device Under Speed Warning (Lower non-recoverable, going high)**

  Explanation: Critical Cooling Device Under Speed problem (Lower non-recoverable, going high)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:

  1. Reseat the failing fan (indicated by the lit LED on the fan).

  2. Replace the fan.

- **FQXTS655622 Cooling Device Over Speed Warning (Upper non-critical, going low)**

  Explanation: Cooling Device Over Speed Warning (Upper non-critical, going low)

  Severity
  WARNING

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve the issue:

  1. Reseat the failing fan (indicated by the lit LED on the fan).

  2. Replace the fan.

- **FQXTS655624 Cooling Device Over Speed Warning (Upper critical, going low)**

  Explanation: Critical Cooling Device Over Speed problem (Upper critical, going low)

  Severity
  CRITICAL

  Serviceable

YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

- **FQXTS655625 Cooling Device Over Speed Warning (Upper critical, going high)**

  Explanation: Critical Cooling Device Over Speed problem (Upper critical, going high)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:

  1. Reseat the failing fan (indicated by the lit LED on the fan).

  2. Replace the fan.

- **FQXTS655626 Cooling Device Over Speed Warning (Upper non-recoverable, going low)**

  Explanation: Critical Cooling Device Over Speed problem (Upper non-recoverable, going low)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:

  1. Reseat the failing fan (indicated by the lit LED on the fan).

  2. Replace the fan.

- **FQXTS655627 Cooling Device Under Speed Warning (Upper non-recoverable, going high)**

  Explanation: Critical Cooling Device Over Speed problem (Upper non-recoverable, going high)

  Severity
  CRITICAL

  Serviceable

YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Reseat the failing fan (indicated by the lit LED on the fan).

2. Replace the fan.

- **FQXTS655744 Cooling Device Under Speed Warning (Lower non-critical, going low) Cleared**

    Explanation: Cooling Device Under Speed Warning (Lower non-critical, going low) Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS655745 Cooling Device Under Speed Warning (Lower non-critical, going high)Cleared**

    Explanation: Cooling Device Under Speed Warning (Lower non-critical, going high)Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS655746 Cooling Device Under Speed Warning (Lower critical, going low)Cleared**

    Explanation: Critical Cooling Device Under Speed problem (Lower critical, going low)Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS655747 Cooling Device Under Speed Warning (Lower critical, going high) Cleared**

  Explanation: Critical Cooling Device Under Speed problem (Lower critical, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS655748 Cooling Device Under Speed Warning (Lower non-recoverable, going low)Cleared**

  Explanation: Critical Cooling Device Under Speed problem (Lower non-recoverable, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS655749 Cooling Device Under Speed Warning (Lower non-recoverable, going high) Cleared**

  Explanation: Critical Cooling Device Under Speed problem (Lower non-recoverable, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS655750 Cooling Device Over Speed Warning (Upper non-critical, going low) Cleared**

  Explanation: Cooling Device Over Speed Warning (Upper non-critical, going low) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXTS655751 Cooling Device Over Speed Warning (Upper non-critical, going high)Cleared**

   Explanation: Cooling Device Over Speed Warning (Upper non-critical, going high)Cleared

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS655752 Cooling Device Over Speed Warning (Upper critical, going low) Cleared**

   Explanation: Critical Cooling Device Over Speed problem (Upper critical, going low) Cleared

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS655753 Cooling Device Over Speed Warning (Upper critical, going high)Cleared**

   Explanation: Critical Cooling Device Over Speed problem (Upper critical, going high)Cleared

   Severity
      INFORMATIONAL

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXTS655754 Cooling Device Over Speed Warning (Upper non-recoverable, going low)Cleared**

   Explanation: Critical Cooling Device Over Speed problem (Upper non-recoverable, going low)Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS655755 Cooling Device Under Speed Warning (Upper non-recoverable, going high) Cleared**

  Explanation: Critical Cooling Device Over Speed problem (Upper non-recoverable, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS657408 Cooling Device Removed/Absent**

  Explanation: Cooling Device Removed/Absent

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve the issue:

  1. If the fan was removed intentionally, reinstall the fan.

  2. Make sure that the fan is seated properly.

  3. If the fan is seated properly, replace the fan.

- **FQXTS657409 Cooling Device Inserted/Present**

  Explanation: Cooling Device Inserted/Present

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
	No

User Response
	Information only; no action is required.

• **FQXTS65794 Under-Temperature Warning (Lower critical, going low)**

	Explanation: Critical Under-Temperature problem (Lower critical, going low)

	Severity
		CRITICAL

	Serviceable
		No

	Automatically notify support
		No

	User Response
		Complete the following steps to resolve this issue:
		1. Check the event log and resolve any fan or cooling related issues.
		2. Make sure that the room temperature is within operating specifications.
		3. Update the ThinkServer System Manager (TSM) firmware.

• **FQXTS65795 Under-Temperature Warning (Lower critical, going high)**

	Explanation: Critical Under-Temperature problem (Lower critical, going high)

	Severity
		CRITICAL

	Serviceable
		No

	Automatically notify support
		No

	User Response
		Complete the following steps to resolve this issue:
		1. Check the event log and resolve any fan or cooling related issues.
		2. Make sure that the room temperature is within operating specifications.
		3. Update the ThinkServer System Manager (TSM) firmware.

• **FQXTS65796 Under-Temperature Warning (Lower non-recoverable, going low)**

	Explanation: Critical Under-Temperature problem (Lower non-recoverable, going low)

	Severity
		CRITICAL

	Serviceable
		No

	Automatically notify support

No

User Response
>Complete the following steps to resolve this issue:
>
>1. Check the event log and resolve any fan or cooling related issues.
>2. Make sure that the room temperature is within operating specifications.
>3. Update the ThinkServer System Manager (TSM) firmware.

- **FQXTS65797 Under-Temperature Warning (Lower non-recoverable, going high)**

  Explanation: Critical Under-Temperature problem (Lower non-recoverable, going high)

  Severity
  >CRITICAL

  Serviceable
  >No

  Automatically notify support
  >No

  User Response
  >Complete the following steps to resolve this issue:
  >
  >1. Check the event log and resolve any fan or cooling related issues.
  >2. Make sure that the room temperature is within operating specifications.
  >3. Update the ThinkServer System Manager (TSM) firmware.

- **FQXTS65800 Over-Temperature Warning (Upper critical, going low)**

  Explanation: Critical Over-Temperature problem (Upper critical, going low)

  Severity
  >CRITICAL

  Serviceable
  >No

  Automatically notify support
  >No

  User Response
  >Complete the following steps to resolve this issue:
  >
  >1. Check the event log and resolve any fan or cooling related issues.
  >2. Make sure that the airflow at the front and rear of the server are not obstructed.
  >3. Make sure that the room temperature is within operating specifications.
  >4. Update the ThinkServer System Manager (TSM) firmware.

- **FQXTS65801 Over-Temperature Warning (Upper critical, going high)**

  Explanation: Critical Over-Temperature problem (Upper critical, going high)

  Severity

CRITICAL

Serviceable
YES

Automatically notify support
YES

User Response
Complete the following steps to resolve this issue:

    1. Check the event log and resolve any fan or cooling related issues.

    2. Make sure that the airflow at the front and rear of the server are not obstructed.

    3. Make sure that the room temperature is within operating specifications.

    4. Update the ThinkServer System Manager (TSM) firmware.

- **FQXTS65802 Over-Temperature Warning (Upper non-recoverable, going low)**

  Explanation: Critical Over-Temperature problem (Upper non-recoverable, going low)

  Severity
  CRITICAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Complete the following steps to resolve this issue:

      1. Check the event log and resolve any fan or cooling related issues.

      2. Make sure that the airflow at the front and rear of the server are not obstructed.

      3. Make sure that the room temperature is within operating specifications.

      4. Update the ThinkServer System Manager (TSM) firmware.

- **FQXTS65803 Under-Temperature Warning (Upper non-recoverable, going high)**

  Explanation: Critical Over-Temperature problem (Upper non-recoverable, going high)

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve this issue:

      1. Check the event log and resolve any fan or cooling related issues.

      2. Make sure that the airflow at the front and rear of the server are not obstructed.

      3. Make sure that the room temperature is within operating specifications.

4. Update the ThinkServer System Manager (TSM) firmware.

- **FQXTS658176 Cooling Device redundancy has returned to Normal**

   Explanation: Cooling Device redundancy has returned to Normal

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXTS658177 Cooling Device Redundancy has been Lost**

   Explanation: Cooling Device Redundancy has been Lost

   Severity
   CRITICAL

   Serviceable
   YES

   Automatically notify support
   No

   User Response
   Complete the following steps to resolve the issue:

   1. Reseat the failing fan (indicated by the lit LED on the fan).
   2. Replace the fan.

- **FQXTS65920 Under-Temperature Warning (Lower non-critical, going low) Cleared**

   Explanation: Under-Temperature Warning (Lower non-critical, going low) Cleared

   Severity
   INFORMATIONAL

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXTS65921 Under-Temperature Warning (Lower non-critical, going high)Cleared**

   Explanation: Under-Temperature Warning (Lower non-critical, going high)Cleared

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXTS65922 Under-Temperature Warning (Lower critical, going low)Cleared**

  Explanation: Critical Under-Temperature problem (Lower critical, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXTS65923 Under-Temperature Warning (Lower critical, going high) Cleared**

  Explanation: Critical Under-Temperature problem (Lower critical, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXTS65924 Under-Temperature Warning (Lower non-recoverable, going low)Cleared**

  Explanation: Critical Under-Temperature problem (Lower non-recoverable, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS65925 Under-Temperature Warning (Lower non-recoverable, going high) Cleared**

  Explanation: Critical Under-Temperature problem (Lower non-recoverable, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS65926 Over-Temperature Warning (Upper non-critical, going low) Cleared**

  Explanation: Over-Temperature Warning (Upper non-critical, going low) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS65927 Over-Temperature Warning (Upper non-critical, going high)Cleared**

  Explanation: Over-Temperature Warning (Upper non-critical, going high)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS65928 Over-Temperature Warning (Upper critical, going low) Cleared**

  Explanation: Critical Over-Temperature problem (Upper critical, going low) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS65929 Over-Temperature Warning (Upper critical, going high)Cleared**

  Explanation: Critical Over-Temperature problem (Upper critical, going high)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS65930 Over-Temperature Warning (Upper non-recoverable, going low)Cleared**

  Explanation: Critical Over-Temperature problem (Upper non-recoverable, going low)Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS65931 Under-Temperature Warning (Upper non-recoverable, going high) Cleared**

  Explanation: Critical Over-Temperature problem (Upper non-recoverable, going high) Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS67330 Generic Critical Temperature Problem (Transition to Critical from less severe)**

  Explanation: Generic Critical Temperature Problem (Transition to Critical from less severe)

Severity
    CRITICAL

Serviceable
    YES

Automatically notify support
    YES

User Response
    Complete the following steps to resolve this issue:

    1. Check the event log and resolve any fan or cooling related issues.

    2. Make sure that the airflow at the front and rear of the server are not obstructed.

    3. Make sure that the room temperature is within operating specifications.

    4. Update the ThinkServer System Manager (TSM) firmware.

• **FQXTS787456 Memory Predictive Failure state has been cleared.**

    Explanation: Memory Predictive Failure state has been cleared

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

• **FQXTS814848 Correctable ECC or other correctable memory error detected.**

    Explanation: Correctable ECC or other correctable memory error detected.

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

• **FQXTS814849 Uncorrectable ECC or other uncorrectable memory error detected.**

    Explanation: Uncorrectable ECC or other uncorrectable memory error detected.

    Severity
        CRITICAL

    Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS814850 Parity error detected.**

  Explanation: Parity error detected.

  Severity
  WARNING

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS814851 Memory Scrub Failed**

  Explanation: Memory Scrub Failed

  Severity
  CRITICAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS814852 Memory Device Disabled.**

  Explanation: Memory Device Disabled.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS814853 Correctable ECC / other correctable memory error logging limit reached**

Explanation: Correctable ECC / other correctable memory error logging limit reached

Severity
    WARNING

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS814854 Memory Presence detected.**

Explanation: Memory Presence detected.

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS814855 Memory Configuration Error detected.**

Explanation: Memory Configuration Error detected.

Severity
    CRITICAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXTS814856 Spare Unit of Memory detected**

Explanation: Spare Unit of Memory detected

Severity
    INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
Information only; no action is required.

- **FQXTS814857 Memory Automatically Throttled**

  Explanation: Memory Automatically Throttled

  Severity
  WARNING

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS814858 Memory event - Critical Overtemperature**

  Explanation: Memory event - Critical Overtemperature

  Severity
  CRITICAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS814976 Correctable ECC or other correctable memory error cleared.**

  Explanation: Correctable ECC or other correctable memory error cleared.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS814977 Uncorrectable ECC or other uncorrectable memory error Cleared.**

  Explanation: Uncorrectable ECC or other uncorrectable memory error Cleared.

  Severity
  INFORMATIONAL

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXTS814978 Parity error Cleared.**

    Explanation: Parity error Cleared.

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS814979 Memory Scrub Failure Cleared**

    Explanation: Memory Scrub Failure Cleared

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS814980 Memory Device Enabled.**

    Explanation: Memory Device Enabled.

    Severity
        INFORMATIONAL

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXTS814981 Correctable ECC / other correctable memory error logging limit reached Cleared**

  Explanation: Correctable ECC / other correctable memory error logging limit reached Cleared

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS814982 Memory Presence not detected**

  Explanation: Memory Presence Not detected

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS814983 Memory Configuration Error Cleared.**

  Explanation: Memory Configuration Error Cleared.

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXTS814984 Spare Unit of Memory detected Deassert**

  Explanation: Spare Unit of Memory detected Deassert

  Severity
      INFORMATIONAL

  Serviceable
      No

  Automatically notify support

No

User Response
Information only; no action is required.

- **FQXTS814985 Memory Automatically Throttled Cleared**

    Explanation: Memory Automatically Throttled Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS814986 Memory event - Critical Overtemperature Cleared"s**

    Explanation: Memory event - Critical Overtemperature Cleared

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS852992 Hard Disk Drive Fault LED is OFF.**

    Explanation: This state indicates that a HDD Fault LED which was ON before is OFF now.

    Severity
    INFORMATIONAL

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXTS852993 Hard Disk Drive Fault LED is ON.**

    Explanation: A HDD Fault LED is ON.

Severity
MAJOR

Serviceable
YES

Automatically notify support
YES

User Response
Complete the following steps to resolve the issue:

1. Check the Support site for service bulletins or firmware updates that are related to your particular drive.

2. Check the event log for any other RAID-related events and resolve those issues.

3. Replace the drive.

- **FQXTS880384 Hard Disk Drive is present or has been inserted.**

  Explanation: Hard Disk Drive is present or has been inserted.

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880385 Hard Disk Drive Fault**

  Explanation: Hard Disk Drive Fault

  Severity
  CRITICAL

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:

  1. Check the Support site for service bulletins or firmware updates that are related to your particular drive.

  2. Check the event log for any other RAID-related events and resolve those issues.

  3. Replace the drive.

- **FQXTS880386 Hard Disk Drive Predictive Failure**

  Explanation: Hard Disk Drive Predictive Failure

Severity
WARNING

Serviceable
YES

Automatically notify support
YES

User Response
Information only; no action is required.

• **FQXTS880387 Hard Disk Drive Hot spare (Ready to Remove)**

Explanation: Hard Disk Drive Hot Spare (Ready to remove) Asserted

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS880388 Hard Disk Drive Consistency Check / Parity Check in progress**

Explanation: Hard Disk Drive Consistency Check / Parity Check in progress

Severity
INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXTS880389 Hard Disk Drive In Critical Array**

Explanation: Hard Disk Drive In Critical Array

Severity
CRITICAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS880390 Hard Disk Drive In Failed Array**

  Explanation: Hard Disk Drive In Failed Array

  Severity
  > CRITICAL

  Serviceable
  > YES

  Automatically notify support
  > YES

  User Response
  > Complete the following steps to resolve the issue:
  >
  > 1. Check the event log for other hard drive messages to help identify failing drive(s).
  > 2. Replace the hard disk drives (indicated by a lit status LED).
  > 3. Recreate the array.

- **FQXTS880391 Hard Disk Drive Rebuild/Remap in progress**

  Explanation: Hard Disk Drive Rebuild/Remap in progress

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS880392 Hard Disk Drive Rebuild/Remap Aborted**

  Explanation: Hard Disk Drive Rebuild/Remap Aborted

  Severity
  > INFORMATIONAL

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXTS880512 Hard Disk Drive is absent or has been removed.**

  Explanation: Hard Disk Drive is absent or has been removed.

  Severity

INFORMATIONAL

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS880513 Hard Disk Drive Fault Cleared**

  Explanation: Hard Disk Drive Fault Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880514 Hard Disk Drive Predictive Failure Cleared**

  Explanation: Hard Disk Drive Predictive Failure Cleared

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880515 Hard Disk Drive Hot spare**

  Explanation: Hard Disk Drive Hot Spare Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880516 Hard Disk Drive Consistency Check / Parity Check in progress Deasserted**

  Explanation: Hard Disk Drive Consistency Check / Parity Check in progress Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880517 Hard Disk Drive In Critical Array Deasserted**

  Explanation: Hard Disk Drive In Critical Array Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880518 Hard Disk Drive In Failed Array Deasserted**

  Explanation: Hard Disk Drive In Failed Array Deasserted

  Severity
  CRITICAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS880519 Hard Disk Drive Rebuild/Remap in progress Deasserted(completed)**

  Explanation: Hard Disk Drive Rebuild/Remap in progress Deasserted(completed)

  Severity
  INFORMATIONAL

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXTS880520 Hard Disk Drive Rebuild/Remap Aborted Deasserted(completed)**

  Explanation: Hard Disk Drive Rebuild/Remap Aborted Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS918528 POST Memory Resize Failure Deasserted**

  Explanation: POST Memory Resize Failure Deasserted

  Severity
  INFORMATIONAL

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXTS918529 POST Memory Resize Failure Asserted**

  Explanation: POST Memory Resize Failure Asserted

  Severity
  MAJOR

  Serviceable
  YES

  Automatically notify support
  YES

  User Response
  Complete the following steps to resolve the issue:

    1. Check the support site for any applicable service bulletins or firmware updates that might apply to this issue.

    2. If the problem persists, contact Support.

Storage Events that automatically notify Support

You can configure the Lenovo XClarity Administrator to automatically notify Support (also known as *call home*) if certain types of Storage errors are encountered. If you have configured this function, see the table for a list of events that automatically notify Support.

Table 6. Events that automatically notify Support

Event ID	Message String	Automatically Notify Support
FQXST0084W	The current controller that logged this event forced the partner controller to fail over.	Yes
FQXST0161C	One or more enclosures do not have a valid path to an enclosure management processor (EMP). All enclosure EMPs are disabled.	Yes
FQXST0531M	The specified controller module was unable to recover from a stall. The system will need to be recovered manually.	Yes

List of Storage events

This section lists all Storage events that can be viewed in the Lenovo XClarity Administrator event log or audit log.

- **FQXST0001W The disk group is online but cannot tolerate another disk failure.**

  Explanation: The specified disk group is operating in a degraded state due to a disk failure. If the specified disk group is a RAID 6 disk group, two disks have failed. If a dedicated spare or global spare of the proper type and size is present, that spare is used to automatically reconstruct the disk group, and events 9 and 37 are logged. For linear disk groups, if no usable spare disk is present, but an available disk of the proper type and size is present and the dynamic spares feature is enabled, that disk is used to automatically reconstruct the disk group, and event 37 is logged.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Check to see if events 9 and 37 are logged.
    - If so, reconstruction automatically started.

        1. Replace the failed disk and configure the replacement as a dedicated (linear only) or global spare for future use. For continued optimum I/O performance, the replacement disk should have the same or better performance.

        2. Confirm that all failed disks have been replaced and that there are sufficient spare disks configured for future use.

– If event 37 was not logged, a spare of the proper type and size was not available for reconstruction. Replace the failed disk with one of the same type and the same or greater capacity and, if necessary, designate it as a spare.

- **FQXST0003M The specified disk group went offline.**

  Explanation: One disk failed for RAID 0 or NRAID, three disks failed for RAID 6, or two disks failed for other RAID levels, and the disk group cannot be reconstructed. This is not a normal status for a disk group unless you have manually removed a disk from quarantine.When a disk failure occurs in a virtual disk groups in the Performance tier, the data in the disk group that uses that disk will be automatically migrated to another available disk group if space is available, so no user data is lost. Data will be lost: If multiple disk failures occur in rapid succession so there is not enough time to migrate the data If there is insufficient space to fit the data in another tier If failed disks are not replaced promptly by the user.

  Severity
  Major

  Serviceable
  YES

  Automatically notify support
  No

  User Response

  1. You might be able to use the CLI trust command to recover some of the data in the disk group. Contact Support for help to determine if the trust operation applies to your situation and for assistance in using the command. You can also view the help for the trust command.
  2. If you choose to not use the trust command, perform these steps:
     a. Replace the failed disk or disks. (Look for event 8 in the event log to determine which disks failed and for advice on replacing them.)
     b. Delete the disk group (use the remove disk-groups CLI command).
     c. Re-create the disk group (use the add disk-group CLI command).

  3. To prevent this problem in the future, use a fault-tolerant RAID level, configure one or more disks as spare disks, and replace failed disks promptly.

- **FQXST0004I The specified disk had a bad block, which was corrected.**

  Explanation: The specified disk had a bad block, which was corrected.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0006I Disk group creation failed immediately.**

  Explanation: The user was given immediate feedback that disk group creation failed.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0006W A failure occurred during the initialization of the specified disk group.**

  Explanation: This event was probably caused by the failure of a disk drive. The initialization might have completed, but the disk group probably has a status of FTDN (fault tolerant with a down disk), CRIT (critical), or OFFL (offline), depending on the RAID level and the number of disks that failed.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Look for another event logged at approximately the same time that indicates a disk failure, such as event 55, 58, or 412. Follow the recommended actions for that event.

- **FQXST0007M In a testing environment, a controller diagnostic failed and reported a product-specific diagnostic code.**

  Explanation: In a testing environment, a controller diagnostic failed and reported a product-specific diagnostic code.

  Severity
  > Major

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response
  > Perform failure analysis.

- **FQXST0008W A disk group is down, a disk group failed, or a disk group reported that it has no life remaining.**

Explanation: One of the following conditions has occurred: A disk that was part of a disk group is down. The specified disk in the specified disk group failed and the disk group probably has a status of FTDN (fault tolerant with a down disk), CRIT (critical), or OFFL (offline), depending on the RAID level and the number of disks that failed. If a spare is present and the disk group is not offline, the controller automatically uses the spare to reconstruct the disk group. Subsequent events indicate the changes that happen to the disk group. When the problem is resolved, event 9 is logged. Reconstruction of a disk group failed. The specified disk was being used as the target disk for reconstructing the specified disk group. While the disk group was being reconstructed, another disk in the disk group failed and the status of the disk group went to OFFL (offline) The specified disk has a status of LEFTOVR (leftover). An SSD that was part of a disk group has reported that it has no life remaining. The specified disk in the specified disk group failed and the disk group probably has a status of FTDN (fault tolerant with a down disk), CRIT (critical), or OFFL (offline), depending on the RAID level and the number of disks that failed. If a spare is present and the disk group is not offline, the controller automatically uses the spare to reconstruct the disk group. Subsequent events indicate the changes that happen to the disk group. When the problem is resolved, event 9 is logged.

Severity
   Warning

Serviceable
   YES

Automatically notify support
   No

User Response

- If a disk that was part of a disk group is down:

   1. If the specified disk failed for one of these reasons: excessive media errors, imminent disk failure, possible hardware failure, disk is not supported, too many controller-recoverable errors, illegal request, or due to being degraded, replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

   2. If the specified disk failed because a user forced the disk out of the disk group, RAID-6 initialization failed, or for an unknown reason:

      a. If the associated disk group is offline or quarantined, contact Support.

      b. Otherwise, clear the metadata for the disk to reuse the disk.

   3. If the specified disk failed because a previously detected disk is no longer present:

      a. Reinsert the disk or insert a replacement disk of the same type (SAS SSD, enterprise SAS, or dline SAS) and the same or greater capacity as the one that was in the slot. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

      b. If the disk then has a status of leftover (LEFTOVR), clear the metadata to reuse the disk.

      c. If the associated disk group is offline or quarantined, contact Support.

- If reconstruction of a disk group failed:

   1. If the associated disk group is online, clear the specified disk's metadata so that the disk can be re-used.

2. If the associated disk group is offline, the CLI trust command may be able to recover some or all of the data in the disk group. However, trusting a partially reconstructed disk may lead to data corruption. See the CLI help for the trust command. Contact technical support for help to determine if the trust operation applies to your situation and for help to perform it.

3. If the associated disk group is offline and you do not want to use the trust command, perform these steps:

    a. Delete the disk group (remove disk-groups CLI command).

    b. Clear the specified disk's metadata so the disk can be re-used (clear disk-metadata CLI command).

    c. Replace the failed disk or disks. (Look for other instances of event 8 in the event log to determine which disks failed.)

    d. Re-create the disk group (add disk-group CLI command).

4. If an SSD that was part of a disk group has reported that it has no life remaining, replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

- **FQXST0009I The specified spare disk has been used in the specified disk group to bring it back to a fault-tolerant status.**

  Explanation: Disk group reconstruction starts automatically. This event indicates that a problem reported by event 8 is resolved.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0016I The specified disk has been designated as a global spare.**

  Explanation: The specified disk has been designated as a global spare.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0018I Disk group reconstruction completed.**

  Explanation: Disk group reconstruction completed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0019I A rescan has completed.**

  Explanation: A rescan has completed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0020I Storage Controller firmware has been updated.**

  Explanation: Storage Controller firmware has been updated.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0021I Disk group verification succeeded, failed immediately, or was halted by a user.**

  Explanation: Disk group verification succeeded, failed immediately, or was halted by a user.

  Severity
  Informational

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0021M Disk group verification completed. Errors were found but not corrected.**

    Explanation: Disk group verification completed. Errors were found but not corrected.

    Severity
    Major

    Serviceable
    YES

    Automatically notify support
    No

    User Response
    Perform a disk group scrub to find and correct the errors.

- **FQXST0021W Disk group verification did not complete due to an internally detected condition, such as a failed disk. If a disk fails, data might be at risk.**

    Explanation: Disk group verification did not complete due to an internally detected condition, such as a failed disk. If a disk fails, data might be at risk.

    Severity
    Warning

    Serviceable
    No

    Automatically notify support
    No

    User Response

    1. Resolve any non-disk hardware problems, such as a cooling problem or a faulty controller module, expansion module, or power supply.
    2. Check whether any disks in the disk group have logged SMART events or unrecoverable read errors.
        – If so, and the disk group is a non-fault-tolerant RAID level (RAID 0 or non-RAID), copy the data to a different disk group and replace the faulty disks.
        – If so, and the disk group is a fault-tolerant RAID level, check the current state of the disk group. If it is not FTOL, back up the data because data might be at risk. If it is FTOL, replace the specified disk. If more than one disk in the same disk group has logged a SMART event, back up the data and replace each disk one at a time. In virtual storage it may be possible to remove the affected disk group, which will drain its data to another disk group, and then add the disk group back again.

- **FQXST0023I Disk group creation started.**

Explanation: Disk group creation started.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0025I Disk group statistics were reset.**

Explanation: Disk group statistics were reset.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0028I Controller parameters were changed.**

Explanation: This event is logged when changes are made to the general configuration, such as utility priority, remote notification settings, user interface passwords, and network port IP values. This event is not logged when changes are made to disk group or volume configuration.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0031I The specified disk is no longer a global or dedicated spare.**

Explanation: The specified disk is no longer a global or dedicated spare.

Severity
    Informational

Serviceable
    No

Automatically notify support
>
> No

User Response
>
> Information only; no action is required.

- **FQXST0032I Disk group verification started.**

  Explanation: Disk group verification started.

  Severity
  >
  > Informational

  Serviceable
  >
  > No

  Automatically notify support
  >
  > No

  User Response
  >
  > Information only; no action is required.

- **FQXST0033I Controller time and date were changed.**

  Explanation: This event is logged before the change happens, so the timestamp of the event shows the old time. This event might occur often if NTP is enabled

  Severity
  >
  > Informational

  Serviceable
  >
  > No

  Automatically notify support
  >
  > No

  User Response
  >
  > Information only; no action is required.

- **FQXST0034I The controller configuration has been restored to factory defaults.**

  Explanation: The controller configuration has been restored to factory defaults.

  Severity
  >
  > Informational

  Serviceable
  >
  > No

  Automatically notify support
  >
  > No

  User Response
  >
  > Information only; no action is required.

- **FQXST0037I Disk group reconstruction started. When complete, event 18 is logged.**

Explanation: Disk group reconstruction started. When complete, event 18 is logged.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0039W The sensors monitored a temperature or voltage in the warning range. When the problem is resolved, event 47 is logged for the component that logged event 39.**

    Explanation: If the event refers to a disk sensor, disk behavior may be unpredictable in this temperature range. Check the event log to determine if more than one disk has reported this event. If multiple disks report this condition there could be a problem in the environment. If one disk reports this condition, there could be a problem in the environment or the disk has failed.

Severity
    Warning

Serviceable
    No

Automatically notify support
    No

User Response

    1. Check that the storage system's fans are running.

    2. Check that the ambient temperature is not too warm. The enclosure operating range is 5-40 degrees C (41-104 degrees F).

    3. Check for any obstructions to the airflow.

    4. Check that there is a module or blank plate in every module slot in the enclosure.

    5. If none of the above explanations apply, replace the disk or controller module that logged the error.

• **FQXST0040M The sensors monitored a temperature or voltage in the failure range. When the problem is resolved, event 47 is logged for the component that logged event 40.**

    Explanation: The sensors monitored a temperature or voltage in the failure range. When the problem is resolved, event 47 is logged for the component that logged event 40.

Severity
    Major

Serviceable
    YES

Automatically notify support
    No

User Response

1. Check that the storage system's fans are running.
2. Check that the ambient temperature is not too warm. The enclosure operating range is 5-40 degrees C (41-104 degrees F).
3. Check for any obstructions to the air flow.
4. Check that there is a module or blank filler in every module bay in the enclosure.
5. If none of the above explanations apply, replace the disk or controller module that logged the error.

* **FQXST0041I The specified disk was designated a spare for the specified disk group.**

   Explanation: The specified disk was designated a spare for the specified disk group.

   Severity
   Informational

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

* **FQXST0043I The specified disk group was deleted.**

   Explanation: The specified disk group was deleted.

   Severity
   Informational

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

* **FQXST0044W The controller contains cache data for the specified volume but the corresponding disk group is not online.**

   Explanation: The controller contains cache data for the specified volume but the corresponding disk group is not online.

   Severity
   Warning

   Serviceable
   YES

   Automatically notify support

No

User Response

1. Determine the reason that the disks comprising the disk group are not online.
2. If an enclosure is down, determine corrective action.
3. If the disk group is no longer needed, you can clear the orphan data. This will result in lost data.
4. If the disk group is missing and was not intentionally removed, see Resources for diagnosing and resolving problems on page 6.

• **FQXST0047I An error detected by the sensors has been cleared. This event indicates that a problem reported by event 39 or 40 is resolved.**

Explanation: An error detected by the sensors has been cleared. This event indicates that a problem reported by event 39 or 40 is resolved.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0048I The specified disk group was renamed.**

Explanation: The specified disk group was renamed.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0049I A lengthy SCSI maintenance command has completed. (This typically occurs during a disk firmware update.)**

Explanation: A lengthy SCSI maintenance command has completed. (This typically occurs during a disk firmware update.)

Severity
Informational

Serviceable
No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXST0050M A correctable ECC error occurred in cache memory more than 10 times during a 24-hour period, indicating a probable hardware fault.**

   Explanation: A correctable ECC error occurred in cache memory more than 10 times during a 24-hour period, indicating a probable hardware fault.

   Severity
      Major

   Serviceable
      YES

   Automatically notify support
      No

   User Response
      Replace the controller module that logged this event.

• **FQXST0050W A correctable ECC error occurred in cache memory.**

   Explanation: This event is logged with a severity of Warning to provide information that may be useful to technical support, but no action is required at this time. It will be logged with a severity of Error if it is necessary to replace the controller module.

   Severity
      Warning

   Serviceable
      No

   Automatically notify support
      No

   User Response
      No action is required.

• **FQXST0051M An uncorrectable ECC error occurred in cache memory more than once during a 48-hour period, indicating a probable hardware fault.**

   Explanation: An uncorrectable ECC error occurred in cache memory more than once during a 48-hour period, indicating a probable hardware fault.

   Severity
      Major

   Serviceable
      No

   Automatically notify support
      No

   User Response

Replace the controller module that logged this event.

- **FQXST0051W An uncorrectable ECC error occurred in cache memory.**

  Explanation: This event is logged with a severity of Warning to provide information that may be useful to technical support, but no action is required at this time. It will be logged with a severity of Error if it is necessary to replace the controller module.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response
    No action is required.

- **FQXST0052I Disk group expansion started.**

  Explanation: This operation can take days, or weeks in some cases, to complete. Allow adequate time for the expansion to complete. When complete, event 53 is logged.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0053I Disk group expansion completed, failed immediately, or was halted by a user.**

  Explanation: Disk group expansion completed, failed immediately, or was halted by a user.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0053W Too many errors occurred during disk group expansion to allow the expansion to continue.**

  Explanation: Too many errors occurred during disk group expansion to allow the expansion to continue.

Severity
Warning

Serviceable
YES

Automatically notify support
No

User Response
If the expansion failed because of a disk problem, replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing. If disk group reconstruction starts, wait for it to complete and then retry the expansion.

- **FQXST0055W The specified disk reported a SMART event.**

  Explanation: A SMART event indicates impending disk failure.

  Severity
  Warning

  Serviceable
  YES

  Automatically notify support
  No

  User Response

  1. Resolve any non-disk hardware problems, especially a cooling problem or a faulty power supply.
  2. If the disk is in a disk group that uses a non-fault-tolerant RAID level (RAID 0 or non-RAID), copy the data to a different disk group and replace the faulty disk.
  3. If the disk is in a disk group that uses a fault-tolerant RAID level, check the current state of the disk group. If it is not FTOL, back up the data because data might be at risk. If it is FTOL, replace the specified disk. If more than one disk in the same disk group has logged a SMART event, back up the data and replace each disk one at a time. In virtual storage it may be possible to remove the affected disk group, which will drain its data to another disk group, and then re-add the disk group.

- **FQXST0056I A controller powered up or restarted.**

  Explanation: A controller powered up or restarted.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0058I A disk drive reported an event.**

  Explanation: A disk drive reported an event.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0058M A disk drive detected a serious error, such as a parity error or disk hardware failure.**

  Explanation: A disk drive detected a serious error, such as a parity error or disk hardware failure.

  Severity
  Major

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Replace the failed disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

- **FQXST0058W A disk drive reset itself due to an internal logic error.**

  Explanation: A disk drive reset itself due to an internal logic error.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

  1. The first time this event is logged with a severity of Warning, update the disk firmware if the specified disk is not running the latest firmware.
  2. If this event is logged with severity of Warning for the same disk more than five times in one week, and the specified disk is running the latest firmware, replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

- **FQXST0059I The controller detected a non-parity error while communicating with the specified SCSI device. The error was detected by the controller, not the disk.**

  Explanation: The controller detected a non-parity error while communicating with the specified SCSI device. The error was detected by the controller, not the disk.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0059W The controller detected a parity event while communicating with the specified SCSI device. The event was detected by the controller, not the disk.**

  Explanation: The controller detected a parity event while communicating with the specified SCSI device. The event was detected by the controller, not the disk.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response
    If the event indicates that a disk or an expansion module is bad, replace the specified device.

- **FQXST0061M The controller reset a disk channel to recover from a communication error. This event is logged to identify an error trend over time.**

  Explanation: The controller reset a disk channel to recover from a communication error. This event is logged to identify an error trend over time.

  Severity
    Major

  Serviceable
    No

  Automatically notify support
    No

  User Response

    1. If the controller recovers, no action is required.
    2. View other logged events to determine other actions to take.

- **FQXST0062W The specified global or dedicated spare disk failed.**

  Explanation: The specified global or dedicated spare disk failed.

  Severity
  > Warning

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response

  1. Replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.
     – If the failed disk was a global spare, configure the new disk as a global spare.
     – If the failed disk was a dedicated spare, configure the new disk as a dedicated spare for the same disk group.

- **FQXST0065M An uncorrectable ECC error occurred in cache memory on startup.**

  Explanation: The controller is restarted automatically and its cache data are restored from the partner controller's cache.

  Severity
  > Major

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response
  > Replace the controller module that logged this event.

- **FQXST0068I The controller that logged this event is shut down, or both controllers are shut down.**

  Explanation: The controller that logged this event is shut down, or both controllers are shut down.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0071I The controller started or completed failing over.**

  Explanation: The controller started or completed failing over.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0072I After failover, recovery has started or completed.**

  Explanation: After failover, recovery has started or completed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0073I The two controllers are communicating with each other and cache redundancy is enabled.**

  Explanation: The two controllers are communicating with each other and cache redundancy is enabled.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0074I The FC loop ID for the specified disk group was changed to be consistent with the IDs of other disk groups.**

  Explanation: This can occur when disks that constitute a disk group are inserted from an enclosure having a different FC loop ID. This event is also logged by the new owning controller after disk group ownership is changed.

  Severity
  Informational

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXST0075I The specified volume's LUN (logical unit number) has been unassigned because it conflicts with LUNs assigned to other volumes. This can happen when disks containing data for a mapped volume are moved from one storage system to another.**

  Explanation: The specified volume's LUN (logical unit number) has been unassigned because it conflicts with LUNs assigned to other volumes. This can happen when disks containing data for a mapped volume are moved from one storage system to another.

  Severity

  Informational

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXST0076I The controller is using default configuration settings. This event occurs on the first power up, and might occur after a firmware update.**

  Explanation: The controller is using default configuration settings. This event occurs on the first power up, and might occur after a firmware update.

  Severity

  Informational

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXST0077I The cache was initialized as a result of power up or failover.**

  Explanation: The cache was initialized as a result of power up or failover.

  Severity

  Informational

  Serviceable

  No

  Automatically notify support

No

User Response

Information only; no action is required.

- **FQXST0078W The controller could not use an assigned spare for a disk group because the spare's capacity is too small.**

    Explanation: This occurs when a disk in the disk group fails, there is no dedicated spare available and all global spares are too small or, if the dynamic spares feature is enabled, all global spares and available disks are too small. It can also occur if there is no spare of the correct type. There may be more than one failed disk in the system.

    Severity
    Warning

    Serviceable
    YES

    Automatically notify support
    No

    User Response

    1. Replace each failed disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.
    2. Configure disks as dedicated spares or global spares.
        – For a dedicated spare, the disk must be of the same type as the other disks in the disk group and at least as large as the smallest-capacity disk in the disk group, and it should have the same or better performance.
        – For a global spare, it is best to choose a disk that is as big as or bigger than the largest disk of its type in the system and of equal or greater performance. If the system contains a mix of disk types (SAS SSD, enterprise SAS, or midline SAS), there should be at least one global spare of each type (unless dedicated spares are used to protect every disk group of a given type).

- **FQXST0079I A trust operation completed for the specified disk group.**

    Explanation: A trust operation completed for the specified disk group.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0080I The controller enabled or disabled the specified parameters for one or more disks.**

Explanation: The controller enabled or disabled the specified parameters for one or more disks.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0081I The current controller has restarted the partner controller. The other controller will restart.**

  Explanation: The current controller has restarted the partner controller. The other controller will restart.

  Severity
      Informational

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXST0083I The partner controller is shutting down or restarting.**

  Explanation: The partner controller is shutting down or restarting.

  Severity
      Informational

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXST0084W The current controller that logged this event forced the partner controller to fail over.**

  Explanation: The current controller that logged this event forced the partner controller to fail over.

  Severity
      Warning

  Serviceable
      YES

  Automatically notify support

Yes

User Response
Download the debug logs from your storage system and contact technical support. A service technician can use the debug logs to determine the problem.

• **FQXST0086I Host-port or disk-channel parameters were changed.**

Explanation: Host-port or disk-channel parameters were changed.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0087W The mirrored configuration retrieved by this controller from the partner controller has a bad cyclic redundancy check (CRC). The local flash configuration will be used instead.**

Explanation: The mirrored configuration retrieved by this controller from the partner controller has a bad cyclic redundancy check (CRC). The local flash configuration will be used instead.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
Restore the default configuration by using the restore defaults command, as described in the CLI Reference Guide.

• **FQXST0088W The mirrored configuration retrieved by this controller from the partner controller is corrupt. The local flash configuration will be used instead.**

Explanation: The mirrored configuration retrieved by this controller from the partner controller is corrupt. The local flash configuration will be used instead.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response

Restore the default configuration by using the restore defaults command, as described in the CLI Reference Guide.

- **FQXST0089W The mirrored configuration retrieved by this controller from the partner controller has a configuration level that is too high for the firmware in this controller to process. The local flash configuration will be used instead.**

  Explanation: The mirrored configuration retrieved by this controller from the partner controller has a configuration level that is too high for the firmware in this controller to process. The local flash configuration will be used instead.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response
    The current controller that logged this event probably has down-level firmware. Update the firmware in the down-level controller. Both controllers should have the same firmware versions. When the problem is resolved, event 20 is logged.

- **FQXST0090I The partner controller does not have a mirrored configuration image for the current controller, so the current controller's local flash configuration is being used.**

  Explanation: This event is expected if the other controller is new or its configuration has been changed.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0091M In a testing environment, the diagnostic that checks hardware reset signals between controllers in Active-Active mode failed.**

  Explanation: In a testing environment, the diagnostic that checks hardware reset signals between controllers in Active-Active mode failed.

  Severity
    Major

  Serviceable
    No

  Automatically notify support
    No

User Response
    Perform failure analysis.

• **FQXST0095M Both controllers in an Active-Active configuration have the same serial number. Non-unique serial numbers can cause system problems. For example, WWNs are determined by serial number.**

    Explanation: Both controllers in an Active-Active configuration have the same serial number. Non-unique serial numbers can cause system problems. For example, WWNs are determined by serial number.

    Severity
        Major

    Serviceable
        YES

    Automatically notify support
        No

    User Response
        Remove one of the controller modules and insert a replacement. Then return the removed module to be reprogrammed.

• **FQXST0096I Pending configuration changes that take effect at startup were ignored because customer data might be present in cache.**

    Explanation: Pending configuration changes that take effect at startup were ignored because customer data might be present in cache.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

• **FQXST0103I The name was changed for the specified volume.**

    Explanation: The name was changed for the specified volume.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXST0104I The size was changed for the specified volume.**

  Explanation: The size was changed for the specified volume.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0105I The default LUN (logical unit number) was changed for the specified volume.**

  Explanation: The default LUN (logical unit number) was changed for the specified volume.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0106I The specified volume was added to the specified pool.**

  Explanation: The specified volume was added to the specified pool.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0107M A serious error was detected by the controller. In a single-controller configuration, the controller will restart automatically. In an Active-Active configuration, the partner controller will stop the controller that experienced the error.**

  Explanation: A serious error was detected by the controller. In a single-controller configuration, the controller will restart automatically. In an Active-Active configuration, the partner controller will stop the controller that experienced the error.

  Severity

Major

Serviceable
YES

Automatically notify support
No

User Response
Download the debug logs from your storage system and contact technical support. A service technician can use the debug logs to determine the problem.

• **FQXST0108I The specified volume was deleted from the specified pool.**

Explanation: The specified volume was deleted from the specified pool.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0109I The statistics for the specified volume were reset.**

Explanation: The statistics for the specified volume were reset.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0110I Ownership of the specified disk group was transferred to the other controller.**

Explanation: Ownership of the specified disk group was transferred to the other controller.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0111I The link for the specified host port is up.**

  Explanation: This event indicates that a problem reported by event 112 is resolved. For a system with FC ports, this event also appears after loop initialization.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0112I The link for the specified host port went down because the controller is starting up.**

  Explanation: The link for the specified host port went down because the controller is starting up.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0112W The link for the specified host port went down unexpectedly.**

  Explanation: The link for the specified host port went down unexpectedly.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Look for a corresponding event 111 and monitor excessive transitions, which indicate a host-connectivity or switch problem. If this event occurs more than eight times per hour, it should be investigated.

  This event is probably caused by equipment outside of the storage system, such as faulty cabling or a faulty switch. If the problem is not outside of the storage system, replace the controller module that logged this event.

- **FQXST0114I The link for the specified disk-channel port is down. Note that events 114 and 211 are logged whenever a user-requested rescan occurs and do not indicate an error.**

  Explanation: The link for the specified disk-channel port is down. Note that events 114 and 211 are logged whenever a user-requested rescan occurs and do not indicate an error.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0116M After a recovery, the partner controller was stopped while mirroring write-back cache data to the controller that logged this event. The controller that logged this event was restarted to avoid losing the data in the partner controller's cache, but if the other controller does not restart successfully, the data will be lost.**

  Explanation: After a recovery, the partner controller was stopped while mirroring write-back cache data to the controller that logged this event. The controller that logged this event was restarted to avoid losing the data in the partner controller's cache, but if the other controller does not restart successfully, the data will be lost.

  Severity
    Major

  Serviceable
    No

  Automatically notify support
    No

  User Response
    To determine if data might have been lost, check whether this event was immediately followed by event 56 (Storage Controller booted up), closely followed by event 71 (failover started). The failover indicates that the restart did not succeed.

- **FQXST0117W This controller module detected or generated an error on the specified host channel.**

  Explanation: This controller module detected or generated an error on the specified host channel.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response

    1. Restart the Storage Controller that logged this event.

2. If more errors are detected, check the connectivity between the controller and the attached host.

3. If more errors are generated, shut down the Storage Controller and replace the controller module.

- **FQXST0118I Cache parameters have been changed for the specified volume.**

  Explanation: Cache parameters have been changed for the specified volume.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0127W The controller detected a disk dual-port connection that is not valid. This event indicates that a controller host port is connected to an expansion port, instead of to a port on a host or a switch.**

  Explanation: The controller detected a disk dual-port connection that is not valid. This event indicates that a controller host port is connected to an expansion port, instead of to a port on a host or a switch.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Disconnect the host port and expansion port from each other and connect them to the proper devices.

- **FQXST0136W Errors detected on the specified disk channel have caused the controller to mark the channel as degraded.**

  Explanation: Errors detected on the specified disk channel have caused the controller to mark the channel as degraded.

  Severity
  Warning

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Determine the source of the errors on the specified disk channel and replace the faulty hardware. When the problem is resolved, event 189 is logged.

- **FQXST0139I The Management Controller (MC) powered up or restarted.**

  Explanation: The Management Controller (MC) powered up or restarted.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0140I The Management Controller is about to restart.**

  Explanation: The Management Controller is about to restart.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0141I This event is logged when the IP address used for management of the system has been changed by a user or by a DHCP server (if DHCP is enabled). This event is also logged during power up or failover recovery, even when the address has not changed.**

  Explanation: This event is logged when the IP address used for management of the system has been changed by a user or by a DHCP server (if DHCP is enabled). This event is also logged during power up or failover recovery, even when the address has not changed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0152I The Management Controller (MC) has not communicated with the Storage Controller (SC) for 160 seconds.**

  Explanation: If communication is restored in less than 15 minutes, event 153 is logged. If the problem persists, this event is logged a second time with a serverity of Warning.

Severity
> Informational

Serviceable
> No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXST0152W The Management Controller (MC) has not communicated with the Storage Controller (SC) for 15 minutes and might have failed.**

  Explanation: This event is initially logged as informational severity. If the problem persists, this event is logged a second time as warning severity and the MC is automatically restarted in an attempt to recover from the problem. Event 156 is then logged.

  Severity
  > Warning

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response

  1. If this event is logged only one time with a severity of Warning, no action is required.
  2. If this event is logged more than one time with a severity of Warning, complete the following steps:
     a. If you are now able to access the management interfaces of the controller that logged this event, do the following:
        1) Check the version of the controller firmware and update to the latest firmware if needed.
        2) If the latest firmware is already installed, the controller module that logged this event probably has a hardware fault. Replace the module.

     b. If you are not able to access the management interfaces of the controller that logged this event, do the following:
        1) Shut down that controller and reseat the module.
        2) If you are then able to access the management interfaces, check the version of the controller firmware and update to the latest firmware if needed.
        3) If the problem recurs, replace the module.

- **FQXST0153I The Management Controller (MC) re-established communication with the Storage Controller (SC).**

Explanation: The Management Controller (MC) re-established communication with the Storage Controller (SC).

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

* **FQXST0154I New firmware was loaded in the Management Controller (MC).**

  Explanation: New firmware was loaded in the Management Controller (MC).

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXST0155I New loader firmware was loaded in the Management Controller (MC).**

  Explanation: New loader firmware was loaded in the Management Controller (MC).

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXST0156I The Management Controller (MC) was restarted from the Storage Controller (SC) in a normal case, such as when initiated by a user.**

  Explanation: The Management Controller (MC) was restarted from the Storage Controller (SC) in a normal case, such as when initiated by a user.

  Severity
  Informational

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0156W The Management Controller (MC) was restarted from the Storage Controller (SC) for the purpose of error recovery.**

   Explanation: The Management Controller (MC) was restarted from the Storage Controller (SC) for the purpose of error recovery.

   Severity
   Warning

   Serviceable
   No

   Automatically notify support
   No

   User Response
   See the recommended actions for event 152, which is logged at approximately the same time.

- **FQXST0157M A failure occurred when trying to write to the Storage Controller (SC) flash chip.**

   Explanation: A failure occurred when trying to write to the Storage Controller (SC) flash chip.

   Severity
   Major

   Serviceable
   YES

   Automatically notify support
   No

   User Response
   Replace the controller module that logged this event.

- **FQXST0158M A correctable ECC error occurred in Storage Controller CPU memory more than once during a 12-hour period, indicating a probable hardware fault.**

   Explanation: A correctable ECC error occurred in Storage Controller CPU memory more than once during a 12-hour period, indicating a probable hardware fault.

   Severity
   Major

   Serviceable
   YES

   Automatically notify support
   No

   User Response
   Replace the controller module that logged this event.

- **FQXST0158W A correctable ECC error occurred in Storage Controller CPU memory.**

  Explanation: This event is logged with warning severity to provide information that may be useful to technical support, but no action is required at this time. It will be logged with a severity of Error if it is necessary to replace the controller module.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  No action is required.

- **FQXST0161C One or more enclosures do not have a valid path to an enclosure management processor (EMP). All enclosure EMPs are disabled.**

  Explanation: One or more enclosures do not have a valid path to an enclosure management processor (EMP). All enclosure EMPs are disabled.

  Severity
  Critical

  Serviceable
  YES

  Automatically notify support
  Yes

  User Response
  Download the debug logs from your storage system and contact technical support. A service technician can use the debug logs to determine the problem.

- **FQXST0162W The host WWNs (node and port) previously presented by this controller module are unknown.**

  Explanation: In a dual-controller system this event has two possible causes: One or both controller modules have been replaced or moved while the system was powered off. One or both controller modules have had their flash configuration cleared (this is where the previously used WWNs are stored). The controller module recovers from this situation by generating a WWN based on its own serial number.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  If the controller module was replaced or someone reprogrammed its FRU ID data, verify the WWN information for this controller module on all hosts that access it.

- **FQXST0163W The host WWNs (node and port) previously presented by the partner controller module, which is currently offline, are unknown.**

  Explanation: This event has two possible causes: The online controller module reporting the event was replaced or moved while the system was powered off. The online controller module had its flash configuration (where previously used WWNs are stored) cleared. The online controller module recovers from this situation by generating a WWN based on its own serial number for the other controller module.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  If the controller module was replaced or someone reprogrammed its FRU ID data, verify the WWN information for the other controller module on all hosts that access it.

- **FQXST0166W The RAID metadata level of the two controllers does not match, which indicates that the controllers have different firmware levels.**

  Explanation: Usually, the controller at the higher firmware level can read metadata written by a controller at a lower firmware level. The reverse is typically not true. Therefore, if the controller at the higher firmware level failed, the other controller at the lower firmware level cannot read the metadata in disks that have failed over.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  If this occurs after a firmware update, it indicates that the metadata format changed, which is rare. Update the controller with the lower firmware level to match the firmware level in the other controller.

- **FQXST0167W A diagnostic test at controller boot detected an abnormal operation, which might require a power cycle to correct.**

  Explanation: A diagnostic test at controller boot detected an abnormal operation, which might require a power cycle to correct.

  Severity
  Warning

  Serviceable
  YES

  Automatically notify support
  No

  User Response

Download the debug logs from your storage system and contact technical support. A service technician can use the debug logs to determine the problem.

- **FQXST0170I The last rescan detected that the specified enclosure was added to the system.**

  Explanation: The last rescan detected that the specified enclosure was added to the system.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0171I The last rescan detected that the specified enclosure was removed from the system.**

  Explanation: The last rescan detected that the specified enclosure was removed from the system.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0172W The specified disk group was quarantined because some its disks are not accessible.**

  Explanation: The specified disk group was quarantined because some its disks are not accessible.

  Severity
    Warning

  Serviceable
    YES

  Automatically notify support
    No

  User Response

    1. If event 173 has subsequently been logged for the specified disk group, no action is required. The disk group has already been removed from quarantine.
    2. Otherwise, perform the following actions:
        a. Check that all enclosures are powered on.
        b. Check that all disks and I/O modules in every enclosure are fully seated in their slots and that their latches are locked.

c.   Reseat any disks in the quarantined disk group that are reported as missing or failed in the user interface. (Do NOT remove and reinsert disks that are not members of the disk group that is quarantined.)

d.   Check that the SAS expansion cables are connected between each enclosure in the storage system and that they are fully seated. (Do NOT remove and reinsert the cables because this can cause problems with additional disk groups.)

e.   Check that no disks have been removed from the system unintentionally.

f.   Check for other events that indicate faults in the system and follow the recommended actions for those events. But, if the event indicates a failed disk and the recommended action is to replace the disk, do NOT replace the disk at this time because it may be needed later for data recovery.

g.   If the disk group is still quarantined after performing the above steps, shut down both controllers and then power down the entire storage system. Power it back up, beginning with any disk enclosures (expansion enclosures), then the controller enclosure.

h.   If the disk group is still quarantined after performing the above steps, contact technical support.

- **FQXST0173I The specified disk group was removed from quarantine.**

  Explanation: The specified disk group was removed from quarantine.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0174I An enclosure or disk firmware update has succeeded, been aborted by a user, or failed. If the firmware update fails, the user will be notified about the problem immediately and should take care of the problem at that time, so even when there is a failure, this event is logged as with a severity of Informational.**

  Explanation: An enclosure or disk firmware update has succeeded, been aborted by a user, or failed. If the firmware update fails, the user will be notified about the problem immediately and should take care of the problem at that time, so even when there is a failure, this event is logged as with a severity of Informational.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response

Information only; no action is required.

- **FQXST0175I The network-port Ethernet link for the specified controller is up or down.**

    Explanation: The network-port Ethernet link for the specified controller is up or down.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0176I The error statistics for the specified disk have been reset.**

    Explanation: The error statistics for the specified disk have been reset.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0177I Cache data was purged for the specified missing volume.**

    Explanation: Cache data was purged for the specified missing volume.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0181I One or more configuration parameters associated with the Management Controller (MC) were changed, such as the configuration for SNMP, SMI-S, email notification, and system strings (system name, system location, etc.).**

    Explanation: One or more configuration parameters associated with the Management Controller (MC) were changed, such as the configuration for SNMP, SMI-S, email notification, and system strings (system name, system location, etc.).

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0182I All disk channels have been paused. I/O will not be performed on the disks until all channels are unpaused.**

    Explanation: All disk channels have been paused. I/O will not be performed on the disks until all channels are unpaused.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0183I All disk channels have been unpaused, meaning that I/O can resume. An unpause initiates a rescan, which when complete is logged as event 19. This event indicates that the pause reported by event 182 has ended.**

    Explanation: All disk channels have been unpaused, meaning that I/O can resume. An unpause initiates a rescan, which when complete is logged as event 19. This event indicates that the pause reported by event 182 has ended.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0185I An enclosure management processor (EMP) write command completed.**

    Explanation: An enclosure management processor (EMP) write command completed.

Severity
    Informational

Serviceable

No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0186I Enclosure parameters were changed by a user.**

    Explanation: Enclosure parameters were changed by a user.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0187I The write-back cache is enabled. Event 188 is the corresponding event that is logged when write-back cash is disabled.**

    Explanation: The write-back cache is enabled. Event 188 is the corresponding event that is logged when write-back cash is disabled.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0188I Write-back cache is disabled. Event 187 is the corresponding even that is logged when write-back cache is disabled.**

    Explanation: Write-back cache is disabled. Event 187 is the corresponding even that is logged when write-back cache is disabled.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response

Information only; no action is required.

- **FQXST0189I A disk channel that was previously degraded or failed is now healthy.**

  Explanation: A disk channel that was previously degraded or failed is now healthy.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0190I The controller module's supercapacitor pack has started charging.**

  Explanation: This change met a condition to trigger the auto-write-through feature, which has disabled write-back cache and put the system in write-through mode. When the fault is resolved, event 191 is logged to indicate that write-back mode has been restored.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0191I The auto-write-through trigger event that caused event 190 to be logged has been resolved.**

  Explanation: The auto-write-through trigger event that caused event 190 to be logged has been resolved.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0192I The controller module's temperature has exceeded the normal operating range.**

Explanation: This change met a condition to trigger the auto-write-through feature, which has disabled write-back cache and put the system in write-through mode. When the fault is resolved, event 193 is logged to indicate that write-back mode has been restored.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0193I The auto-write-through trigger event that caused event 192 to be logged has been resolved.**

    Explanation: The auto-write-through trigger event that caused event 192 to be logged has been resolved.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0194I The Storage Controller in the partner controller module is not up.**

    Explanation: This indicates that a trigger condition has occurred that has caused the auto-write-through feature to disable write-back cache and put the system in write-through mode. When the fault is resolved, event 195 is logged to indicate that write-back mode has been restored.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0195I The auto-write-through trigger event that caused event 194 to be logged has been resolved.**

    Explanation: The auto-write-through trigger event that caused event 194 to be logged has been resolved.

Severity

Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0198I A power supply failed.**

  Explanation: This indicates that a trigger condition has occurred that has caused the auto-write-through feature to disable write-back cache and put the system in write-through mode. When the fault is resolved, event 199 is logged to indicate that write-back mode has been restored.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0199I The auto-write-through trigger event that caused event 198 to be logged has been resolved.**

  Explanation: The auto-write-through trigger event that caused event 198 to be logged has been resolved.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0200I A fan failed.**

  Explanation: This indicates that a trigger condition has occurred that has caused the auto-write-through feature to disable write-back cache and put the system in write-through mode. When the fault is resolved, event 201 is logged to indicate that write-back mode has been restored.

  Severity
  Informational

  Serviceable
  No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXST0201I The auto-write-through trigger event that caused event 200 to be logged has been resolved.**

  Explanation: The auto-write-through trigger event that caused event 200 to be logged has been resolved.

  Severity

  Informational

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXST0202I An auto-write-through trigger condition has been cleared, causing write-back cache to be re-enabled. The environmental change is also logged at approximately the same time as this event (event 191, 193, 195, 199, 201, and 241.)**

  Explanation: An auto-write-through trigger condition has been cleared, causing write-back cache to be re-enabled. The environmental change is also logged at approximately the same time as this event (event 191, 193, 195, 199, 201, and 241.)

  Severity

  Informational

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXST0203W An environmental change occurred that allows write-back cache to be enabled, but the auto-write-back preference is not set. The environmental change is also logged at approximately the same time as this event (event 191, 193, 195, 199, 201, or 241).**

  Explanation: An environmental change occurred that allows write-back cache to be enabled, but the auto-write-back preference is not set. The environmental change is also logged at approximately the same time as this event (event 191, 193, 195, 199, 201, or 241).

  Severity

  Warning

  Serviceable

  No

Automatically notify support
No

User Response
Enable write-back cache manually.

• **FQXST0204I The system came up normally, and the NV device is in a normal expected state.**

Explanation: This event will be logged as an Error or Warning event if any user action is required.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0204M An error occurred with either the NV device itself or the transport mechanism. The system may attempt to recover itself.**

Explanation: The CompactFlash card is used for backing up unwritten cache data when a controller goes down unexpectedly, such as when a power failure occurs. This event is generated when the Storage Controller (SC) detects a problem with the CompactFlash as it is booting up.

Severity
Major

Serviceable
YES

Automatically notify support
No

User Response

1. Restart the Storage Controller that logged this event.
2. If this event is logged again, shut down the Storage Controller and replace the CompactFlash.
3. If this event is logged again, shut down the Storage Controller and replace the controller module.

• **FQXST0204W While starting, the system found an issue with the NV device. The system will attempt to recover itself.**

Explanation: The CompactFlash card is used for backing up unwritten cache data when a controller goes down unexpectedly, such as when a power failure occurs. This event is generated when the Storage Controller (SC) detects a problem with the CompactFlash as it is booting.

Severity
Warning

Serviceable

No

Automatically notify support
No

User Response

1. Restart the Storage Controller that logged this event.
2. If this event is logged again, shut down the Storage Controller and replace the controller module.

- **FQXST0205I The specified volume has been mapped or unmapped.**

   Explanation: The specified volume has been mapped or unmapped.

   Severity
   Informational

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXST0206I Disk group scrub started.**

   Explanation: The scrub checks disks in the disk group for the following types of errors: Data parity errors for a RAID 3, 5, 6, or 50 disk group. Mirror verify errors for a RAID 1 or RAID 10 disk group. Media errors for all RAID levels including RAID 0 and non-RAID disk groups. When errors are detected, they are automatically corrected. When the scrub is complete, event 207 is logged.

   Severity
   Informational

   Serviceable
   No

   Automatically notify support
   No

   User Response
   Information only; no action is required.

- **FQXST0207I Disk group scrub completed or was stopped by a user.**

   Explanation: This event is logged as a severity of Informational when fewer than 100 parity or mirror mismatches are found and corrected during a scrub. For non-fault-tolerant RAID levels (RAID 0 and non-RAID), media errors might indicate loss of data.

   Severity
   Informational

   Serviceable
   No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXST0207M Disk group scrub completed and found an excessive number of errors for the specified disk group.**

  Explanation: This event is logged as Error severity when more than 100 parity or mirror mismatches are found and corrected during a scrub or when 1 to 99 parity or mirror mismatches are found and corrected during each of 10 separate scrubs of the same disk group. For non-fault-tolerant RAID levels (RAID 0 and non-RAID), media errors might indicate loss of data.

  Severity

  Major

  Serviceable

  YES

  Automatically notify support

  No

  User Response

  1. Resolve any non-disk hardware problems, such as a cooling problem or a faulty controller module, expansion module, or power supply.

  2. Check whether any disks in the disk group have logged SMART events or unrecoverable read errors.
     - If so, and the disk group is a non-fault-tolerant RAID level (RAID 0 or non-RAID), copy the data to a different disk group and replace the faulty disks.
     - If so, and the disk group is a fault-tolerant RAID level, check the current state of the disk group. If it is not FTOL, back up the data as data may be at risk. If it is FTOL, replace the specified disk. If more than one disk in the same disk group has logged a SMART event, back up the data and replace each disk one at a time. In virtual storage it may be possible to remove the affected disk group, which will drain its data to another disk group, and then re-add the disk group.

- **FQXST0207W Disk group scrub did not complete because of an internally detected condition, such as a failed disk.**

  Explanation: If a disk fails, data might be at risk.

  Severity

  Warning

  Serviceable

  No

  Automatically notify support

  No

  User Response

1. Resolve any non-disk hardware problems, such as a cooling problem or a faulty controller module, expansion module, or power supply.
2. Check whether any disks in the disk group have logged SMART events or unrecoverable read errors.
    – If so, and the disk group is a non-fault-tolerant RAID level (RAID 0 or non-RAID), copy the data to a different disk group and replace the faulty disks.
    – If so, and the disk group is a fault-tolerant RAID level, check the current state of the disk group. If it is not FTOL, back up the data as data may be at risk. If it is FTOL, replace the specified disk. If more than one disk in the same disk group has logged a SMART event, back up the data and replace each disk one at a time. In virtual storage it may be possible to remove the affected disk group, which will drain its data to another disk group, and then re-add the disk group.

- **FQXST0208I A scrub-disk job started for the specified disk. The result will be logged with event 209.**

    Explanation: A scrub-disk job started for the specified disk. The result will be logged with event 209.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0209I A scrub-disk job logged with event 208 has completed and found no errors, a disk being scrubbed (with no errors found) has been added to a disk group, or a user has stopped the job.**

    Explanation: A scrub-disk job logged with event 208 has completed and found no errors, a disk being scrubbed (with no errors found) has been added to a disk group, or a user has stopped the job.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0209M A scrub-disk job logged with event 208 has completed and found one or more media errors, SMART events, or hard (non-media) errors. If this disk is used in a non-fault-tolerant disk group, data might have been lost.**

Explanation: A scrub-disk job logged with event 208 has completed and found one or more media errors, SMART events, or hard (non-media) errors. If this disk is used in a non-fault-tolerant disk group, data might have been lost.

Severity
> Major

Serviceable
> YES

Automatically notify support
> No

User Response
> Replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

* **FQXST0209W A scrub-disk job logged with event 208 has been stopped by a user, or has reassigned a disk block. These bad-block replacements are reported as "other errors". If this disk is used in a non-fault-tolerant disk group, data might have been lost.**

  Explanation: A scrub-disk job logged with event 208 has been stopped by a user, or has reassigned a disk block. These bad-block replacements are reported as "other errors". If this disk is used in a non-fault-tolerant disk group, data might have been lost.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Monitor the error trend to determine whether the number of errors approaches the total number of bad-block replacements available.

* **FQXST0211I SAS topology has changed. The number of SAS expanders has increased or decreased.**

  Explanation: The message specifies the number of elements in the SAS map, the number of expanders detected, the number of expansion levels on the native (local controller) side and on the partner (partner controller) side, and the number of device PHYs.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0211W SAS topology has changed. No elements are detected in the SAS map.**

  Explanation: The message specifies the number of elements in the SAS map, the number of expanders detected, the number of expansion levels on the native (local controller) side and on the partner (partner controller) side, and the number of device PHYs.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

  1. Perform a rescan to repopulate the SAS map.
  2. If a rescan does not resolve the problem, shut down and restart both Storage Controllers.
  3. If the problem persists, see Resources for diagnosing and resolving problems on page 6.

- **FQXST0216I An uncommitted snapshot has been deleted. Removal of the specified snapshot completed successfully.**

  Explanation: An uncommitted snapshot has been deleted. Removal of the specified snapshot completed successfully.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0217M A supercapacitor failure occurred in the controller.**

  Explanation: A supercapacitor failure occurred in the controller.

  Severity
  Major

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Replace the controller module that logged this event.

- **FQXST0218W The supercapacitor pack is near the end of life.**

  Explanation: The supercapacitor pack is near the end of life.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Replace the controller module reporting this event.

- **FQXST0219I Utility priority was changed by a user.**

  Explanation: Utility priority was changed by a user.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0232W The maximum number of enclosures allowed for the current configuration has been exceeded.**

  Explanation: The platform does not support the number of enclosures that are configured. The enclosure specified by this event has been removed from the configuration.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Reconfigure the system.

- **FQXST0233W The specified disk type is not valid and is not allowed in the current configuration.**

  Explanation: All disks of the disallowed type have been removed from the configuration.

  Severity
  Warning

  Serviceable
  No

Automatically notify support

No

User Response

Replace the disallowed disks with ones that are supported.

- **FQXST0235I An enclosure management processor (EMP) reported an event.**

    Explanation: An enclosure management processor (EMP) reported an event.

    Severity

    Informational

    Serviceable

    No

    Automatically notify support

    No

    User Response

    Information only; no action is required.

- **FQXST0235M An enclosure management processor (EMP) detected a serious error.**

    Explanation: An enclosure management processor (EMP) detected a serious error.

    Severity

    Major

    Serviceable

    YES

    Automatically notify support

    No

    User Response

    Replace the specified controller module or expansion module.

- **FQXST0236I A special shutdown operation started. These special shutdown operations are used as part of the firmware-update process.**

    Explanation: A special shutdown operation started. These special shutdown operations are used as part of the firmware-update process.

    Severity

    Informational

    Serviceable

    No

    Automatically notify support

    No

    User Response

    Information only; no action is required.

- **FQXST0236M A special shutdown operation started. These special shutdown operations indicate an incompatible feature.**

  Explanation: A special shutdown operation started. These special shutdown operations indicate an incompatible feature.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Replace the specified controller module with one that supports the specified feature.

- **FQXST0237I A firmware update started and is in progress. This event provides details of the steps in a firmware-update operation.**

  Explanation: A firmware update started and is in progress. This event provides details of the steps in a firmware-update operation.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0237M A firmware update attempt was stopped because of general system health issue(s), or because unwritable cache data that would be lost during a firmware update.**

  Explanation: A firmware update attempt was stopped because of general system health issue(s), or because unwritable cache data that would be lost during a firmware update.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Resolve the issue before retrying a firmware update.
  > - For health issues, issue the show system CLI command to determine the specific health issue(s).
  > - For unwritten cache data, use the show unwritable-cache CLI command.

- **FQXST0238W A licenses feature cannot be installed because the license is not valid.**

Explanation: A licenses feature cannot be installed because the license is not valid.

Severity
> Warning

Serviceable
> No

Automatically notify support
> No

User Response
> Check the license for what is allowed for the platform, make corrections as appropriate, and reinstall the feature.

- **FQXST0239W A timeout occurred while flushing the CompactFlash.**

  Explanation: A timeout occurred while flushing the CompactFlash.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

  1. Restart the Storage Controller that logged this event.
  2. If this event is logged again, shut down the Storage Controller and replace the CompactFlash.
  3. If this event is logged again, shut down the Storage Controller and replace the controller module.

- **FQXST0240W A failure occurred while flushing the CompactFlash.**

  Explanation: A failure occurred while flushing the CompactFlash.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

  1. Restart the Storage Controller that logged this event.
  2. If this event is logged again, shut down the Storage Controller and replace the CompactFlash.
  3. If this event is logged again, shut down the Storage Controller and replace the controller module.

- **FQXST0241I The auto-write-through trigger event that caused event 242 to be logged has been resolved.**

  Explanation: The auto-write-through trigger event that caused event 242 to be logged has been resolved.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0242M The controller module's CompactFlash card has failed.**

  Explanation: This change met a condition to trigger the auto-write-through feature, which has disabled write-back cache and put the system in write-through mode. When the fault is resolved, event 241 is logged to indicate that write-back mode has been restored.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > If event 241 has not been logged since this event was logged, the CompactFlash failure should be investigated. Another CompactFlash event was probably logged at approximately the same time as this event (such as event 239, 240, or 481). See the recommended actions for that event.

- **FQXST0243I A new controller enclosure has been detected. This happens when a controller module is moved from one enclosure to another and the controller detects that the midplane WWN is different from the WWN it has in its local flash.**

  Explanation: A new controller enclosure has been detected. This happens when a controller module is moved from one enclosure to another and the controller detects that the midplane WWN is different from the WWN it has in its local flash.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0245I An existing disk channel target device is not responding to SCSI discovery commands.**

  Explanation: An existing disk channel target device is not responding to SCSI discovery commands.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0246W The coin battery is not present, is not properly seated, or has reached end-of-life.**

  Explanation: The battery provides backup power for the real-time (date/time) clock. In the event of a power failure, the date and time will revert to 1980-01-01 00:00:00.

  Severity
  > Warning

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response
  > Replace the controller module that logged this event.

- **FQXST0247W The FRU ID SEEPROM for the specified field replaceable unit (FRU) cannot be read. FRU ID data might not be programmed.**

  Explanation: FRU ID data includes information such as the worldwide name, serial numbers, firmware and hardware versions, and branding information. This event is logged once each time a Storage Controller (SC) is started for each FRU that is not programmed.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Return the FRU to have its FRU ID data reprogrammed.

- **FQXST0248I A valid feature license was successfully installed. See event 249 for details about each licensed feature.**

  Explanation: A valid feature license was successfully installed. See event 249 for details about each licensed feature.

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

- **FQXST0249I After a valid license is installed, this event is logged for each licensed feature to show the new license value for that feature. The event specifies whether the feature is licensed, whether the license is temporary, and whether the temporary license is expired.**

   Explanation: After a valid license is installed, this event is logged for each licensed feature to show the new license value for that feature. The event specifies whether the feature is licensed, whether the license is temporary, and whether the temporary license is expired.

   Severity
      Informational

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Information only; no action is required.

- **FQXST0250W A license could not be installed.**

   Explanation: The license is not valid, or it specifies a feature that is not supported on your product.

   Severity
      Warning

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Review the readme file that came with the license. Verify that you are trying to install the license in the system for which the license was generated.

- **FQXST0251I A volume-copy operation started for the specified source volume.**

   Explanation: Do not mount either volume until the copy is complete (as specified by event 268).

   Severity
      Informational

   Serviceable
      No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0253I A license was uninstalled.**

  Explanation: A license was uninstalled.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0255I The PBCs across controllers do not match because the PBC from controller A and the PBC from controller B are from different vendors. This might limit the available configurations.**

  Explanation: The PBCs across controllers do not match because the PBC from controller A and the PBC from controller B are from different vendors. This might limit the available configurations.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0259I In-band CAPI commands were disabled.**

  Explanation: In-band CAPI commands were disabled.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0260I In-band CAPI commands were enabled.**

Explanation: In-band CAPI commands were enabled.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0261I In-band SES commands were disabled.**

  Explanation: In-band SES commands were disabled.

  Severity
      Informational

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXST0262I In-band SES commands were enabled.**

  Explanation: In-band SES commands were enabled.

  Severity
      Informational

  Serviceable
      No

  Automatically notify support
      No

  User Response
      Information only; no action is required.

- **FQXST0263W The specified spare disk is missing. Either it was removed, or it is not responding.**

  Explanation: The specified spare disk is missing. Either it was removed, or it is not responding.

  Severity
      Warning

  Serviceable
      No

  Automatically notify support
      No

User Response
Replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. Then, configure the disk as a spare.

- **FQXST0266I A volume-copy operation for the specified master volume was stopped by a user.**

  Explanation: A volume-copy operation for the specified master volume was stopped by a user.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0267M While cleaning up resources in metadata at the end of a volume-copy operation, the firmware found at least one error for the specified volume.**

  Explanation: While cleaning up resources in metadata at the end of a volume-copy operation, the firmware found at least one error for the specified volume.

  Severity
  Major

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Make sure that the disk groups and disks associated with the volume copy do not have problems (health OK, status FTOL or UP). Then, retry the volume copy.

- **FQXST0268I A volume-copy operation for the specified volume completed.**

  Explanation: A volume-copy operation for the specified volume completed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0269I A partner firmware update operation started. This operation is used to copy firmware from one controller to the other to bring both controllers up to the same version of firmware.**

  Explanation: A partner firmware update operation started. This operation is used to copy firmware from one controller to the other to bring both controllers up to the same version of firmware.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0269M A partner firmware upgrade attempt stopped because of either general system health issue(s) or unwritable cache data that would be lost during a firmware update.**

  Explanation: A partner firmware upgrade attempt stopped because of either general system health issue(s) or unwritable cache data that would be lost during a firmware update.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Resolve the issue before retrying a firmware update.
  >   – For health issues, issue the show system CLI command to determine the specific health issue(s).
  >   – For unwritten cache data, use the show unwritable-cache CLI command.

- **FQXST0270W A problem occurred while reading or writing the persistent IP data from the FRU ID SEEPROM, or the data read from the FRU ID SEEPROM were not valid.**

  Explanation: A problem occurred while reading or writing the persistent IP data from the FRU ID SEEPROM, or the data read from the FRU ID SEEPROM were not valid.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Check the IP settings (including iSCSI host-port IP settings for an iSCSI system), and update them if they are incorrect.

- **FQXST0271I The storage system could not get a valid serial number from the controller's FRU ID SEEPROM, either because it could not read the FRU ID data, because the data in it are not valid or because the data have not been programmed.**

  Explanation: The MAC address is derived by using the controller's serial number from flash. This event is only logged one time during bootup.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0273I PHY fault isolation was enabled or disabled by a user for the specified enclosure and controller module.**

  Explanation: PHY fault isolation was enabled or disabled by a user for the specified enclosure and controller module.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0274W The specified PHY was disabled, either automatically or by a user.**

  Explanation: Drive PHYs are automatically disabled for empty disk slots or if a problem is detected. The following reasons indicate a likely hardware fault: Disabled because of error count interrupts. Disabled because of excessive PHY change counts PHY is ready but did not pass COMINIT

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response

    1. If none of the reasons listed in the message description apply, no action is required.
    2. If any of the reasons listed in the message description apply and the event occurs shortly after the storage system is powered on, complete the following steps:

a. Shut down the Storage Controllers. Then turn off the power for the specified enclosure, wait a few seconds, and turn it back on.

b. If the problem recurs and the event message identifies a disk slot, replace the disk in that slot.

c. If the problem recurs and the event message identifies a module, complete the following steps:

   1) If the specified PHY type is Egress, replace the cable in the module's egress port.

   2) If the specified PHY type is Ingress, replace the cable in the module's ingress port.

   3) For other specified PHY types or, if replacing the cable does not fix the issue, replace the specified module.

d. If the problem persists, check for other events that might indicate faulty hardware, such as an event indicating an over-temperature condition or power supply fault, and follow the recommended actions for those events.

e. If the problem still persists, the fault might be in the enclosure midplane. Replace the chassis FRU.

3. If any of the reasons listed above is specified and this event is logged shortly after a failover, user-initiated rescan, or restart, complete the following steps:

a. If the event message identifies a disk slot, reseat the disk in that slot.

b. If the problem persists after reseating the disk, replace the disk.

c. If the event message identifies a module, do the following:

   1) If the specified PHY type is Egress, replace the cable in the module's egress port.

   2) If the specified PHY type is Ingress, replace the cable in the module's ingress port.

   3) For other specified PHY types or, if replacing the cable does not fix the problem, replace the specified module.

d. If the problem persists, check for other events that might indicate faulty hardware, such as an event indicating an over-temperature condition or power supply fault, and follow the recommended actions for those events.

e. If the problem still persists, the fault might be in the enclosure midplane. Replace the chassis FRU.

- **FQXST0275I The specified PHY was enabled.**

  Explanation: The specified PHY was enabled.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0298W The controller's real-time clock (RTC) setting is not valid.**

  Explanation: This event will most commonly occur after a power loss if the real-time clock battery has failed. The time might have been set to a time that is up to 5 minutes before the power loss occurred, or it might have been reset to 1980-01-01 00:00:00.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

  1. Check the system date and time. If either is incorrect, set them to the correct date and time.
  2. Look for event 246 and follow the recommended action for that event. When the problem is resolved, event 299 is logged.

- **FQXST0299I The controller's RTC setting was recovered successfully.**

  Explanation: This event will most commonly occur after an unexpected power loss.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0300I CPU frequency was changed to high.**

  Explanation: CPU frequency was changed to high.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0301I CPU frequency was changed to low.**

  Explanation: CPU frequency was changed to low.

Severity
　　Informational

Serviceable
　　No

Automatically notify support
　　No

User Response
　　Information only; no action is required.

- **FQXST0302I DDR memory clock frequency was changed to high.**

  Explanation: DDR memory clock frequency was changed to high.

  Severity
  　　Informational

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXST0303I DDR memory clock frequency was changed to low.**

  Explanation: DDR memory clock frequency was changed to low.

  Severity
  　　Informational

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXST0304I The controller has detected I2C errors that might have been recovered.**

  Explanation: The controller has detected I2C errors that might have been recovered.

  Severity
  　　Informational

  Serviceable
  　　No

  Automatically notify support
  　　No

  User Response
  　　Information only; no action is required.

- **FQXST0305I A serial number in Storage Controller (SC) flash memory was not valid when compared to the serial number in the controller-module or midplane FRU ID SEEPROM. The valid serial number was recovered automatically.**

  Explanation: A serial number in Storage Controller (SC) flash memory was not valid when compared to the serial number in the controller-module or midplane FRU ID SEEPROM. The valid serial number was recovered automatically.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0306I The controller-module serial number in Storage Controller (SC) flash memory was not valid when compared to the serial number in the controller-module FRU ID SEEPROM. The valid serial number was recovered automatically.**

  Explanation: The controller-module serial number in Storage Controller (SC) flash memory was not valid when compared to the serial number in the controller-module FRU ID SEEPROM. The valid serial number was recovered automatically.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0307C A temperature sensor on a controller FRU detected an over-temperature condition that caused the controller to shut down.**

  Explanation: A temperature sensor on a controller FRU detected an over-temperature condition that caused the controller to shut down.

  Severity
  > Critical

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response

1. Make sure that the fans for the storage system are running.

2. Check that the ambient temperature is not too warm. The enclosure operating range is 5-40 degrees C (41-104 degrees F).

3. Check for any obstructions to the air flow.

4. Check that there is a module or blank filler in every module bay in the enclosure.

5. Replace the controller module that logged the error.

- **FQXST0309I When the Management Controller (MC) is started, the IP data is obtained from the midplane FRU ID SEEPROM where it is persisted. If the system is unable to write it to the SEEPROM the last time it changed, a flag is set in flash memory. This flag is checked during startup, and if set, this event is logged and the IP data that is in flash memory is used. The IP data might not be correct if the controller module was swapped because the data in the controller's flash memory are used.**

  Explanation: When the Management Controller (MC) is started, the IP data is obtained from the midplane FRU ID SEEPROM where it is persisted. If the system is unable to write it to the SEEPROM the last time it changed, a flag is set in flash memory. This flag is checked during startup, and if set, this event is logged and the IP data that is in flash memory is used. The IP data might not be correct if the controller module was swapped because the data in the controller's flash memory are used.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0310I After a rescan, back-end discovery and initialization of data for at least one EMP (Enclosure Management Processor) completed. This event is not logged again when processing completes for other EMPs in the system.**

  Explanation: After a rescan, back-end discovery and initialization of data for at least one EMP (Enclosure Management Processor) completed. This event is not logged again when processing completes for other EMPs in the system.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0311I A user initiated a ping of a host through the iSCSI interface.**

  Explanation: A user initiated a ping of a host through the iSCSI interface.

Severity

Informational

Serviceable

No

Automatically notify support

No

User Response

Information only; no action is required.

- **FQXST0312I This event is used by email messages and SNMP traps when testing notification settings. This event is not recorded in the event log.**

  Explanation: This event is used by email messages and SNMP traps when testing notification settings. This event is not recorded in the event log.

  Severity

  Informational

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Information only; no action is required.

- **FQXST0313M The specified controller module failed. This event can be ignored for a single-controller configuration.**

  Explanation: The specified controller module failed. This event can be ignored for a single-controller configuration.

  Severity

  Major

  Serviceable

  No

  Automatically notify support

  No

  User Response

  It this is a dual-controller system, replace the failed controller module. The module's Fault/Service Required LED will be lit continuously (not blinking).

- **FQXST0314M The specified FRU failed, or is not operating properly. This event follows some other FRU-specific event indicating a problem.**

  Explanation: The specified FRU failed, or is not operating properly. This event follows some other FRU-specific event indicating a problem.

  Severity

  Major

Serviceable
    YES

Automatically notify support
    No

User Response
    Look for other FRU-specific events and follow the recommended actions for those events. To determine if the FRU needs to be replaced, see the topic about verifying component failure in the Installation and Replacement Guide for your product FRU.

* **FQXST0315C The controller module is not compatible with the enclosure.**

    Explanation: The controller will automatically shut down. If two incompatible controllers are inserted at the same time or booted at the same time, one controller will crash and the other will stop booting. This behavior is expected and prevents data loss.

    Severity
        Critical

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Move the controller module to a compatible enclosure.

* **FQXST0316I The temporary license for a feature will expire in 10 days. Any components created with the feature will remain accessible but new components cannot be created after the license expires.**

    Explanation: The temporary license for a feature will expire in 10 days. Any components created with the feature will remain accessible but new components cannot be created after the license expires.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

* **FQXST0316W The temporary license for a feature has expired.**

    Explanation: Any components created with the feature remain accessible but new components cannot be created.

    Severity
        Warning

    Serviceable

No

Automatically notify support
No

User Response
To continue using the feature, purchase a permanent license.

- **FQXST0317M A serious error has been detected on the disk interface of the Storage Controller. The controller will be stopped by its partner.**

  Explanation: A serious error has been detected on the disk interface of the Storage Controller. The controller will be stopped by its partner.

  Severity
  Major

  Serviceable
  YES

  Automatically notify support
  No

  User Response

  1. Visually trace the cabling between the controller modules and expansion modules.
  2. If the cabling is OK, replace the controller module that logged this event.
  3. If the problem recurs, replace the expansion module that is connected to the controller module.

- **FQXST0319W The specified available disk failed.**

  Explanation: The specified available disk failed.

  Severity
  Warning

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Replace the disk with one of the same type (SAS SSD, enterprise SAS, or midline SAS) and the same or greater capacity. For continued optimum I/O performance, the replacement disk should have performance that is the same as or better than the one it is replacing.

- **FQXST0322W The controller has an older Storage Controller (SC) version than the version used to create the CHAP authentication database in the flash memory of the controller.**

  Explanation: The CHAP database cannot be read or updated. However, new records can be added, which will replace the existing database with a new database using the latest known version number.

  Severity
  Warning

Serviceable
    No

Automatically notify support
    No

User Response

1. Upgrade the controller firmware to a version whose SC is compatible with the specified database version.
2. If no records were added, the database becomes accessible and remains intact.
3. If records were added, the database becomes accessible but contains only the new records.

- **FQXST0352I Expander Controller (EC) assert data or stack-dump data are available.**

    Explanation: Expander Controller (EC) assert data or stack-dump data are available.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXST0353I Expander Controller (EC) assert data and stack-dump data were cleared.**

    Explanation: Expander Controller (EC) assert data and stack-dump data were cleared.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXST0354I The SAS topology has changed on a host port. At least one PHY is active. For example, the SAS cable connecting a controller host port to a host was connected.**

    Explanation: The SAS topology has changed on a host port. At least one PHY is active. For example, the SAS cable connecting a controller host port to a host was connected.

    Severity
        Informational

    Serviceable
        No

Automatically notify support

No

User Response

Information only; no action is required.

* **FQXST0354W The SAS topology has changed on a host port. At least one PHY went down. For example, the SAS cable connecting a controller host port to a host was disconnected.**

Explanation: The SAS topology has changed on a host port. At least one PHY went down. For example, the SAS cable connecting a controller host port to a host was disconnected.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

1. Check the cable connection between the specified port and the host.
2. Monitor the log to see if the problem persists.

* **FQXST0355W The debug button on the controller module was found to be stuck in the On position during boot.**

Explanation: The debug button on the controller module was found to be stuck in the On position during boot.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

If the button remains stuck, replace the controller module.

* **FQXST0356W This event can only result from tests that are run in the manufacturing environment.**

Explanation: This event can only result from tests that are run in the manufacturing environment.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response
   Follow the manufacturing process.

• **FQXST0357W This event can only result from tests that are run in the manufacturing environment.**

   Explanation: This event can only result from tests that are run in the manufacturing environment.

   Severity
      Warning

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Follow the manufacturing process.

• **FQXST0358C All PHYs are down for the specified disk channel. The system is degraded and is not fault tolerant because all disks are in a single-ported state.**

   Explanation: All PHYs are down for the specified disk channel. The system is degraded and is not fault tolerant because all disks are in a single-ported state.

   Severity
      Critical

   Serviceable
      YES

   Automatically notify support
      No

   User Response

      1. Turn off the power for the controller enclosure, wait a few seconds, and turn it back on.
      2. If event 359 has been logged for the specified channel, indicating that the condition no longer exists, no further action is required.
      3. If the condition persists, this indicates a hardware problem in one of the controller modules or in the controller enclosure midplane. For help identifying which FRU to replace, see Resources for diagnosing and resolving problems on page 6.

• **FQXST0358W Some PHYs are down for the specified disk channel.**

   Explanation: Some PHYs are down for the specified disk channel.

   Severity
      Warning

   Serviceable
      No

   Automatically notify support
      No

User Response

1. Monitor the log to see whether the condition persists.
2. If event 359 has been logged for the specified channel, indicating that the condition no longer exists, no further action is required.
3. If the condition persists, this indicates a hardware problem in one of the controller modules or in the controller enclosure midplane. For help identifying which FRU to replace, see Resources for diagnosing and resolving problems on page 6.

* **FQXST0359I All PHYs that were down for the specified disk channel have recovered and are now up.**

  Explanation: All PHYs that were down for the specified disk channel have recovered and are now up.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXST0360I The speed of the specified disk PHY was renegotiated.**

  Explanation: The speed of the specified disk PHY was renegotiated.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

* **FQXST0361C The scheduler experienced a problem with the specified schedule.**

  Explanation: The scheduler experienced a problem with the specified schedule.

  Severity
  Critical

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Take appropriate action based on the specified problem.

- **FQXST0361I A scheduled task was initiated.**

  Explanation: A scheduled task was initiated.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0361M The scheduler experienced a problem with the specified schedule.**

  Explanation: The scheduler experienced a problem with the specified schedule.

  Severity
  Major

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Take appropriate action based on the specified problem.

- **FQXST0361W The scheduler experienced a problem with the specified schedule.**

  Explanation: The scheduler experienced a problem with the specified schedule.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Take appropriate action based on the specified problem.

- **FQXST0362C The scheduler experienced a problem with the specified task.**

  Explanation: The scheduler experienced a problem with the specified task.

  Severity
  Critical

  Serviceable
  No

Automatically notify support

   No

User Response

   Take appropriate action based on the specified problem.

* **FQXST0362I The scheduler experienced a problem with the specified task.**

   Explanation: The scheduler experienced a problem with the specified task.

   Severity

   Informational

   Serviceable

   No

   Automatically notify support

   No

   User Response

   Information only; no action is required.

* **FQXST0362M The scheduler experienced a problem with the specified task.**

   Explanation: The scheduler experienced a problem with the specified task.

   Severity

   Major

   Serviceable

   No

   Automatically notify support

   No

   User Response

   Take appropriate action based on the specified problem.

* **FQXST0362W The scheduler experienced a problem with the specified task.**

   Explanation: The scheduler experienced a problem with the specified task.

   Severity

   Warning

   Serviceable

   No

   Automatically notify support

   No

   User Response

   Take appropriate action based on the specified problem.

* **FQXST0363I When the Management Controller (MC) is restarted, firmware versions that are currently installed are compared against those in the bundle that was most recently installed. If the**

versions match, this event is logged as Infomational severity. Components checked include the CPLD, Expander Controller (EC), Storage Controller (SC), and MC.

Explanation: When the Management Controller (MC) is restarted, firmware versions that are currently installed are compared against those in the bundle that was most recently installed. If the versions match, this event is logged as Infomational severity. Components checked include the CPLD, Expander Controller (EC), Storage Controller (SC), and MC.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

- **FQXST0363M When the Management Controller (MC) is restarted, firmware versions that are currently installed are compared against those in the bundle that was most recently installed.**

    Explanation: When firmware is updated, it is important that all components are successfully updated or the system may not work correctly. Components checked include the CPLD, Expander Controller (EC), Storage Controller (SC), and MC.

    Severity
        Major

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Reinstall the firmware package.

- **FQXST0364I The broadcast bus is running as generation 1.**

    Explanation: The broadcast bus is running as generation 1.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

- **FQXST0365M An uncorrectable ECC error occurred in Storage Controller CPU memory more than once, indicating a probable hardware fault.**

Explanation: An uncorrectable ECC error occurred in Storage Controller CPU memory more than once, indicating a probable hardware fault.

Severity
Major

Serviceable
No

Automatically notify support
No

User Response
Replace the controller module that logged this event.

• **FQXST0365W An uncorrectable ECC error occurred in Storage Controller CPU memory.**

Explanation: This event is logged with a severity of Warning to provide information that might be useful to technical support, but no action is required at this time. It will be logged with a severity of Error if it is necessary to replace the controller module.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response
No action is required.

• **FQXST0400I The specified log has filled to a level at which it needs to be transferred to a log-collection system.**

Explanation: The specified log has filled to a level at which it needs to be transferred to a log-collection system.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0401W The specified log has filled to a level at which diagnostic data will be lost if the log is not transferred to a log-collection system.**

Explanation: The specified log has filled to a level at which diagnostic data will be lost if the log is not transferred to a log-collection system.

Severity

Warning

Serviceable

No

Automatically notify support

No

User Response

Transfer the log file to the log-collection system.

- **FQXST0402M The specified log has wrapped and has started to overwrite the oldest diagnostic data.**

  Explanation: The specified log has wrapped and has started to overwrite the oldest diagnostic data.

  Severity

  Major

  Serviceable

  No

  Automatically notify support

  No

  User Response

  Investigate why the log-collection system is not transferring the logs before they are overwritten. For example, you might have enabled managed logs without configuring a destination to which to send the logs.

- **FQXST0412W One disk in the specified RAID-6 disk group failed. The disk group is online, but it has a status of FTDN (fault tolerant with a down disk).**

  Explanation: If a dedicated spare or global spare of the proper type and size is present, that spare is used to automatically reconstruct the disk group, and events 9 and 37 are logged. If no usable spare disk is present, but an available disk of the proper type and size is present and the dynamic spares feature is enabled, that disk is used to automatically reconstruct the disk group and event 37 is logged.

  Severity

  Warning

  Serviceable

  YES

  Automatically notify support

  No

  User Response

  1. If event 37 was not logged, a spare of the proper type and size was not available for reconstruction. Replace the failed disk with one of the same type and the same or greater capacity and, if necessary, designate it as a spare. Confirm this by checking that events 9 and 37 are logged.

  2. Otherwise, reconstruction automatically started and event 37 was logged. Replace the failed disk and configure the replacement as a dedicated (linear only) or global spare for future use.

For continued optimum I/O performance, the replacement disk should have the same or better performance.

3. Confirm that all failed disks have been replaced and that there are sufficient spare disks configured for future use.

- **FQXST0442W Power-On Self Test (POST) diagnostics detected a hardware error in a UART chip.**

  Explanation: Power-On Self Test (POST) diagnostics detected a hardware error in a UART chip.

  Severity
  Warning

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Replace the controller module that logged this event.

- **FQXST0454I A user changed the drive-spin-down delay for the specified disk group to the specified value.**

  Explanation: A user changed the drive-spin-down delay for the specified disk group to the specified value.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0455W The controller detected that the configured host-port link speed exceeded the capability of an FC SFP. The speed has been automatically reduced to the maximum value supported by all hardware components in the data path.**

  Explanation: The controller detected that the configured host-port link speed exceeded the capability of an FC SFP. The speed has been automatically reduced to the maximum value supported by all hardware components in the data path.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Replace the SFP in the specified port with an SFP that supports a higher speed.

- **FQXST0456W The IQN of the system was generated from the default OUI because the controllers could not read the OUI from the midplane FRU ID data during startup. If the IQN is not correct for the system, iSCSI hosts might be unable to access the system.**

  Explanation: The IQN of the system was generated from the default OUI because the controllers could not read the OUI from the midplane FRU ID data during startup. If the IQN is not correct for the system, iSCSI hosts might be unable to access the system.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response
    If event 270 with status code 0 is logged at approximately the same time, restart the Storage Controllers.

- **FQXST0457I The specified virtual pool was created.**

  Explanation: The specified virtual pool was created.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0458I Disk groups were added to the specified virtual pool.**

  Explanation: Disk groups were added to the specified virtual pool.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0459I Removal of the specified disk group(s) was started. When this operation is complete, event 470 is logged.**

Explanation: Removal of the specified disk group(s) was started. When this operation is complete, event 470 is logged.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0460M The specified disk group is missing from the specified virtual pool. This may be caused by missing disk drives, or unconnected or powered-off enclosures.**

  Explanation: The specified disk group is missing from the specified virtual pool. This may be caused by missing disk drives, or unconnected or powered-off enclosures.

  Severity
  Major

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Ensure that all disks are installed and that all enclosures are connected and powered on. When the problem is resolved, event 461 is logged.

- **FQXST0461I The specified disk group that was missing from the specified virtual pool was recovered. This event indicates that a problem reported by event 460 is resolved.**

  Explanation: The specified disk group that was missing from the specified virtual pool was recovered. This event indicates that a problem reported by event 460 is resolved.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0462I The specified virtual pool exceeded one of its thresholds for allocated pages.**

  Explanation: There are three thresholds, two of which are user-settable. The third and highest setting is set automatically by the controller and cannot be changed. This event is logged with warning severity if the high threshold is exceeded and the virtual pool is overcommitted. Overcommitted means that the

total committed size of all virtual volumes exceeds the physical space in the virtual pool. If the storage usage drops below a threshold, event 463 is logged.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0462M The specified virtual pool reached its storage limit.**

   Explanation: There are three thresholds, two of which are user-configurable. The third and highest setting is set automatically by the controller and cannot be changed. This event is logged with a severity of Warning if the high threshold is exceeded and the virtual pool is overcommitted. Overcommitted means that the total committed size of all virtual volumes exceeds the physical space in the virtual pool. If the storage usage drops below a threshold, event 463 is logged.

   Severity
   Major

   Serviceable
   No

   Automatically notify support
   No

   User Response
   You should immediately take steps to reduce storage usage or add capacity.

- **FQXST0462W The specified virtual pool exceeded its high threshold for allocated pages, and the virtual pool is overcommitted.**

   Explanation: There are three thresholds, two of which are user-settable. The third and highest setting is set automatically by the controller and cannot be changed. This event is logged with severity of Warning if the high threshold is exceeded and the virtual pool is overcommitted. Overcommitted means that the total committed size of all virtual volumes exceeds the physical space in the virtual pool. If the storage usage drops below a threshold, event 463 is logged.

   Severity
   Warning

   Serviceable
   No

   Automatically notify support
   No

   User Response
   You should immediately take steps to reduce storage usage or add capacity.

- **FQXST0463I The specified virtual pool has dropped below one of its thresholds for allocated pages. This event indicates that a condition reported by event 462 is no longer applicable.**

  Explanation: The specified virtual pool has dropped below one of its thresholds for allocated pages. This event indicates that a condition reported by event 462 is no longer applicable.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0464W A user inserted an unsupported cable or SFP into the specified controller host port.**

  Explanation: A user inserted an unsupported cable or SFP into the specified controller host port.

  Severity
  Warning

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  Replace the cable or SFP with a supported type.

- **FQXST0465I A user removed an unsupported cable or SFP from the specified controller host port.**

  Explanation: A user removed an unsupported cable or SFP from the specified controller host port.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0466I The specified virtual pool was deleted.**

  Explanation: The specified virtual pool was deleted.

  Severity
  Informational

  Serviceable
  No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0467I The specified disk group was added successfully.**

    Explanation: The specified disk group was added successfully.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0468I The FPGA temperature returned to the normal operating range and the speed of buses connecting the FPGA to downstream adapters was restored. The speed was reduced to compensate for an FPGA over-temperature condition. This event indicates that a problem reported by event 469 is resolved.**

    Explanation: The FPGA temperature returned to the normal operating range and the speed of buses connecting the FPGA to downstream adapters was restored. The speed was reduced to compensate for an FPGA over-temperature condition. This event indicates that a problem reported by event 469 is resolved.

Severity
    Informational

Serviceable
    No

Automatically notify support
    No

User Response
    Information only; no action is required.

• **FQXST0469W The speed of buses connecting the FPGA to downstream adapters was reduced to compensate for an FPGA over-temperature condition. The storage system is operational but I/O performance is reduced.**

    Explanation: The speed of buses connecting the FPGA to downstream adapters was reduced to compensate for an FPGA over-temperature condition. The storage system is operational but I/O performance is reduced.

Severity
    Warning

Serviceable
    YES

Automatically notify support
    No

User Response

1. Check that the fans in the storage system are running.
2. Check that the ambient temperature is not too warm. The enclosure operating range is 5-40 degrees C (41-104 degrees F).
3. Check for any obstructions to the air flow.
4. Check that there is a module or blank filler in every module bay in the enclosure.
5. Replace the controller module that logged the error.

When the problem is resolved, event 468 is logged.

* **FQXST0470I The removal of the specified disk group(s) completed successfully.**

    Explanation: The removal of the specified disk group(s) completed successfully.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

* **FQXST0473I The specified volume is using more than its threshold percentage of its virtual pool.**

    Explanation: The storage usage crossed the user-specified threshold for this volume. If the storage usage drops below the threshold, event 474 is logged.

    Severity
        Informational

    Serviceable
        No

    Automatically notify support
        No

    User Response
        Information only; no action is required.

* **FQXST0474I The specified volume is no longer using more than its threshold percentage of its virtual pool. This event indicates that the condition reported by event 473 is no longer applicable.**

    Explanation: The specified volume is no longer using more than its threshold percentage of its virtual pool. This event indicates that the condition reported by event 473 is no longer applicable.

    Severity
        Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

• **FQXST0476W The CPU temperature exceeded the safe range so the CPU entered its self-protection state. IOPS were reduced. The storage system is operational, but I/O performance is reduced.**

Explanation: The CPU temperature exceeded the safe range so the CPU entered its self-protection state. IOPS were reduced. The storage system is operational, but I/O performance is reduced.

Severity
Warning

Serviceable
No

Automatically notify support
No

User Response

1. Check that the fans in the storage system are running.
2. Check that the ambient temperature is not too warm. The enclosure operating range is 5-40 degrees C (41-104 degrees F).
3. Check for any obstructions to the air flow.
4. Check that there is a module or blank filler in every module bay in the enclosure.
5. Replace the controller module that logged the error.

When the problem is resolved, event 478 is logged.

• **FQXST0477I The CPU temperature exceeded the normal range so the CPU speed was reduced. IOPS were reduced. The storage system is operational, but I/O performance is reduced.**

Explanation: The CPU temperature exceeded the normal range so the CPU speed was reduced. IOPS were reduced. The storage system is operational, but I/O performance is reduced.

Severity
Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0478I A problem reported by event 476 or 477 is resolved.**

  Explanation: A problem reported by event 476 or 477 is resolved.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0479M The controller reporting this event was not able to flush data to or restore data from non-volatile memory.**

  Explanation: This mostly likely indicates a CompactFlash failure, but it could be caused by some other problem with the controller module. The Storage Controller that logged this event will be stopped by its partner controller, which will use its own copy of the data to perform the flush or restore operation.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

  1. Restart the stopped Storage Controller.
  2. Replace the CompactFlash.
  3. Shut down the Storage Controller and replace the controller module.

- **FQXST0480M An IP address conflict was detected for the specified iSCSI port of the storage system. The specified IP address is already in use.**

  Explanation: An IP address conflict was detected for the specified iSCSI port of the storage system. The specified IP address is already in use.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Contact your data-network administrator to help resolve the IP address conflict.

- **FQXST0481M The periodic monitor of CompactFlash hardware detected an error. The controller was put in write-through mode, which reduces I/O performance.**

  Explanation: The periodic monitor of CompactFlash hardware detected an error. The controller was put in write-through mode, which reduces I/O performance.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

  1. Restart the Storage Controller that logged this event.
  2. Shut down the Storage Controller and replace the CompactFlash.
  3. Shut down the Storage Controller and replace the controller module.

- **FQXST0482W One of the PCIe buses is running with fewer lanes than is optimal.**

  Explanation: This event is the result of a hardware problem that has caused the controller to use fewer lanes. The system works with fewer lanes, but I/O performance is degraded.

  Severity
  > Warning

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response
  > Replace the controller module that logged this event.

- **FQXST0483M The expansion-module connection for the specified disk channel is not valid. An egress port is connected to an egress port, or an ingress port is connected to an incorrect egress port.**

  Explanation: The expansion-module connection for the specified disk channel is not valid. An egress port is connected to an egress port, or an ingress port is connected to an incorrect egress port.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Visually trace the cabling between enclosures and correct the cabling.

- **FQXST0484W No compatible spares are available to reconstruct this disk group if it experiences a disk failure. Only disk groups that have dedicated or suitable global spares will start reconstruction automatically.**

  Explanation: This situation puts data at increased risk because it will require user action to configure a disk as a dedicated or global spare before reconstruction can begin on the specified disk group if a disk in that disk group fails in the future. If the last global spare has been deleted or used for reconstruction, ALL disk groups that do not have at least one dedicated spare are at increased risk. Note that even though there may be global spares still available, they cannot be used for reconstruction of a disk group if that disk group uses larger-capacity disks or a different type of disk. Therefore, this event may be logged even when there are unused global spares. If the dynamic spares feature is enabled (linear only), this event will be logged even if there is an available disk that may be used for reconstruction.

  Severity
  : Warning

  Serviceable
  : No

  Automatically notify support
  : No

  User Response
  : Configure disks as dedicated spares or global spares.
    – For a dedicated spare, the disk must be of the same type as the other disks in the linear disk group and at least as large as the smallest-capacity disk in the linear disk group, and it should have the same or better performance.
    – For a global spare, it is best to choose a disk that is as big as or bigger than the largest disk of its type in the system and of equal or greater performance. If the system contains a mix of disk types (SAS SSD, enterprise SAS, or midline SAS), there should be at least one global spare of each type (unless dedicated spares are used to protect every disk group of a given type, which will only apply to a linear storage configuration).

- **FQXST0485W The specified disk group was quarantined to prevent writing outdated data that might exist in the controller that logged this event.**

  Explanation: This event is logged to report that the specified disk group has been put in the quarantined offline state (status of QTOF) to prevent loss of data. The controller that logged this event has detected (via information saved in the disk group metadata) that it might contain outdated data that should not be written to the disk group. Data might be lost if you do not follow the recommended actions carefully. This situation is typically caused by the removal of a controller module without shutting it down first, and then inserting a different controller module in its place. To avoid this problem in the future, always shut down the Storage Controller in a controller module before removing it. This situation may also be caused by failure of the CompactFlash card, as specified by event 204.

  Severity
  : Warning

  Serviceable
  : No

  Automatically notify support
  : No

  User Response

    – If event 204 is logged, follow the recommended actions for event 204.

- If event 204 is NOT logged, perform the following recommended actions:
  - If event 486 is not logged at approximately the same time as event 485, reinsert the removed controller module, shut it down, then remove it again.
  - If events 485 and 486 are both logged at approximately the same time, wait at least 5 minutes for the automatic recovery process to complete. Then sign in and confirm that both controller modules are operational. (You can determine if the controllers are operational with the show controllers CLI command or with the SMC.) In most cases, the system will come back up and no further action is required. If both controller modules do not become operational in 5 minutes, data might have been lost. If both controllers are not operational, follow this recovery process:
    1. Remove the controller module that first logged event 486.
    2. Turn off the power for the controller enclosure, wait a few seconds, then turn it back on.
    3. Wait for the controller module to restart, and then sign in again.
    4. Check the status of the disk groups. If any of the disk groups have a status of quarantined offline (QTOF), remove those disk groups from quarantine.
    5. Reinsert the previously removed controller module. It should now restart successfully.

- **FQXST0486W A recovery process was initiated to prevent writing outdated data that might exist in the controller that logged this event.**

  Explanation: The controller that logged this event has detected (via information saved in the disk group metadata) that it might contain outdated data that should not be written to the disk groups. The controller will log this event, restart the partner controller, wait 10 seconds, then stop itself. The partner controller will then restart this controller and mirror the correct cache data to it. This procedure will, in most cases, allow all data to be correctly written without any loss of data and without writing any outdated data.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

    1. Wait at least five minutes for the automatic recovery process to complete. Then sign in and confirm that both controller modules are operational. (You can determine if the controllers are operational with the show redundancy-mode CLI command.) In most cases, the system will come back up and no action is required.
    2. If both controller modules do not become operational in five minutes, see the recommended actions for event 485, which will be logged at approximately the same time.

- **FQXST0487I Historical performance statistics were reset.**

  Explanation: Historical performance statistics were reset.

  Severity
  Informational

Serviceable
No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0488I The creation of a volume group started.**

  Explanation: The creation of a volume group started.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0489I The creation of a volume group completed.**

  Explanation: The creation of a volume group completed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0490I The creation of a volume group failed.**

  Explanation: The creation of a volume group failed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0491I The creation of a volume group started.**

  Explanation: The creation of a volume group started.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0492I The volumes in a volume group were ungrouped.**

  Explanation: The volumes in a volume group were ungrouped.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0493I A group of volumes was modified.**

  Explanation: A group of volumes was modified.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0495W The algorithm for best-path routing selected the alternate path to the specified disk because the I/O error count on the primary path reached its threshold.**

  Explanation: The controller that logs this event indicates which channel (path) has the problem. For example, if the B controller logs the problem, the problem is in the chain of cables and expansion modules connected to the B controller module.

  Severity
  Warning

  Serviceable

No

Automatically notify support
No

User Response

- – If this event is consistently logged for only one disk in an enclosure, perform the following actions:

    1. Replace the disk.

    2. If that does not resolve the problem, the fault is probably in the enclosure midplane. Replace the chassis FRU for the specified enclosure.

- – If this event is logged for more than one disk in an enclosure or disks in multiple enclosures, perform the following actions:

    1. Check for disconnected SAS cables in the bad path. If no cables are disconnected, replace the cable connecting to the ingress port in the most-upstream enclosure with reported failures. If that does not resolve the problem, replace other cables in the bad path, one at a time until the problem is resolved.

    2. Replace the expansion modules that are in the bad path. Begin with the most-upstream module that is in an enclosure with reported failures. If that does not resolve the problem, replace other expansion modules (and the controller module) upstream of the affected enclosure(s), one at a time until the problem is resolved.

    3. If that does not resolve the problem, the fault is probably in the enclosure midplane. Replace the chassis FRU of the most-upstream enclosure with reported failures. If that does not resolve the problem and there is more than one enclosure with reported failures, replace the chassis FRU of the other enclosures with reported failures until the problem is resolved.

- **FQXST0496W An unsupported disk type was found.**

    Explanation: An unsupported disk type was found.

    Severity
    Warning

    Serviceable
    YES

    Automatically notify support
    No

    User Response
    Replace the disk with a supported type.

- **FQXST0501M The enclosure hardware is not compatible with the I/O module firmware. The Expander Controller firmware detected an incompatibility with the midplane type. As a preventive measure, disk access was disabled in the enclosure.**

    Explanation: The enclosure hardware is not compatible with the I/O module firmware. The Expander Controller firmware detected an incompatibility with the midplane type. As a preventive measure, disk access was disabled in the enclosure.

    Severity
    Major

Serviceable
   No

Automatically notify support
   No

User Response
   Update the storage system to the latest firmware.

- **FQXST0502I The specified SSD has 20% or less of its life remaining.**

  Explanation: This event will be logged again with a severity of warning as the SSD further approaches its end of life.

  Severity
     Informational

  Serviceable
     No

  Automatically notify support
     No

  User Response
     Information only; no action is required.

- **FQXST0502W The specified SSD has 5% or less of its life remaining.**

  Explanation: This event will be logged again as the device approaches and reaches its end of life.

  Severity
     Warning

  Serviceable
     No

  Automatically notify support
     No

  User Response

     1. Be sure you have a spare SSD of the same type and capacity available.
     2. If a spare is available, it is recommended to replace the SSD now.

- **FQXST0503I The Intelligent BackEnd Error Monitor (IBEEM) has discovered that continuous errors are being reported for the specified PHY. IBEEM logged this event after monitoring the PHY for 30 minutes.**

  Explanation: The Intelligent BackEnd Error Monitor (IBEEM) has discovered that continuous errors are being reported for the specified PHY. IBEEM logged this event after monitoring the PHY for 30 minutes.

  Severity
     Informational

  Serviceable
     No

Automatically notify support
> No

User Response
> Information only; no action is required.

- **FQXST0504I Service debug access to the system was enabled or disabled by a user. Allowing service debug access might have security implications. After the diagnosis is complete you should disallow such access.**

  Explanation: Service debug access to the system was enabled or disabled by a user. Allowing service debug access might have security implications. After the diagnosis is complete you should disallow such access.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0505W The specified virtual pool was created with a size smaller than 500 GB, which can lead to unpredictable behavior. The storage system might not perform correctly.**

  Explanation: The specified virtual pool was created with a size smaller than 500 GB, which can lead to unpredictable behavior. The storage system might not perform correctly.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Add disk groups to the virtual pool to increase the size of the pool.

- **FQXST0506I The addition of the specified disk group started. When this operation is complete, event 467 is logged.**

  Explanation: The addition of the specified disk group started. When this operation is complete, event 467 is logged.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support

No

User Response
Information only; no action is required.

- **FQXST0507I The link speed of the specified disk does not match the link speed capacity of the enclosure.**

  Explanation: This event is logged when the auto-negotiated link speed is less than the maximum speed that the enclosure supports. The disk is functional, but I/O performance is reduced. This event may be logged for one disk channel or for both disk channels.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0508M The specified virtual pool went offline. All of its volumes also went offline.**

  Explanation: All data in the virtual pool has been lost. This condition can be caused by corrupt or inaccessible virtual pool metadata.

  Severity
  Major

  Serviceable
  No

  Automatically notify support
  No

  User Response

  1. Check for other events that indicate faults in the system and follow the recommended actions for those events.
  2. Re-create the virtual pool.
  3. Restore the data from a backup, if available.

- **FQXST0509M The metadata volume for the specified virtual pool went offline. Volume mappings and persistent reservations are inaccessible or lost.**

  Explanation: The metadata volume for the specified virtual pool went offline. Volume mappings and persistent reservations are inaccessible or lost.

  Severity
  Major

  Serviceable

No

Automatically notify support
No

User Response

1. Check for other events that indicate faults in the system and follow the recommended actions for those events.

2. Create new mappings for the volumes. Persistent reservations will be restored by host systems automatically.

- **FQXST0510I The FDE lock key has been set or changed by a user.**

  Explanation: The FDE lock key has been set or changed by a user.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0511I The FDE import lock key has been set by a user.**

  Explanation: This is normally used to import into the system an FDE disk that was locked by another system.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0512I The system was set to the FDE secured state by a user.**

  Explanation: Full Disk Encryption is now enabled. Disks removed from this system will not be readable unless they are imported into another system.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support

No

User Response
Information only; no action is required.

- **FQXST0513I The system was set to the FDE repurposed state by a user.**

    Explanation: All disks have been repurposed and set to their initial factory states. FDE is no longer enabled on the system.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0514I The FDE lock key and import key were cleared by a user.**

    Explanation: I/O operations might continue as long as the system is not restarted.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0515I An FDE disk was repurposed by a user.**

    Explanation: The disk was reset to its original factory state.

    Severity
    Informational

    Serviceable
    No

    Automatically notify support
    No

    User Response
    Information only; no action is required.

- **FQXST0516M An FDE disk was placed in the unavailable state.**

Explanation: The related event message 518, which indicates that a disk operation failed, might provide additional information.

Severity
 Major

Serviceable
 No

Automatically notify support
 No

User Response
 See the recommended action specified in the event message.

* **FQXST0517I A disk that was formerly in the FDE unavailable state is no longer unavailable. The disk was returned to normal operations.**

 Explanation: A disk that was formerly in the FDE unavailable state is no longer unavailable. The disk was returned to normal operations.

 Severity
 Informational

 Serviceable
 No

 Automatically notify support
 No

 User Response
 Information only; no action is required.

* **FQXST0518M An FDE disk operation failed.**

 Explanation: This event provides detail about the operation that failed.

 Severity
 Major

 Serviceable
 YES

 Automatically notify support
 No

 User Response
 The disk might need to be removed, imported, repurposed, or replaced.

* **FQXST0521M An error occurred while accessing the midplane SEEPROM to store or fetch Full Disk Encryption keys. The midplane's memory is used to store the FDE lock key.**

 Explanation: An error occurred while accessing the midplane SEEPROM to store or fetch Full Disk Encryption keys. The midplane's memory is used to store the FDE lock key.

 Severity
 Major

Serviceable
No

Automatically notify support
No

User Response
The midplane might need to be replaced if the error persists.

- **FQXST0522W A scrub-disk-group job encountered an error at the specified logical block address.**

  Explanation: The event message always includes the disk group name and the logical block address of the error within that disk group. If the block with an error falls within the LBA range used by a volume, the event message also includes the volume name and the LBA within that volume.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Examine event 207 that was logged previously to this event. Follow the recommended actions for that event.

- **FQXST0523I This event provides additional details associated with a scrub-disk-group job, expanding on the information in event 206, 207, or 522.**

  Explanation: This event provides additional details associated with a scrub-disk-group job, expanding on the information in event 206, 207, or 522.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0524M A temperature or voltage sensor reached a critical threshold.**

  Explanation: A sensor monitored a temperature or voltage in the critical range. When the problem is resolved, event 47 is logged for the component that logged event 524. If the event refers to a disk sensor, disk behavior might be unpredictable in this temperature range. Check the event log to determine if more than one disk has reported this event. If multiple disks report this condition there could be a problem in the environment. If one disk reports this condition, there could be a problem in the environment or the disk has failed.

  Severity
  Major

Serviceable
   No

Automatically notify support
   No

User Response

1. Check that the fans in the storage system are running.
2. Check that the ambient temperature is not too warm. The enclosure operating range is 5-40 degrees C (41-104 degrees F).
3. Check for any obstructions to the air flow.
4. Check that there is a module or blank filler in every module slot in the enclosure.
5. Replace the disk or controller module that logged the error.

• **FQXST0527M Expander Controller (EC) firmware is incompatible with the enclosure.**

Explanation: As a preventative measure, the Expander Controller (EC) disabled all PHYs and reported the short enclosure status page in the supported diagnostic list.

Severity
   Major

Serviceable
   No

Automatically notify support
   No

User Response
   Upgrade the controller module to the latest supported bundle version.

• **FQXST0528M Expander Controller firmware detected that the partner Expander Controller (EC) firmware is incompatible with the enclosure.**

Explanation: As a preventative measure, the Expander Controller (EC) disabled all PHYs and reported the short enclosure status page in the supported diagnostic list.

Severity
   Major

Serviceable
   No

Automatically notify support
   No

User Response
   Upgrade the partner controller module to the latest supported bundle version.

• **FQXST0529M The local Expander Controller (EC) is incompatible with the enclosure.**

Explanation: As a preventative measure, the Expander Controller (EC) disabled all PHYs and reported the short enclosure status page in the supported diagnostic list.

Severity
   Major

Serviceable
   YES

Automatically notify support
   No

User Response
   Replace the controller module with one that is compatible with the enclosure.

* **FQXST0530M The local Expander Controller (EC) firmware detected a level of incompatibility with the partner Expander Controller (EC). This incompatibility could be due to unsupported hardware or firmware.**

   Explanation: As a preventative measure, the local Expander Controller (EC) is holding the partner Expander Controller (EC) in a reset loop.

   Severity
      Major

   Serviceable
      No

   Automatically notify support
      No

   User Response
      Remove the partner controller module from the enclosure. Boot the partner controller module in single-controller mode in a separate enclosure (without the controller module that reported this event). Load the latest compatible bundle version. If the version fails to load, replace the partner controller module.

* **FQXST0531M The specified controller module was unable to recover from a stall. The system will need to be recovered manually.**

   Explanation: The specified controller module was unable to recover from a stall. The system will need to be recovered manually.

   Severity
      Major

   Serviceable
      YES

   Automatically notify support
      Yes

   User Response
      Download the debug logs from your storage system and contact technical support. A service technician can use the debug logs to determine the problem.

* **FQXST0531W The specified controller module detected a stall. The system will perform corrective actions.**

   Explanation: The specified controller module detected a stall. The system will perform corrective actions.

Severity
> Warning

Serviceable
> No

Automatically notify support
> No

User Response
> No action is required.

* **FQXST0533I This event provides details about the result of the MC test of the specified component.**

  Explanation: This event provides details about the result of the MC test of the specified component.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

* **FQXST0533M This event provides details about the result of the MC test of the specified component.**

  Explanation: If the test succeeded, the message says the component is present and operational. If the test failed, the message says the component is unavailable.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > If the event indicates the test failed, replace the controller module that logged this event.

* **FQXST0545W A controller module is connected to a legacy enclosure midplane, resulting in degraded performance.**

  Explanation: A controller module is connected to a legacy enclosure midplane, resulting in degraded performance.

  Severity
  > Warning

  Serviceable
  > No

Automatically notify support

No

User Response

To achieve better performance, replace the enclosure's legacy chassis FRU with the latest version of the FRU.

- **FQXST0546M The controller that logged this event stopped the partner controller because it has an incompatible host port configuration.**

    Explanation: The controller that logged this event stopped the partner controller because it has an incompatible host port configuration.

    Severity

    Major

    Serviceable

    No

    Automatically notify support

    No

    User Response

    Replace the stopped controller module with a controller module that has the same host port configuration as the surviving controller module.

- **FQXST0548W Disk group reconstruction failed.**

    Explanation: When a disk fails, reconstruction is performed using a spare disk. However, this operation failed. The event detail may say either of the following: Some of the data in the other disk(s) in the disk group is unreadable (uncorrectable media error), so part of the data cannot be reconstructed. The failure was probably because the disk that was used as a replacement for the failed disk is also faulty, or because of a fault in the midplane of the enclosure that the disks are inserted into.

    Severity

    Warning

    Serviceable

    YES

    Automatically notify support

    No

    User Response

    In the first case above, do the following:

    1. If you do not have a backup copy of the data in the disk group, make a backup.
    2. Note the configuration of the disk group, such as its size and host mappings.
    3. Look for another event logged at approximately the same time that indicates a disk failure, such as event 8, 55, 58, or 412. Follow the recommended actions for that event.
    4. Remove the disk group.
    5. Re-add the disk group.
    6. Restore the data from the backup.

    In the second case above, do the following:

1. Look for another event logged at approximately the same time that indicates a disk failure, such as event 8, 55, 58, or 412. Follow the recommended actions for that event.
2. If the problem then recurs for the same slot, replace the chassis FRU.

- **FQXST0549C The specified controller module detected that it recovered from an internal processor fault.**

  Explanation: The specified controller module detected that it recovered from an internal processor fault.

  Severity
  > Critical

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Replace the controller module.

- **FQXST0550C The read data path between the Storage Controller and the disk drives was detected to be unreliable. The Storage Controller took action to correct this.**

  Explanation: The read data path between the Storage Controller and the disk drives was detected to be unreliable. The Storage Controller took action to correct this.

  Severity
  > Critical

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response
  > Replace the controller.

- **FQXST0551I A SES alert for a power supply in the specified enclosure has been resolved.**

  Explanation: A SES alert for a power supply in the specified enclosure has been resolved.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0551M An EMP reported that a power supply unit (PSU) in an enclosure does not have power supplied to it or has a hardware failure or a PSU is running with corrupted firmware.**

  Explanation: An EMP reported one of the following for a power supply unit (PSU): The PSU in an enclosure does not have power supplied to it or has a hardware failure. The PSU is running with corrupted firmware.

  Severity
  Major

  Serviceable
  YES

  Automatically notify support
  No

  User Response
  If one of the PSUs in an enclosure does not have power supplied to it or has a hardware failure:

  1. Check that the specified PSU is fully seated in its slot and that the PSU's latches are locked.
  2. Check that each PSU has its switch turned on (if equipped with a switch).
  3. Check that each power cable is firmly plugged into both the PSU and a functional electrical outlet.
  4. If none of the above resolves the issue, the specified PSU has probably failed and should be replaced.

  If a PSU is running with corrupted firmware:

  1. The specified PSU has failed and should be replaced.

  When the problem is resolved, an event with the same code will be logged with severity of Resolved .

- **FQXST0551W An EMP reported that a power supply unit (PSU) was uninstalled.**

  Explanation: An EMP reported that a power supply unit (PSU) was uninstalled.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

  1. Check that the specified PSU is in the specified enclosure.
  2. If the PSU is not in the enclosure, install a PSU immediately.
  3. If the PSU is in the enclosure, ensure that the power supply is fully seated in its slot and that its latch is locked.
  4. If none of the above resolves the issue, the specified FRU has failed and should be replaced.

  When the problem is resolved, an event with the same code will be logged with a severity of Resolved

- **FQXST0552I A SES alert for a fan in the specified enclosure has been resolved.**

  Explanation: A SES alert for a fan in the specified enclosure has been resolved.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0552M An EMP reported an alert condition. A hardware failure has been detected and all fans in the specified FRU have failed.**

  Explanation: An EMP reported an alert condition. A hardware failure has been detected and all fans in the specified FRU have failed.

  Severity
  > Major

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response

  1. Inspect the system health information to determine which FRU contains the affected fans. The containing FRU will probably have an amber LED lit. Event 551 or 558 should give further information on the containing FRUs.
  2. Replace the containing FRUs. When the problem is resolved, an event with the same code will be logged with Resolved severity.

- **FQXST0552W An EMP reported an error.**

  Explanation: An EMP reported one of the following: A fan in the specified FRU has been uninstalled. A fan in the specified FRU has failed and fan redundancy for the FRU has been lost.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > If a fan in the specified FRU has been uninstalled:

  1. Check that the specified FRU is in the specified enclosure.

2. If the FRU is not in the enclosure, install the appropriate FRU immediately.

3. If the FRU is in the enclosure, ensure that the FRU is fully seated in its slot and that its latch is locked.

4. If none of the above resolves the issue, the specified FRU has failed and should be replaced.

If a fan in the specified FRU has failed and fan redundancy for the FRU has been lost:

1. The specified FRU has failed and should be replaced.

When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

- **FQXST0553I A SES alert for a temperature sensor in the specified enclosure has been resolved.**

  Explanation: A SES alert for a temperature sensor in the specified enclosure has been resolved.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0553M A temperature sensor is not within the normal operating range, but it is within safe operating limits; or, a temperature sensor has been removed.**

  Explanation: A temperature sensor is not within the normal operating range, but it is within safe operating limits; or, a temperature sensor has been removed.

  Severity
  Major

  Serviceable
  No

  Automatically notify support
  No

  User Response

  1. Check that the ambient temperature is not too warm. For the normal operating range, see your product's Setup Guide.

  2. Check for any obstructions to the air flow.

  3. Check that all modules in the enclosure are fully seated in their slots and that their latches, if any, are locked.

  4. Check that all fans in the enclosure are running.

  5. Check that there is a module or blank filler in every module bay in the enclosure.

6. If none of the above resolve the issue, the specified FRU has probably failed and should be replaced.

When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

- **FQXST0553W A temperature sensor is not within normal operating temperature thresholds but is within safe operating limits; or, a temperature sensor has been uninstalled.**

  Explanation: A temperature sensor is not within normal operating temperature thresholds but is within safe operating limits; or, a temperature sensor has been uninstalled.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response
    If a temperature sensor has exceeded the normal operating range but is within safe operating limits:

    1. Check that the ambient temperature is not too warm. For the normal operating range, see your product's Setup Guide.

    2. Check for any obstructions to the air flow.

    If a temperature sensor has been uninstalled:

    1. Check that the specified FRU is in the specified enclosure.

    2. If the FRU is not in the enclosure, install the FRU immediately.

    3. If the FRU is in the enclosure, ensure that the FRU is fully seated in its slot and that its latches are locked.

    When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

- **FQXST0554I A SES alert for a voltage sensor in the specified enclosure was resolved.**

  Explanation: A SES alert for a voltage sensor in the specified enclosure was resolved.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0554M A voltage sensor is outside a critical voltage threshold in the specified FRU.**

  Explanation: A voltage sensor is outside a critical voltage threshold in the specified FRU.

  Severity
  　Major

  Serviceable
  　No

  Automatically notify support
  　No

  User Response

  1.　Check that all modules in the enclosure are fully seated in their slots and that their latches are locked.
  2.　If this does not resolve the issue, the specified FRU has probably failed and should be replaced. When the problem is resolved, an event with the same code will be logged with Resolved severity.

- **FQXST0554W A voltage sensor is not within the normal operating range but is within safe operating limits; or, a voltage sensor was removed.**

  Explanation: A voltage sensor is not within the normal operating range but is within safe operating limits; or, a voltage sensor was removed.

  Severity
  　Warning

  Serviceable
  　No

  Automatically notify support
  　No

  User Response
  　If a voltage sensor has exceeded the normal operating range but is within safe operating limits:

  1.　Check that all modules in the enclosure are fully seated in their slots and that their latches are locked.
  2.　If this does not resolve the issue, the specified FRU has probably failed and should be replaced.

  If a voltage sensor has been removed:

  1.　Check that the specified FRU is in the specified enclosure.
  2.　If the FRU is not in the enclosure, install the FRU immediately.
  3.　If the FRU is in the enclosure, ensure that the FRU is fully seated in its slot and that its latches are locked.
  4.　If this does not resolve the issue, the specified FRU has probably failed and should be replaced.

  When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

- **FQXST0555I A SES alert for an expander in the specified enclosure has been resolved.**

  Explanation: A SES alert for an expander in the specified enclosure has been resolved.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0555M The local Expander Controller firmware has detected a level of incompatibility with the partner Expander Controller firmware or hardware. As a preventive measure, the local Expander Controller might disable all the PHYs.**

  Explanation: The local Expander Controller firmware has detected a level of incompatibility with the partner Expander Controller firmware or hardware. As a preventive measure, the local Expander Controller might disable all the PHYs.

  Severity
  > Major

  Serviceable
  > No

  Automatically notify support
  > No

  User Response

  1. Check that both the Expander Controllers have the correct firmware revision.
  2. If both Expander Controllers have different firmware versions, upgrade the partner controller module to the appropriate firmware that is compatible with the enclosure.
  3. Replace the partner controller module.

  When the problem is resolved, an event with the same code will be logged with severity of Resolved.

- **FQXST0555W An expander in a controller module, expansion module, or drawer is mated but is not responding; or, an expander in an expansion module has been removed.**

  Explanation: An expander in a controller module, expansion module, or drawer is mated but is not responding; or, an expander in an expansion module has been removed.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

User Response

1. Check that the specified FRU is in the specified enclosure.
   - If the FRU is not in the enclosure, install the appropriate FRU immediately.
   - If the FRU is in the enclosure, ensure that the FRU is fully seated in its slot and that its latches, if any, are locked.

2. Replace the specified FRU.

When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

- **FQXST0556I A SES alert for an expander in the specified enclosure has been resolved.**

  Explanation: A SES alert for an expander in the specified enclosure has been resolved.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0556W An expander in a controller module, expansion module, or drawer is mated but is not responding; or, an expander in an expansion module has been removed.**

  Explanation: An expander in a controller module, expansion module, or drawer is mated but is not responding; or, an expander in an expansion module has been removed.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

  1. Check that the specified FRU is in the specified enclosure.
     - If the FRU is not in the enclosure, install the appropriate FRU immediately.
     - If the FRU is in the enclosure, ensure that the FRU is fully seated in its slot and that its latches, if any, are locked.

  2. Replace the specified FRU.

  When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

- **FQXST0557I An Enclosure Management Processor (EMP) reported an alert condition on a current sensor.**

  Explanation: A SES alert condition was detected in a current sensor in the specified enclosure.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0557M An Enclosure Management Processor (EMP) reported an alert condition on a current sensor.**

  Explanation: A hardware failure has been detected in a current sensor in the specified enclosure.

  Severity
  Major

  Serviceable
  YES

  Automatically notify support
  No

  User Response

  1. Check that all modules in the enclosure are fully seated in their slots and that their latches are locked.
  2. If this does not resolve the issue, the specified FRU has probably failed and should be replaced. The failed FRU will probably have an amber LED lit.

  When the problem is resolved, an event with the same code will be logged with severity of Resolved.

- **FQXST0557W An Enclosure Management Processor (EMP) reported an alert condition on a current sensor.**

  Explanation: A SES alert condition was detected in a current sensor in the specified enclosure.

  Severity
  Warning

  Serviceable
  No

  Automatically notify support
  No

  User Response

1. Check that all modules in the enclosure are fully seated in their slots and that their latches are locked.

2. If this does not resolve the issue, the specified FRU has probably failed and should be replaced. The failed FRU will probably have an amber LED lit.

When the problem is resolved, an event with the same code will be logged with severity of Resolved.

- **FQXST0562I Virtual pool statistics were reset.**

  Explanation: Virtual pool statistics were reset.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0563I A disk was restarted.**

  Explanation: A disk was restarted.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

- **FQXST0565W One of the PCIe buses is running at less than optimal speed.**

  Explanation: This event is the result of a hardware problem that has caused the controller to run slower than expected. The system is operatinal, but I/O performance is degraded.

  Severity
    Warning

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Replace the controller module that logged this event.

- **FQXST0566I One of the DDR ports has been busy for at least 5 minutes.**

  Explanation: This event is the result of speed compensation while handling short data blocks. The system is operational, but I/O performance is degraded.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0568I A disk group has mixed physical sector size disks (for example 512n and 512e disks in the same disk group).**

  Explanation: This event is the result of a user selecting disks with sector formats that do not match, or selecting a global spare replacement with a different sector format than the disk group. This could result in degraded performance for some work loads.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0569I A previously detected SAS host port cable mismatch has been resolved for the specified port number. The proper cable type has been connected.**

  Explanation: A previously detected SAS host port cable mismatch has been resolved for the specified port number. The proper cable type has been connected.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0569W A SAS host cable mismatch was detected for the specified port number. The specified alternate PHYs have been disabled.**

Explanation: For example, a fan-out cable is connected to a controller module host port, but the port is configured to use standard SAS cables, or vice versa.

Severity
   Warning

Serviceable
   No

Automatically notify support
   No

User Response

1. To use the connected cable, use the CLI set host-parameters command to configure ports to use the proper cable type.

2. Otherwise, replace the cable with the type of cable that the port is configured to use. When the problem is resolved, an event with the same code will be logged with a severity of Resolved.

• **FQXST0571I Snapshot space exceeded either the low or medium snapshot space threshold.**

   Explanation: The threshold settings are intended to indicate that the pool is using a significant portion of configured snapshot space and should be monitored. If the storage usage drops below any threshold, event 572 is logged.

Severity
   Informational

Serviceable
   No

Automatically notify support
   No

User Response
   Information only; no action is required.

• **FQXST0571M Snapshot space exceeded the configured percentage limit of the virtual pool.**

   Explanation: If the snapshot space limit policy is set to delete snapshots, the system deletes snapshots according to the snapshot retention priority setting until the snapshot space usage drops below the configured limit. Otherwise, the system uses general pool space for snapshots until snapshots are manually deleted. If the storage usage drops below a threshold, event 572 is logged.

Severity
   Major

Serviceable
   No

Automatically notify support
   No

User Response

– If the snapshot space limit policy is set to notify only, you should immediately take steps to reduce snapshot space usage or add storage capacity.

– If the snapshot space policy is set to delete, the system will reduce snapshot space automatically, or log event 573 if no snapshots can be deleted.

- **FQXST0571W Snapshot space exceeded the high snapshot space threshold.**

  Explanation: The high threshold setting indicates that the pool is nearly out of snapshot space. The threshold settings are intended to indicate that the pool is using a significant portion of configured snapshot space and should be monitored. If the storage usage drops below any threshold, event 572 is logged.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Reduce the snapshot space usage by deleting snapshots that are no longer needed.

- **FQXST0572I The specified virtual pool dropped below one of its snapshot space thresholds.**

  Explanation: This event indicates that a condition reported by event 571 is no longer applicable.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0573W Snapshot space for a virtual pool cannot be reduced because no snapshots can be deleted.**

  Explanation: Snapshots cannot be deleted automatically if their retention priority is set to never-delete. Snapshots must also be at the leaf end of a snapshot tree to be considered for deletion. This event is logged when no snapshots in the pool pass these constraints.

  Severity
  > Warning

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Manually delete snapshots to reduce snapshot space.

- **FQXST0574I A peer connection was created.**

  Explanation: A peer connection was created.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0575I A peer connection was deleted.**

  Explanation: A peer connection was deleted.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0576I A replication set was created.**

  Explanation: A replication set was created.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0577I A replication set was deleted.**

  Explanation: A replication set was deleted.

  Severity
  Informational

  Serviceable
  No

Automatically notify support
No

User Response
Information only; no action is required.

- **FQXST0578I A replication started.**

  Explanation: A replication started.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0579I A replication completed.**

  Explanation: A replication completed.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0580I A replication was stopped.**

  Explanation: A replication was stopped.

  Severity
  Informational

  Serviceable
  No

  Automatically notify support
  No

  User Response
  Information only; no action is required.

- **FQXST0581I A replication was suspended.**

  Explanation: A replication was suspended.

Severity
　　Informational

Serviceable
　　No

Automatically notify support
　　No

User Response
　　Information only; no action is required.

*   **FQXST0584I A peer connection was modified.**

    Explanation: A peer connection was modified.

    Severity
    　　Informational

    Serviceable
    　　No

    Automatically notify support
    　　No

    User Response
    　　Information only; no action is required.

*   **FQXST0585I A replication set was modified.**

    Explanation: A replication set was modified.

    Severity
    　　Informational

    Serviceable
    　　No

    Automatically notify support
    　　No

    User Response
    　　Information only; no action is required.

*   **FQXST0586I A replication resumed.**

    Explanation: A replication resumed.

    Severity
    　　Informational

    Serviceable
    　　No

    Automatically notify support
    　　No

    User Response
    　　Information only; no action is required.

- **FQXST0590M A disk group has been quarantined.**

  Explanation: This condition resulted from a controller flush/restore failure.

  Severity
  > Major

  Serviceable
  > YES

  Automatically notify support
  > No

  User Response

  1. To restore the disk group, use the CLI dequarantine command to remove the disk group from quarantine. If more than one disk group is quarantined, you must individually remove each disk group from quarantine, whether it is fault tolerant or not. When the disk group is removed from quarantine, the disk group will return to the state it was in before being quarantined. For example, if the disk group was reconstructing before being quarantined, the disk group will resume reconstructing where it stopped.

  2. For a linear disk group, if you want to find where parity is incorrect, use the CLI scrub vdisk command with the fix parameter disabled. This step is optional and not required to fix data integrity issues. For a fault tolerant disk group, run either scrub disk-groups for a virtual disk group or scrub vdisk with the fix parameter enabled for a linear disk group. This step will make the parity consistent with the existing user data, and is required to fix data integrity issues.

  3. For a reconstructing disk group, let reconstruction finish, then run either scrub disk-groups for a virtual disk group or scrub vdisk with the fix parameter enabled for a linear disk group. This step will make the parity consistent with the existing user data, and is required to fix data integrity issues.

  4. Restore the data to the disk group from a backup copy.

- **FQXST0594I The specified disk in the specified disk group is missing and the disk group is quarantined.**

  Explanation: In linear storage, any attempt to access volumes for a quarantined disk group from a host will fail. In virtual storage, all volumes in the pool will be forced read-only. If all of the disks become accessible, the disk group will be removed from quarantine automatically with a resulting status of FTOL. If enough disks become accessible to allow reading from and writing to the disk group, the disk group will be removed from quarantine automatically with a resulting status of FTDN or CRIT. If a spare disk is available, reconstruction will begin automatically.When the disk group has been removed from quarantine, event 173 is logged. For a more detailed discussion of dequarantine, see the WBI or CLI documentation.

  Severity
  > Informational

  Serviceable
  > No

  Automatically notify support
  > No

  User Response
  > Information only; no action is required.

- **FQXST0595I The specified disk in the specified disk group is missing and the disk group is quarantined.**

  Explanation: The specified disk in the specified disk group is missing and the disk group is quarantined.

  Severity
    Informational

  Serviceable
    No

  Automatically notify support
    No

  User Response
    Information only; no action is required.

List of switch SNMP traps and events

This section lists the switch SNMP traps and events that can be viewed in the Lenovo XClarity Administrator event log or audit log.

Table 7 "SNMP traps in the event log " on page 656 lists SNMP traps from supported RackSwitch and Flex switches that can be included in the event log. Each SNMP trap ID is prefixed with the ID for the switch model.

Table 8 "Events in the audit log " on page 667 lists events from supported Flex switches that can be included in the audit log.

Table 7. SNMP traps in the event log

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.1	Major	Yes	The primary power supply failed. This trap signifies that the primary power supply failed.
x.x.x.x.x.x.x.7.0.2	Informational	No	Gateway *{1}* at index *{0}* is up. This trap signifies that the default gateway is alive. **Arguments:** • *{0}*. The gateway index. • *{1}*. The default gateway IP address.
x.x.x.x.x.x.x.7.0.3	Informational	No	Gateway *{1}* at index *{0}* is down. This trap signifies that the default gateway is down. **Arguments:** • *{0}*. The gateway index. • *{1}*. The default gateway IP address.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.4	Informational	No	Default Gateway *{1}* at index *{0}* is in service. This trap signifies that the default gateway is up and in service. **Arguments:** • *{0}*. The gateway index. • *{1}*. The default gateway IP address.
x.x.x.x.x.x.x.7.0.5	Informational	No	Default Gateway *{1}* at index *{0}* is not in service. This trap signifies that the default gateway is alive but not in service. **Arguments:** • *{0}*. The gateway index. • *{1}*. The default gateway IP address.
x.x.x.x.x.x.x.7.0.16	Informational	No	A VRRP routing device at index *{0}* with address *{1}* changed state to master. This trap indicates that the sending agent has transitioned to 'Master' state. **Arguments:** • *{0}*. The gateway index. • *{1}*. The IP address.
x.x.x.x.x.x.x.7.0.17	Informational	No	A VRRP routing device at index *{0}* with address *{1}* changed state to backup. This trap indicates that the sending agent has transitioned to 'Backup' state. **Arguments:** • *{0}*. The gateway index. • *{1}*. The IP address.
x.x.x.x.x.x.x.7.0.18	Major	No	A VRRP routing device at index *{0}* using password *{1}* authentication failed. This trap signifies that a packet has been received from a router whose authentication key or authentication type conflicts with this router's authentication key or authentication type. Implementation of this trap is optional. **Arguments:** • *{0}*. The gateway index. • *{1}*. The password.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.19	Major	No	A user login failed This trap signifies that someone failed to enter a valid username/password combination. swTrapDisplayString specifies whether the login attempt was from CONSOLE or TELNET. In case of TELNET login, it also specifies the IP address of the host from which the attempt was made.
x.x.x.x.x.x.x.7.0.22	Critical	No	The actual temperature reading is above the warning temperature threshold. This trap signifies that the switch temperature has exceeded maximum safety limits.
x.x.x.x.x.x.x.7.0.24	Major	Yes	The fan failure has been detected. This trap signifies that the fan failure has been detected.
x.x.x.x.x.x.x.7.0.25	Informational	No	A user logged in to a device. This trap signifies that a user login has occurred.
x.x.x.x.x.x.x.7.0.27	Informational	No	A new configuration has been applied. This trap signifies that new configuration has been applied.
x.x.x.x.x.x.x.7.0.28	Informational	No	A new configuration has been saved. This trap signifies that new configuration has been saved.
x.x.x.x.x.x.x.7.0.29	Informational	No	The firmware has been downloaded successfully.
x.x.x.x.x.x.x.7.0.30	Minor	No	The firmware download failed. This trap signifies that firmware downloaded failed to [image1|image2|boot image].
x.x.x.x.x.x.x.7.0.33	Major	No	The fan failure has been fixed. This trap signifies that the fan failure has been fixed.
x.x.x.x.x.x.x.7.0.42	Informational	No	NewRoot: The sending agent at index *{0}* has become the new root of the Spanning Tree This trap signifies that the bridge has become the new root of the STG. **Arguments:** • *{0}*. The gateway index.
x.x.x.x.x.x.x.7.0.43	Informational	No	NewRoot: The sending agent has become CIST - common and internal spanning tree New Root This trap signifies that the bridge has become the new root of the CIST.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.44	Informational	No	There was an STG topology change at index *{0}*. This trap signifies that there was an STG topology change. **Arguments:** • *{0}*. The gateway index.
x.x.x.x.x.x.x.7.0.45	Informational	No	TopologyChange: CIST - common and internal spanning tree Topology Changed This trap signifies that there was a CIST topology change.
x.x.x.x.x.x.x.7.0.46	Informational	No	The Master interface is active. This trap signifies that the Master interface is active.
x.x.x.x.x.x.x.7.0.47	Informational	No	The Master interface is not active. This trap signifies that the Master interface is not active.
x.x.x.x.x.x.x.7.0.48	Informational	No	The Backup interface is active. This trap signifies that the Backup interface is active.
x.x.x.x.x.x.x.7.0.49	Informational	No	The Backup interface is not active. This trap signifies that the Backup interface is not active.
x.x.x.x.x.x.x.7.0.50	Informational	No	There are no active interfaces at device. This trap signifies that there are no active interfaces.
x.x.x.x.x.x.x.7.0.51	Informational	No	SFP (small form-factor pluggable transceiver) is inserted.
x.x.x.x.x.x.x.7.0.52	Informational	No	SFP (small form-factor pluggable transceiver) is removed.
x.x.x.x.x.x.x.7.0.61	Informational	No	NPrimary or secondary Network Time Protocol (NTP) server cannot be contacted.
x.x.x.x.x.x.x.7.0.62	Informational	No	Received Network Time Protocol (NTP) update. This trap is sent when received NTP update.
x.x.x.x.x.x.x.7.0.63	Informational	No	A user logged out of a device. This trap signifies that a user logout has occurred.
x.x.x.x.x.x.x.7.0.64	Informational	No	Port state is changed to blocking state.
x.x.x.x.x.x.x.7.0.65	Informational	No	ECMP gateway is up. This trap signifies that the ECMP gateway is up.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.66	Informational	No	ECMP gateway is down. This trap signifies that the ECMP gateway is down.
x.x.x.x.x.x.x.7.0.67	Informational	No	A swTeamingCtrlUp trap signifies that the teaming is up. This trap signifies that the teaming is up.
x.x.x.x.x.x.x.7.0.68	Informational	No	A swTeamingCtrlDown trap signifies that the teaming control is down. This trap signifies that the teaming control is down.
x.x.x.x.x.x.x.7.0.69	Informational	No	A swTeamingCtrlDownTearDownBlked trap signifies that the teaming control is down but teardown is blocked. This trap signifies that the teaming control is down but teardown is blocked.
x.x.x.x.x.x.x.7.0.70	Informational	No	A swTeamingCtrlError trap signifies error, action is undefined This trap signifies error, action is undefined.
x.x.x.x.x.x.x.7.0.71	Informational	No	LACP is operationally down and traffic is blocked on the port. This trap signifies that LACP is operationally down on a port, and traffic is blocked on the port.
x.x.x.x.x.x.x.7.0.72	Informational	No	LACP is operationally up and traffic is no longer blocked on the port. This trap signifies that LACP is operationally up on a port, and traffic is no longer blocked on the port.
x.x.x.x.x.x.x.7.0.73	Informational	No	A new switch has attached to the stack. This trap signifies that a new switch has attached to the stack.
x.x.x.x.x.x.x.7.0.74	Informational	No	A switch has detached from the stack. This trap signifies that a new switch has detached from the stack.
x.x.x.x.x.x.x.7.0.75	Informational	No	A new backup switch for a stack has been set. This trap signifies that a new backup has been set.
x.x.x.x.x.x.x.7.0.76	Informational	No	The backup switch has been made unavailable. This trap signifies that the backup switch has been made unavailable.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.77	Informational	No	A virtual machine has moved from a port to another. This trap signifies that a virtual machine has moved from a port to another.
x.x.x.x.x.x.x.7.0.78	Informational	No	An advance provisioned virtual machine came online. This trap signifies that an advance provisioned virtual machine has came online.
x.x.x.x.x.x.x.7.0.79	Informational	No	A virtual machine has entered into a VLAN, or changed the VLAN. This trap signifies that a virtual machine has entered into a vlan, or changed the vlan.
x.x.x.x.x.x.x.7.0.80	Informational	No	The switch has become master after init. This trap signifies that the switch has become master after init.
x.x.x.x.x.x.x.7.0.81	Informational	No	The switch in a stack has become master from backup. This trap signifies that the switch has become master from backup.
x.x.x.x.x.x.x.7.0.82	Informational	No	A new switch with duplicate UUID/bay has tried to join the stack. This trap signifies that a new switch with duplicate UUID/bay has tried to join the stack.
x.x.x.x.x.x.x.7.0.83	Informational	No	A stack link is up. This trap signifies that a stack link has become up.
x.x.x.x.x.x.x.7.0.84	Informational	No	A stack link is down. This trap signifies that a stack link has become down.
x.x.x.x.x.x.x.7.0.85	Informational	No	The transfer between the master and a member has terminated with error. This trap signifies that a transfer between the master and a member has terminated with error.
x.x.x.x.x.x.x.7.0.86	Informational	No	The transfer between the master and a member has terminated with no error. This trap signifies that a transfer between the master and a member has terminated with no errors.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.87	Informational	No	A new switch of different type has attempted to join the stack. This trap signifies that a new switch of different type has attempted to join the stack.
x.x.x.x.x.x.x.7.0.88	Informational	No	The slot of the boot image of a newly attached switch does not match that of the master. This trap signifies that the slot of the boot image of a newly attached switch does not match that of the master.
x.x.x.x.x.x.x.7.0.89	Informational	No	The version of the boot image of a newly attached switch does not match that of the master. This trap signifies that the version of the boot image of a newly attached switch does not match that of the master.
x.x.x.x.x.x.x.7.0.90	Informational	No	A new switch in a chassis of different and incompatible type has attempted to join the stack. This trap signifies that a new switch in a chassis of different and incompatible type has attempted to join the stack.
x.x.x.x.x.x.x.7.0.91	Informational	No	A new switch in a BCS chassis in bay with different and incompatible port mapping has attempted to joint the stack.
x.x.x.x.x.x.x.7.0.92	Informational	No	The booted config of a newly attached switch does not match that of the master. This trap signifies that the booted config of a newly attached switch does not match that of the master.
x.x.x.x.x.x.x.7.0.93	Informational	No	A switch which was configured as a master in NVRAM has attached to the stack. This trap signifies that a switch which was configured as a master in NVRAM has attached to the stack.
x.x.x.x.x.x.x.7.0.94	Informational	No	The master has sent a FORCE DETACH message to a member. This trap signifies that the master has sent a FORCE DETACH message to a member.
x.x.x.x.x.x.x.7.0.95	Informational	No	The switch temperature has returned below maximum safety limits. This trap signifies that the switch temperature has returned below maximum safety limits

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.97	Major	No	The primary power supply has been restored. This trap signifies that the primary power supply has been restored.
x.x.x.x.x.x.x.7.0.103	Informational	No	A port is error-disabled due to excessive link flaps. This trap signifies that a port is error-disabled due to excessive link flaps.
x.x.x.x.x.x.x.7.0.106	Informational	No	vLAG instance is up. This trap signifies that vLAG instance is up identified in the trap message.
x.x.x.x.x.x.x.7.0.107	Informational	No	vLAG is down but remote instance is up. This trap signifies that vLAG is down but remote instance is Up.
x.x.x.x.x.x.x.7.0.108	Informational	No	vLAG is down but local instance is up. This trap signifies that vLAG is down but local instance is Up.
x.x.x.x.x.x.x.7.0.109	Informational	No	vLAG instance is down. This trap signifies that vLAG instance is down identified in the trap message.
x.x.x.x.x.x.x.7.0.110	Informational	No	The connection between vLAG switches is up. This trap signifies that connection between vLAG switches is up.
x.x.x.x.x.x.x.7.0.111	Informational	No	The connection between vLAG switches is down. This trap signifies that connection between vLAG switches is down.
x.x.x.x.x.x.x.7.0.112	Informational	No	A spoofed VM MAC was found. This trap signifies that a spoofed VM MAC was found.
x.x.x.x.x.x.x.7.0.144	Informational	No	The connection to openflow controller is broken. This trap signifies that the connection to openflow controller is broken.
x.x.x.x.x.x.x.7.0.145	Informational	No	The connection to openflow controller is successful. This trap signifies that the connection to openflow controller is successful.
x.x.x.x.x.x.x.7.0.146	Informational	No	The openflow switch moving to emergency state. This trap signifies that the openflow switch moving to emergency state.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.147	Informational	No	The openflow switch came out of emergency state. This trap signifies that the openflow switch came out of emergency state.
x.x.x.x.x.x.x.7.0.148	Informational	No	The device is working in openflow switch mode. This trap signifies that the device working in openflow switch mode.
x.x.x.x.x.x.x.7.0.149	Informational	No	The device is in normal mode. This trap signifies that the device working in normal switch mode.
x.x.x.x.x.x.x.7.0.150	Informational	No	The flow table entries cleared from the device table This trap signifies that the flow table entries being cleared from the device.
x.x.x.x.x.x.x.7.0.151	Informational	No	Openflow statistics being cleared from the device This trap signifies that the openflow statistics being cleared from the device.
x.x.x.x.x.x.x.7.0.152	Informational	No	The device unable to add flow entry in openflow due to unavailability of system resources. This trap signifies that the device unable to add flow entry in openflow due to unavailability of system resources.
x.x.x.x.x.x.x.7.0.153	Informational	No	The device reached its configured flow limit This trap signifies that the device reaches its configured flow limit.
x.x.x.x.x.x.x.7.0.154	Informational	No	The port operationally down by openflow controller This trap signifies that the port operationally down by openflow controller.
x.x.x.x.x.x.x.7.0.155	Informational	No	The port operationally up by openflow controller This trap signifies that the port operationally up by openflow controller.
x.x.x.x.x.x.x.7.0.156	Informational	No	The device unable to connect to controller Openflow due to bad versions, or negotiation failure This trap signifies that the device unable to connect to controller either due to bad version, or negotiation/hello failure.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.0.158	Informational	No	Dot1x feature is enabled. This trap is sent when dot1x feature is enabled.
x.x.x.x.x.x.x.7.0.162	Informational	No	snmp_altSwDefAdminDisable: Default admin account has been disabled. This trap signifies that default admin account has been disabled.
x.x.x.x.x.x.x.7.0.163	Informational	No	The configured password does not match strong password complexity. This trap signifies that configured password does not match strong password complexity.
x.x.x.x.x.x.x.7.0.164	Informational	No	An account has been locked. This trap signifies that account has been unlocked.
x.x.x.x.x.x.x.7.0.165	Informational	No	An account has been unlocked. This trap signifies that account has been unlocked.
x.x.x.x.x.x.x.7.0.166	Informational	No	A Stack Member is reinitializing itself such that the agent configuration nor the protocol entity implementation is altered. This trap signifies that a Stack Member is reinitializing itself such that the agent configuration nor the protocol entity implementation is altered.
x.x.x.x.x.x.x.7.0.167	Informational	No	A Stack Member is reinitializing itself such that the agent configuration nor the protocol entity implementation is altered. This trap signifies that a Stack Member is reinitializing itself such that the agent configuration nor the protocol entity implementation is altered.
x.x.x.x.x.x.x.7.0.173	Informational	No	When SNMP requests are blocked, a trap is sent showing the blocked up. This trap is sent when SNMP requests are blocked, a trap is sent showing the blocked IP.
x.x.x.x.x.x.x.7.0.178	Informational	No	ARP Table is full. This trap signifies that ARP table is full.
x.x.x.x.x.x.x.7.0.184	Informational	No	ARP table is full. This trap signifies that ARP table is full.
x.x.x.x.x.x.x.7.0.185	Informational	No	An incorrect ARP was received This trap signifies that an incorrect ARP was received.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
x.x.x.x.x.x.x.7.1000.0	Informational	No	A user login failed This trap signifies that someone failed to enter a valid user name and password combination. This trap specifies whether the login attempt was from CONSOLE or TELNET. In case of TELNET login, it also specifies the IP address of the host from which the attempt was made.
1.3.6.1.2.1.17.11.1.1.16.0	Informational	No	The version of Spanning Tree Protocol the bridge is running
1.0.8802.1.1.2.1.5.6945.0.9	Informational	No	The peer has stopped responding, port number *{0}*. The peer has stopped responding as evidenced by an LLDP time-out event. **Arguments:** • *{0}*. The port number.
1.0.8802.1.1.2.1.5.6945.0.8	Informational	No	Feature type *{0}* is not supported on by a peer. **Arguments:** • *{0}*. The feature type.
1.3.6.1.2.1.17.2.5.0	Informational	No	The bridge identifier of the root of the spanning tree as determined by the Spanning Tree Protocol as run by this node
1.0.8802.1.1.2.1.5.6945.0.7	Informational	No	A duplicate feature *{0}* Sub-TLV is detected. **Arguments:** • *{0}*. The feature type.
1.0.8802.1.1.2.1.5.6945.0.5	Informational	No	The LLDP receive has been disabled on port *{0}*. **Arguments:** • *{0}*. The port number.
1.0.8802.1.1.2.1.5.6945.1.1.1.1	Informational	No	The LLDP transmit has been disabled on port *{0}*. **Arguments:** • *{0}*. The port number.
1.3.6.1.6.3.1.1.5.6	Informational	No	An EGP neighbor *{0}* for whom the sending protocol entity was an EGP peer has been marked down and the peer relationship no longer obtains. **Arguments:** • *{0}*. The EGP neighbor.
1.0.8802.1.1.2.1.5.6945.0.3	Informational	No	Multiple LLDP neighbors are detected on port *{0}*. **Arguments:** • *{0}*. The port number.
1.3.6.1.6.3.1.1.5.5	Informational	No	The sending protocol entity is the addressee of a protocol message that is not properly authenticated.

Table 7. SNMP traps in the event log (continued)

Trap ID	Severity	Automatically Notify Support	Message text and description
1.0.8802.1.1.2.1.5.6945.0.2	Informational	No	An error has occurred during the configuration exchange with the peer. IldpXdcbxFeatError is true and there is no other trap defined for the specific error condition.
1.3.6.1.6.3.1.1.5.4	Informational	No	The communication link is up.
1.0.8802.1.1.2.1.5.6945.0.1	Informational	No	An error occurs with DCBX control on port *{0}* and there is no other trap defined for the specific error condition. **Arguments:** • *{0}*. The port number.
1.3.6.1.6.3.1.1.5.3	Informational	No	A failure in one of the communication links.
1.3.6.1.2.1.17.1.1.0	Informational	No	The MAC address used by this bridge when it must be referred to in a unique fashion.
1.3.6.1.6.3.1.1.5.2	Informational	No	The SNMP entity supporting a notification originator application, is reinitializing itself and that its configuration is not altered.
1.3.6.1.6.3.1.1.5.1	Informational	No	The SNMP entit, supporting a notification originator application, is reinitializing itself and that its configuration might have been altered.
1.0.8802.1.1.2.1.5.6945.0.10	Informational	No	The configuration received from peer results into partial or complete mismatch on port *{0}* snmp_dot1dStpVersion=The version of Spanning Tree Protocol the bridge is running. **Arguments:** • *{0}*. The port number.
1.3.6.1.2.1.17.0.2	Informational	No	TopologyChange: Is sent by a bridge when any of its configured ports change from the Learning state to the Forwarding state, or from the Forwarding state to the Blocking state.
1.3.6.1.2.1.17.0.1	Informational	No	NewRoot: The sending agent has become the new root of the Spanning Tree.

Table 8. Events in the audit log

Event ID	Message text and description
1.3.6.1.4.1.2.6.249.0.1	AUDIT_LOGIN User login/logout activity. Triggered when user login/logout with telnet/ssh/http/https/SNMPv1/SNMPv3.
1.3.6.1.4.1.2.6.249.0.1	AUDIT_PASSWD User passwords modify. Triggered when the local login user password has been modified.
1.3.6.1.4.1.2.6.249.0.1	AUDIT_USER Create user, role change Triggered when new local user created or local user privilege changed.

Table 8. Events in the audit log (continued)

Event ID	Message text and description
1.3.6.1.4.1.2.6.249.0.1	AUDIT_CONFIG Configuration change. When the switch configuration changed by an operation manually, a corresponding audit event is generated.
1.3.6.1.4.1.2.6.249.0.1	AUDIT_AUTH When authentication failed in a protocol (such as NTP, BGP, or VRRP) that might affect running business in security perspective, a corresponding audit log event is generated.
1.3.6.1.4.1.2.6.249.0.1	AUDIT_RESOURCE When hardware resource (like memory, CPU, flash) or software resource (such as ARP table, IP route table, or OSPF route table) reach the capacity limitation, corresponding audit log event is generated.
1.3.6.1.4.1.2.6.249.0.1	AUDIT_CLEAR Triggered when audit log cleared by privileged login user or SNMPv3 user.
1.3.6.1.4.1.2.6.249.0.1	AUDIT_SNMPV3_TEST Triggered for test purpose to verify the path after audit log SNMPv3 account is configured.
1.3.6.1.4.1.2.6.249.0.1	(Lenovo Flex switch only) AUDIT_LENOVO_L3_LINK Layer three link status change which might affect running business in security perspective like default gateway change or up/down status change.

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