



Hewlett Packard
Enterprise

HPE ProLiant DL380 Gen10 Server - In IML Logs One of the Memory module is showing Correctable Error but Error Count is 0

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Issue

- In IML Logs one of the Memory module showing Correctable alert but error count is 0

Alert/Event Code : Correctable Memory Error Threshold Exceeded

Environment

- HPE ProLiant DL380 Gen10 Server

Cause

- Need to upgrade the Server BIOS to Fix this issue.

Resolution

- The Server Internal Health LED is Amber.
- In IML Logs one of the Memory modules is showing error but error count is 0. Please find the below IML entry details :-

Correctable Memory Error Threshold Exceeded (Processor 2, DIMM 3). ACTION: Reboot system or re-seat the DIMM and update system firmware. If the issue persists, contact support.

- Please find the below Memory and error count details for ref:-

Component	Size	Cfg Spd	Max Spd	C\Err	UC\Err	Smart	HPE	Technology	Vendor
PROC 2 DIMM 3	64 GB	2933 MT/s	2933 MT/s	0	0	Yes	Yes	RDIMM	Samsung

- The Server is up and working fine but Server Health is Degraded.
- Installed BIOS version is U30 04//18/2019

Action / Solution :-

- Need to upgrade the Server BIOS with version **2.62_03-08-2022 or later.**

BIOS Link # https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_28f408fa000047dab7fc1c6768#tab-history

Proactive spare replacement is not required and needs to upgrade the Server BIOS with the latest version.

Disclaimer: HPE recommends to have data backup frequently and before performing any activity so that it can be restored during disaster recovery.

