Hewlett Packard Enterprise

HPE ProLiant DL380 Gen10 Server - Server Auto Shutdown/reboot due to System Overheating Temperature Sensor 1 Location Ambient

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Issue

- Server Auto Shutdown/reboot due to System Overheating Temperature Sensor 1 Location Ambient
- Issue observed randomly
- Observed the below IML event

Critical,202,904,0x0002,Machine Environment,0x0028,Cooling,04/14/2022 02:52:57,314: Critical Temperature Threshold Exceeded (Temperature Sensor 1, Location Ambient, Temperature 48C) ACTION: Be sure the fan configuration meets the functional requirements of the server. See the server documentation.

Critical,203,20,0x0002,Machine Environment,0x0027,Cooling,04/14/2022 02:53:12,269: Critical Temperature Threshold Exceeded ACTION: Be sure the fan configuration meets the functional requirements of the server. See the server documentation.

Critical,206,1640,0x0002,Machine Environment,0x0028,Cooling,04/14/2022 02:55:13,275: Critical Temperature Threshold Exceeded (Temperature Sensor 1, Location Ambient, Temperature 50C) ACTION: Be sure the fan configuration meets the functional requirements of the server. See the server documentation.

Critical,207,18,0x0002,Machine Environment,0x0027,Cooling,04/14/2022 02:55:28,269: Critical Temperature Threshold Exceeded ACTION: Be sure the fan configuration meets the functional requirements of the server. See the server documentation.

- Also Observed Server Critical Fault due to System Overheating

Critical,85,33,0x0014,System Error,0x0007,Other,04/12/2022 16:46:49,176: Server Critical Fault (Service Information: Thermal Fault, System Board, AUX/Main EFUSE (80h)) ACTION: Gather Active Health System logs and create a support case.

- System health indication /LED become a red
- System room temperature is optimal and no impact on other working system in the rack
- You can refer to the reading of Inlet ambient temperature sensor

Temperature sensor 1 Readings

04/13/2022 10:44:59 (0x6256A9AB)	117	1976E	0xA8C (2700.00)	27.00
04/13/2022 10:46:51 (0x6256AA1B)	117	20094	0x9C4 (2500.00)	25.00
04/13/2022 10:47:24 (0x6256AA3C)	117	20156	0xD48 (3400.00)	34.00
04/13/2022 10:48:06 (0x6256AA66)	119	302	0x1E78 (7800.00)	78.00
04/13/2022 10:48:12 (0x6256AA6C)	119	767	0x1E78 (7800.00)	78.00
04/13/2022 10:48:51 (0x6256AA93)	121	303	0x2904 (10500.00)	105.00
04/13/2022 10:48:58 (0x6256AA9A)	121	600	0x2710 (10000.00)	100.00
04/13/2022 10:49:37 (0x6256AAC1)	123	22	0x2454 (9300.00)	93.00
04/13/2022 10:49:43 (0x6256AAC7)	123	587	0x25E4 (9700.00)	97.00
04/13/2022 10:50:25 (0x6256AAF1)	125	624	0x15E0 (5600.00)	56.00
04/13/2022 10:50:31 (0x6256AAF7)	125	914	0x15E0 (5600.00)	56.00
04/13/2022 10:51:12 (0x6256AB20)	127	303	0x11F8 (4600.00)	46.00
04/13/2022 10:51:23 (0x6256AB2B)	127	922	0x1324 (4900.00)	49.00

Alert/Event Code : System Overheating (Temperature Sensor 1, Location Ambient, Temperature 46)
Event Codes : Server Critical Fault due to System Overheating

Environment

- HPE ProLiant DL380 Gen10 Server
- Installed with 8SFF
- No SID panel

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- iLO 5 v2.60p14 built on Dec 06 2021
- System ROM v2.58 (11/24/2021

Cause

- In rare scenarios, due to faulty/malfunctioning of inlet ambient temperature sensor, the Server might reboot frequently stating overheating issue.

Resolution

Workaround (To make the system up)

- Disconnect the Power cables from the system
- Try open the system and remove the power module
- Try power on the system with front IO/Power module
- ILO5 Web Interface Under Temperature reading , "Inlet ambient temperature sensor reading show 0" because inlet ambient temperature sensor is disconnected

Resolution

- Replace the front IO/Power module without SID Panel

875077-001   Power module without SID

Qty-01

- You can find the part number from DL380 Gen10 Spare list

https://support.hpe.com/hpesc/public/docDisplay?docId=a00019686en_us&docLocale=en_US

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