Hewlett Packard Enterprise

HPE Knowledge Article

HPE FlexNetwork 5130 EI Switch Series - Cannot Enable PoE, Message "PSE not Ready. Check for Loose DIMM connection or PSE Firmware corruption - The Operation Failed"

Article Number mmr_sf-EN_US000005256

Environment

- HP 5130-48G-PoE+-4SFP+ EI Switch - JG937A
- Switch is running comware 7.10 R3109P01 with PSE software running 140

Issue

```
Cannot enable POE, error that appears:
PSE or power source not ready.
Check for loose DIMM connection or PSE firmware corruption and verify that the power source has
been turned on.
Or
The operation failed.
==================================
 [HP_switch]poe enable pse 13
 PSE not ready. Check for loose DIMM connection or PSE firmware corruption

[HP_switch -GigabitEthernet1/0/43] poe enable
PSE or power source not ready.
Check for loose DIMM connection or PSE firmware corruption and verify that the power source has
been turned on.

Or
 [HP_switch]poe enable pse 4
 [HP_switch -GigabitEthernet1/0/7]poe enable
 The operation failed.
```

Cause

```
•Switch software running: V7.10 Release 3108P03:  display version

  ===============display version===============
HP Comware Software, Version 7.1.045, Release 3109P01

•PSE software running: 140  display poe pse

< HP_switch >display poe pse
PSE ID                          : 4
Slot No.                        : 1
```

```
SSlot No.                          : 0
PSE Model                          : LSP7POEB
PSE Status                         : Disabled
Power Priority                     : Low
Current Power                      : 0.0      W
Average Power                      : 0.0      W
Peak Power                         : 0.0      W
Max Power                          : 370.0    W
Remaining Guaranteed Power         : 370.0    W
PSE CPLD Version                   : -
PSE Software Version               : 140
PSE Hardware Version               : 57633
Legacy PD Detection                : Disabled
Power Utilization Threshold        : 80
PD Power Policy                    : Disabled
PD Disconnect-Detection Mode       : DC

dis poe device
Slot  1:
PSE ID    Slot No.  SSlot No. PortNum   MaxPower(W)    State   Model
4         1          0         48       370.0            Off   LSP7POEB
```

Resolution

```
Follow the 4 steps below to resolve this issue:
1.Upgrade the main agent software to R3109P01
Syntax: tftp [ip-address] get filename
tftp 10.160.250.101 get 5130_7.10.R3109P01.bin
Press CTRL+C to abort.
  % Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
                                 Dload  Upload   Total   Spent    Left  Speed
100 40960  100 40960    0     0   196k      0 --:--:-- --:--:-- --:--:--  213k
2.Upgrade the PSE software to 143
Syntax: poe update{ full| refresh} filename[ pse pse-id ]


[HP]dis poe pse
PSE ID                             : 4
Slot No.                           : 1
SSlot No.                          : 0
PSE Model                          : LSP7POED
PSE Status                         : Disabled
Power Priority                     : Low
Current Power                      : 0.0      W
Average Power                      : 0.0      W
Peak Power                         : 0.0      W
Max Power                          : 370.0    W
Remaining Guaranteed Power         : 370.0    W
PSE CPLD Version                   : -
PSE Software Version               : 140
PSE Hardware Version               : 57633
Legacy PD Detection                : Disabled
Power Utilization Threshold        : 80
PD Power Policy                    : Disabled
PD Disconnect-Detection Mode       : DC

[HP]poe update refresh 5130EI-POE-143.bin pse 4
This command will refresh the PSE firmware. Continue? [Y/N]:y
Please wait.............................Done.
Firmware refreshed successfully.

[HP]dis poe pse
PSE ID                             : 4
Slot No.                           : 1
SSlot No.                          : 0
PSE Model                          : LSP7POED
```

```
PSE Status                        : Disabled
Power Priority                    : Low
Current Power                     : 0.0      W
Average Power                     : 0.0      W
Peak Power                        : 0.0      W
Max Power                         : 370.0    W
Remaining Guaranteed Power        : 370.0    W
PSE CPLD Version                  : -
PSE Software Version              : 143
PSE Hardware Version              : 57633
Legacy PD Detection               : Disabled
Power Utilization Threshold       : 80
PD Power Policy                   : Disabled
PD Disconnect-Detection Mode      : DC
```

3.Power down the switch for 5 minutes and then power up .
The idea behind this is that from a software point of view the PoE is a separate addition
(Hence it having its own software upgrade).
When a switch is rebooted via software the PoE part does not reboot.
So a power down and power up is the best way to make sure the PoE part is rebooted.

4.Run tests on ports that have port numbers both high and low (1/0/2 and 1/0 39 for example) .
The idea on this is that the PoE on 48 port units consists of 2 separate PoE devices internally.
One is for the low port numbers and the other for the higher ports.

Follow these steps to enable POE on PSE and concerning interfaces:
Steps:
1. Enter system view. system-view
2. Enable PoE for the PSE. poe enable pse pse-id //By default, this function is disabled.

• Enabling PoE for a PI: The system only supplies power to and reserves power for PDs connected to PoE-enabled PIs.

1. Enter system view. system-view
2. Enter PI view. interface interface-type interface-number
3. Enable PoE for the PI. poe enable pse pse-id //By default, this function is disabled.

• Save the running configuration Save safely

Overview :
PoE power supply—The PoE power supply provides power for the entire PoE system.
• PSE—A power sourcing equipment (PSE) detects and classifies powered devices (PDs), supplies power to PDs,
and monitors the PD power and connection status. PSEs include endpoint PSEs and midspan PSEs.
HP PSEs are endpoint PSEs. An HP PSE can be a device with only one built-in PSE,
or it can be a PoE-capable interface card or subcard on a device.
A device with multiple PSEs uses PSE IDs to identify different PSEs.
The display poe devicecommand displays the mapping between a PSE ID and the slot or subslot number of a PSE.
• PI—A power interface (PI) is a PoE-capable Ethernet interface on a PSE.
• PD—A PD receives power from the PSE.