



Hewlett Packard
Enterprise

HPE 3PAR Alerts Reference: Customer Edition HPE 3PAR OS 3.2.1 MU3

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1 About HPE 3PAR OS 3.2.1 MU3 Alerts

Supported OS

HPE 3PAR OS 3.2.1 MU3

How Alerts are Triggered

Alerts are triggered by events that require intervention by the system administrator. This spreadsheet provides a list of alerts identified by message code, the message(s), and what action should be taken for each alert.

To learn more about alerts, see the 3PAR OS concepts guide.

The Alert Hex Code

Alert message codes have seven digits in the following schema:

- AAABBBB
- AAA is a 3-digit "major code"
- BBBB is a 4-digit sub-code
- 0x precedes the code to indicate hexadecimal notation

Message codes ending in de, such as 0x00900de, indicate a degraded state alert. Message codes ending in fa, such as 0x00600fa, indicate a failed state alert.

Refer to the HPE 3PAR Command Line Interface Reference for complete information about the display options on the event logs.

State Change Alerts

State change alerts are the only alerts with state strings.

State change alerts include degraded state alerts and failed state alerts. Degraded state alerts end in de (example: 0x00900de). Failed state alerts end in fa (example: 0x00600fa).

2 Alerts

0x0000000

TYPE

Node CPU Thermal Status

MESSAGE

Node <node_id> CPU Overtemp (<num>)

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0010001

TYPE

Serial link event

MESSAGE 1

Serial link from node <node_id> to node <node_id> failed. FIFO is full.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Serial link from node <node_id> to node <node_id> failed. Rate of loss <percent_of_loss>%

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Serial link from node <node_id> to node <node_id> failed. Rate of loss 100%.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0020001

TYPE

Active VLUN Limit Exceeded

MESSAGE

There are currently <num_luns> active VLUNs, which is above the supported limit of <max_luns> active VLUNs

SEVERITY

Major

SUGGESTED ACTION

Remove VV exports so that the system is within the supported number of active VLUNs for this system type.

0x0020002

TYPE

System Reporter VLUN performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of PDs or nodes.

0x0030001

TYPE

Firmware coredump event

MESSAGE

Firmware COREDUMP: recovered file <file_name> from <node node_id>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030002

TYPE

Too many WWNs on an RCFC port

MESSAGE

More than one WWN (<count>) seen on an RCFC port <name>

SEVERITY

Minor

SUGGESTED ACTION

Configure the array or network so this RCFC port sees only one single WWN. Verify the Remote Copy configuration. (See the HPE 3PAR Remote Copy Software users guide for more information.) After verifying that the Remote Copy configuration is valid, if the problem still persists, contact your authorized support provider for assistance.

0x0030003

TYPE 1

Host [[sw_port]] experienced over 50 CRC errors (<count>) in 24 hours

MESSAGE

Host Port <portnum> experienced over 50 CRC errors (<errcnt>) in 24 hours

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 2

Host port has crc errors

MESSAGE

Host Port <portnum> experienced over 50 CRC errors (<errcnt>) in 24 hours

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 3

Disk port frequent abort errors

MESSAGE

Disk [[sw_port]] experienced frequent aborted errors (<count>) in one hour

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The specified port reports a large number of I/O errors. Probable cause: hardware failure.

RESOLUTION: Replace any failing hardware. To locate the failing hardware: (1) Check the Node's port, cables, and all connected I/O modules in the port's complete path. (2) Review the event logs. Tip: During troubleshooting, you can issue the CLI Command "controlport rst -l <node:slot:port>" to clear the error counters.

0x0030005

TYPE

FC Port Error

MESSAGE

Port <portnum> Failed (Shutdown Due To Too Many Firmware Cores)

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030006

TYPE

FC Port Loop Connection Type Not Supported

MESSAGE

Port <portnum> Degraded (Loop Connection Type Not Supported)

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030007

TYPE

RCFC port sees non-3PAR WWNs

MESSAGE

RCFC port <name> sees non-RCFC WWNs

SEVERITY

Minor

SUGGESTED ACTION

Configure the array or network so this RCFC port sees only other RCFC ports. Verify the Remote Copy configuration. (See the 3PAR Remote Copy Software users guide for more information.) After verifying that the Remote Copy configuration is valid, if the problem still persists, contact your authorized support provider for assistance.

0x0030009

TYPE

Excessive retransmits on RCFC port

MESSAGE

Excessive RCFC retransmits at <percentage>.<fraction>% on node <node_id>.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030010

TYPE

Port Device Count Exceeded

MESSAGE

Port <node_id>:<slot_id>:<portnum>, supported device count exceeded for port

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030011

TYPE

CRC error on RCIP port

MESSAGE

RCIP Port <node>:<slot>:<port> experienced a CRC error

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030012

TYPE

Unsupported SATA Drive

MESSAGE 1

Port <node_id>:<slot_id>:<portnum> has an unsupported SATA drive detected at SAS address <sas_address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Port <node_id>:<slot_id>:<portnum>, unsupported SATA drive detected at SAS address <sas_address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030013

TYPE

Unsupported SAS Device

MESSAGE 1

Port <node_id>:<slot_id>:<portnum> has an unsupported SAS device detected at SAS address <sas_address>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Port <portnum>, unsupported SAS device detected at SAS address <SAS address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030014

TYPE

Multiple SAS Initiators

MESSAGE 1

Port <node_id>:<slot_id>:<portnum> has another SAS initiator detected at SAS address <sas_address>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Port <node_id>:<slot_id>:<portnum>, another SAS initiator detected at SAS address <SAS address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0030015

TYPE

System Reporter port performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: Determine whether the SR performance alert was caused by a change in the workload or by over-utilization of a component. Change the workload applied to the 3PAR array, or increase the number of ports.

0x00300de

TYPE

Component state change

MESSAGE

Port <node>:<slot>:<port> Degraded (<list of: State String {State Value}>)

STATE 1

Intermittent CRC Errors Detected

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Target Mode Port Went Offline

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Firmware Core Dumped

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Target Qlength Above Threshold

STATE VALUE

0x5

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

SAS Port Link Speed Below Expected

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

SAS Port Link Speed Mismatch

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Low iSCSI Port Link Speed

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Too many initiators

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action: Reduce the number of initiator (host) ports in the SAN mapped to this target port.

STATE 9

Down Due To Error During Discovery

STATE VALUE

0xe

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00300fa

TYPE

Component state change

MESSAGE

Port <node>:<slot>:<port> Failed (<list of: State String {State Value}>)

STATE 1

Down Due To Reset Failure

STATE VALUE

0xa

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Down Due To Missing Firmware File

STATE VALUE

0xb

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Shutdown Due To Too Many Firmware Cores

STATE VALUE

0xc

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Shutdown Due To Too Many Internal Errors

STATE VALUE

0xd

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Down Due To Error During Discovery

STATE VALUE

0xe

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040001

TYPE 1

Need to manually run checkvv on VV

MESSAGE

VV <VV name> (<VV ID>) Need to run command: checkvv -y <VV name>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 2

Metadata inconsistency in a VV

MESSAGE

VV <VV name> (<VV ID>) Volume not started due to metadata inconsistency; manual check required.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040003

TYPE

Admin Volume I/O timeout

MESSAGE

I/O operations to the admin volume are taking too long to complete. The PR may transition to the internal drive.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040004

TYPE

VV availability

MESSAGE

VV <VV name> (<VV ID>) is unavailable because of preserved data.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040005

TYPE

Pinned DCOWs

MESSAGE

VV <VV name> (<VV ID>) tree has pinned DCOWs on Node <Node ID>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040006

TYPE

Aborted DCOWs

MESSAGE

VV <VV Name> (<VV ID>) tree has aborted DCOWs on Node <Node ID>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040007

TYPE

Recovery scan found corrupt log

MESSAGE

scan found corrupt entry owner <owner> repl Node <Node ID>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0040008

TYPE

vlmap count exceeds threshold

MESSAGE

VV <vv_name> (<vv_id>) exceeds vlmmap count threshold 80% : AR1 <count>
AR5 <count> AR5_SEC <count> USR <count>

SEVERITY

Major

SUGGESTED ACTION

The virtual volume might need manual maintenance. Contact your authorized support provider for assistance.

0x0040009

TYPE

FlashCache performance degradation

MESSAGE

Flash Cache I/O times are slow on node: <node_id>.

SEVERITY

Major

SUGGESTED ACTION

A Flash Cache performance problem event occurred. This event may have been resolved automatically, but it indicates slow performance writing to flash cache.

Recommended Action: To avoid more events:

- 1) If the flash cache size is smaller than the system's physical cache, increase the flash cache.
- 2) After reviewing the flash cache IO for each individual VV, reduce the workload by removing the flash cache from some individual VVs.
- 3) Add more SSDs to distribute the workload. The type of SSD to add depends on your CPG configuration settings.

For more information and assistance, contact your authorized support provider.

0x004000b

TYPE

Metadata inconsistency in a Deduplication Group

MESSAGE

<cpg_name> <cpg_id> Deduplication Group not started due to metadata inconsistency; manual check required.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00400de

TYPE

Component state change

MESSAGE

Virtual Volume <vv_id>(<vv_name>) Degraded (<list of: State String {State Value}>)

STATE

Maintenance Check Required

STATE VALUE

0x80000

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. The specified volume (vvname) requires a checkvv to validate internal structures. If you need assistance, contact your authorized support provider.

0x00400fa

TYPE

Component state change

MESSAGE

Virtual Volume <vv_id>(<vv_name>) Failed (<list of: State String {State Value}>)

STATE 1

LDs Not Started

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Snapdata Invalid

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Preserved

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Stale

STATE VALUE

0x8

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Copy Failed

STATE VALUE

0x10

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Needs To Be Checked

STATE VALUE

0x20

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Internal Consistency Error

STATE VALUE

0x40000

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Invalid

STATE VALUE

0x400000

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0050002

TYPE

Ldsk has failed set

MESSAGE

LD <LD ID>(<LD name>) row <row> set <set> failed. Internal reason <reason>.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0050003

TYPE

LD check summary message

MESSAGE

<summary><count> sets made consistent, <count> sets unchecked or remain inconsistent, <count> sets not compared due to failed chunklets, <count> chunklets marked as failed.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0050004

TYPE

LD availability has reduced

MESSAGE

Some LDs in the system are running with reduced availability. Use the cli "showld -d" command to see which LDs are affected

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0050005

TYPE

Log LD raid set failure.

MESSAGE

Log LD <LD name> (<LD ID>) has a failed raid set: <raid set number>.
Reason <reset reason>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0050006

TYPE

System Reporter LD performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of PDs or nodes.

0x0060001

TYPE

Disk fail alert

MESSAGE 1

Failure: <reason> on disk wwn <wwn_id>. <error_text> This disk will not be admitted into the system.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Failure: <reason> on disk wwn <wwn_id>. <error_text> Where <reason> is the disk failure category and <error_text> is either system layer or SCSI layer information or both for diagnostics purpose.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Failure: <reason> on disk wwn <wwn_id>. This disk will not be admitted into the system.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

pd <pd_id> failure: <error_text> All used chunklets on this disk will be relocated.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

pd <pd_id> failure: <error_text> Internal reason: <reason> All used chunklets on this disk will be relocated.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0060002

TYPE

Disk monitor stopped

MESSAGE 1

PD WWN <pd_wwn> has been failed for too long. Disk monitoring has stopped on this disk.

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

HPE 3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The HPE 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 2

pd wwn <pd_wwn> has failed for too long. Disk monitoring has stopped on this disk.

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

0x0060003

TYPE

Invalid PD configuration

MESSAGE

pd <pd_id> (wwn 0x<pd_wwn>) is showing up with two wwns on port <node>:<slot>:<port> - 0x<wwn1> and 0x<wwn2>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0060007

TYPE

Disk overtemp

MESSAGE 1

pd <pd_id> (wwn <pd_wwn>) is overtemp (<temp> C, limit <temp C>) but could not be spundown

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

pd <pd_id> (wwn <pd_wwn>) is overtemp (<temp> C, limit <temp> C) and has been spundown

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0060008

TYPE

Disk overtemp warning

MESSAGE

At least one drive <pd_id> in the system has an above normal temperature.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0060009

TYPE

Disk overtemp alert

MESSAGE

At least one drive <pd_id> in the system has reached a CRITICAL temperature and it will be spun-down if it continues to rise.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x006000a

TYPE

Chunklet relocation failure

MESSAGE

PD <pd_id>: repeated failures relocating chunklets: <chunklet_ids>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x006000b

TYPE 1

System Reporter PD performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of PDs.

TYPE 2

System overtemp

MESSAGE

System shutdown for over temp PDs, TOC quorum loss - <num> TOC drives are at or above their spin down temperatures.

SEVERITY

Critical

SUGGESTED ACTION

3PAR StoreServ 7000 and 10000: System automatically restarts once the ambient temperature stays normal for 30 minutes.

F-class and T-class: Current manual procedures apply to restart the system.

0x006000c

TYPE

System overtemp

MESSAGE

System shutdown for over temp PDs, TOC quorum loss - <num> TOC drives are at or above their spin down temperatures.

SEVERITY

Critical

SUGGESTED ACTION

3PAR StoreServ 7000 and 10000: System automatically restarts once the ambient temperature stays normal for 30 minutes.

F-class and T-class: Current manual procedures apply to restart the system.

0x006000d

TYPE

Disk overtemp warning

MESSAGE

At least one drive (PD <pd_id>) in the system has an above normal temperature.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x006000e

TYPE

Disk overtemp alert

MESSAGE

At least one drive (PD <pd_id>) in the system has reached a CRITICAL temperature and it will be spun down if its temperature continues to rise.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x006000de

TYPE

Component state change

MESSAGE

Magazine <mag_id> Physical Disk <pd_id> Degraded (<list of: State String {State Value}>)

STATE 1

New Offloop

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 2

New Onloop

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 3

Spinup

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 4

Fail To Spinup

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 5

Loop Failure

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 6

Drive Error Bit Set

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Sysmgr Bypassed

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 8

Port Bypassed

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

Drive Not Ready

STATE VALUE

0xb

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 10

Sysmgr Spundown

STATE VALUE

0xc

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 11

Spindown Request Failed

STATE VALUE

0xf

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 12

Relocating

STATE VALUE

0x11

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 13

Servicing

STATE VALUE

0x12

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 14

Notready

STATE VALUE

0x80

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 15

Missing

STATE VALUE

0x81

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 16

Missing

STATE VALUE

0x81

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 17

Invalid connections

STATE VALUE

0x82

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 18

Not Available For Allocations

STATE VALUE

0x83

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 19

Old Firmware

STATE VALUE

0x84

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 20

Disabled A Port

STATE VALUE

0x85

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 21

Missing A Port

STATE VALUE

0x86

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 22

Errors on A Port

STATE VALUE

0x87

SEVERITY

Degraded

SUGGESTED ACTION

For 7000 Series platforms: Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure.

All other platforms: An event occurred that requires attention. Contact your authorized support provider for assistance.

STATE 23

Prolonged Missing A Port

STATE VALUE

0x88

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 24

Disabled B Port

STATE VALUE

0x89

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 25

Missing B Port

STATE VALUE

0x8a

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 26

Errors on B Port

STATE VALUE

0x8b

SEVERITY

Degraded

SUGGESTED ACTION

For 7000 Series platforms: Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure.

All other platforms: An event occurred that requires attention. Contact your authorized support provider for assistance.

STATE 27

Prolonged Missing B Port

STATE VALUE

0x8c

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 28

Over Temperature Warning

STATE VALUE

0x95

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 29

Temperature Over Warning

STATE VALUE

0x95

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 30

Over Temperature Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 31

Temperature Over Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 32

Over Temperature Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 33

Temperature Over Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 34

Formatting

STATE VALUE

0x97

SEVERITY

Degraded

SUGGESTED ACTION

No further action is required.

STATE 35

Invalid Media

STATE VALUE

0x98

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 36

Failed Hardware

STATE VALUE

0x99

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 37

Smart Threshold Exceeded

STATE VALUE

0x9a

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 38

Multiple Chunklets Media Bad

STATE VALUE

0x9b

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/Info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 39

Media Failed

STATE VALUE

0x9c

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 40

Increased Error Count

STATE VALUE

0x9d

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 41

DIF Threshold Exceeded

STATE VALUE

0x9e

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 42

Prolonged Not Ready

STATE VALUE

0x9f

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 43

No Valid Ports

STATE VALUE

0xa1

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 44

Inquiry Failed

STATE VALUE

0xa3

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 45

Unit Ready Failed

STATE VALUE

0xa4

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 46

Read Capacity Failed

STATE VALUE

0xa5

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 47

Write Label Failed

STATE VALUE

0xa6

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 48

Mode Page Update Failed

STATE VALUE

0xa7

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 49

Read Label Failed

STATE VALUE

0xa8

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 50

Medium Format Corrupted

STATE VALUE

0xa9

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 51

Low Wear Level Remaining

STATE VALUE

0xaa

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 52

Miscompare

STATE VALUE

0xab

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 53

Invalid Cage

STATE VALUE

0xac

SEVERITY

Degraded

SUGGESTED ACTION

For 7000 Series platforms: Recommended Action: Check the cables. If the problem persists, reseal the drive. If the problem still persists, replace the drive. If the problem still persists, replace the enclosure. For information and assistance, contact your authorized support provider.

All other platforms: An event occurred that requires attention. Contact your authorized support provider for assistance.

0x00600fa

TYPE

Component state change

MESSAGE

Magazine <mag_id> Physical Disk <pd_id> Failed (<list of: State String {State Value}>)

STATE 1

Invalid Label

STATE VALUE

0x40

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 2

Invalid Capacity

STATE VALUE

0x41

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Invalid Type

STATE VALUE

0x42

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Invalid Firmware

STATE VALUE

0x43

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Invalid Block Size

STATE VALUE

0x44

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Vacated

STATE VALUE

0x45

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 7

Replace Drive

STATE VALUE

0x46

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 8

Invalid Media

STATE VALUE

0x98

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

Failed Hardware

STATE VALUE

0x99

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 10

Smart Threshold Exceeded

STATE VALUE

0x9a

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you need assistance with this repair, contact your authorized support provider.

STATE 11

Multiple Chunklets Media Bad

STATE VALUE

0x9b

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 12

Media Failed

STATE VALUE

0x9c

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 13

Increased Error Count

STATE VALUE

0x9d

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 14

Prolonged Not Ready

STATE VALUE

0x9f

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 15

Prolonged Missing

STATE VALUE

0xa0

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 16

No Valid Ports

STATE VALUE

0xa1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 17

Invalid

STATE VALUE

0xa2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 18

Inquiry Failed

STATE VALUE

0xa3

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 19

Unit Ready Failed

STATE VALUE

0xa4

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 20

Read Capacity Failed

STATE VALUE

0xa5

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 21

Write Label Failed

STATE VALUE

0xa6

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 22

Mode Page Update Failed

STATE VALUE

0xa7

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 23

Read Label Failed

STATE VALUE

0xa8

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

0x0070001

TYPE

No free chunklet found for relocation

MESSAGE

Could not find a suitable free chunklet for <pd_id>:<chunklet_position>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0070002

TYPE

No spare chunklet found for relocation

MESSAGE

Could not find a suitable spare chunklet for <pd_id>:<chunklet_position>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0080001

TYPE

Could not process SCSI DB

MESSAGE 1

SCSI DB <db_file>: <reason><message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

The SCSI database configuration file on the nodes could not be loaded correctly. SCSI DB <db_file>, <reason><message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0090001

TYPE

Host Path Status Change

MESSAGE

Host path status change for <host_name>: Path to <port_name> <status>

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00900de

TYPE

Component state change

MESSAGE

Port <node>:<slot>:<port> Host <host_id>(<host_name>) Degraded (<list of: State String {State Value}>)

STATE

ONTAP host shares port with non-ONTAP host(s)

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

An event has occurred that requires attention. The specified port has detected a mix of ONTAP and non-ONTAP configured hosts. Recommended Action: Configure all hosts on this port to be ONTAP, or move all non-ONTAP hosts to another port. If you need assistance, contact your authorized support provider.

0x00a0001

TYPE

Snap Admin Volume low on space

MESSAGE

Snap Admin volume '<volume_name>', id <volume_id> low on space, <percentage>% zone allocated

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00a0002

TYPE

Snap Data Volume low on space

MESSAGE

Snap Data volume '<volume_name>', id <volume_id> low on space, <percentage>% zone allocated

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00a0004

TYPE

Second snap Data Volume low on space

MESSAGE

Snap Data volume 2 '<volume_name>', id <volume_id> low on space, <percentage>% zone allocated

SEVERITY

Degraded

SUGGESTED ACTION

The space available for storing snapshot information is almost full. To avoid stale snapshots, increase available space as soon as possible.

Recommended Action: Raise the limit of the CPG where the snapshot data is held. If enough physical space is not available, add new capacity.

0x00b0001

TYPE

Kernel crashdump event

MESSAGE 1

CRASHDUMP: <error_number> <error_string> recovered files: <core dump name>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

CRASHDUMP: recovered files: <core dump name>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00c0001

TYPE

Process has exited

MESSAGE

Process <process_name> has exited on node <node_id>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00c0002

TYPE

Process cannot be started

MESSAGE

Process <process_name> could not be started up after repeated attempts on node <node_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00c0003

TYPE

Process coredump event

MESSAGE 1

COREDUMP: <error_string> <error_message> recovered files: <file_names>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

COREDUMP: recovered files: <file_names>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00c0004

TYPE

Attempt to run grub failed

MESSAGE 1

Attempt to run grub on node <node_id> failed due to PM not starting.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Attempt to run grub on node <node_id> failed. Reason: <reason>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Attempt to run grub on node <node_id> initially failed but eventually succeeded.

SEVERITY

Major

SUGGESTED ACTION

No action required.

0x00d0001

TYPE

Corrupt PR table found

MESSAGE

PR table <table_name> is corrupt

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00d0002

TYPE

PR transition

MESSAGE

The PR is currently getting data from the internal drive on node <node_id> not the admin volume. Previously recorded alerts will not be visible until the PR transitions to the admin volume.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0001

TYPE

Double node failure

MESSAGE

System is not able to recover from double node failure

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0002

TYPE

System manager cannot startup

MESSAGE 1

Cannot reach TOC quorum for TOC <TOC_generation_number>. Use 'setsysmgr' to set system manager startup state.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Cannot reach TOC quorum. Use 'setsysmgr' to set system manager startup state.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

TOC quorum found for TOC <TOC_generation_number>, but waiting for nodes <node_ids> to boot up because we need to recover from a previous

powerfail. You can use 'setsysmgr force_iderecovery' to force recovery with possible data loss.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

TOC quorum found for TOC <TOC_generation_number>, but waiting for nodes <node_ids> to boot up. If the nodes are offline, use 'setsysmgr tocgen <TOC_generation_number>'.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

TPD system is waiting for manual startup. Use 'setsysmgr' to set system manager startup state.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0003

TYPE

Node recovery powerfail event

MESSAGE

Node recovery requires a powerfail to continue

SEVERITY

Fatal

SUGGESTED ACTION

When recovering from node failures due to software panics, the system manager sometimes must restart the entire system. This alert indicates that the system manager has restarted the system. No action is required.

For additional information or assistance, contact your authorized service provider.

0x00e0004

TYPE

<success> use of golden license

MESSAGE

<result> use of golden license

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0005

TYPE

License key usage

MESSAGE 1

License feature "<feature_name>" has expired. You are in violation of your 3PAR License Agreement. Please contact your 3PAR representative as soon as possible.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

The maximum size allowed for "<feature_name>" (<maximum_licensed_size>G) has been exceeded. You are in violation of your 3PAR License Agreement. Please contact your 3PAR representative as soon as possible.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

This system contains <current_nodes> nodes, but is only licensed for <max_nodes> nodes. Please contact your 3PAR representative as soon as possible.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0006

TYPE

System recovery notification about bad volume

MESSAGE

Powerfail recovery could not be performed for Volume <volume_name> with id <volume_id>. This might have caused loss of data for that volume. Use `checkvv` to check and fix the volume metadata consistency.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0007

TYPE

Pfail partition needs to be wiped

MESSAGE

Use the `"setsysmgr force_idewipe"` cli command to wipe powerfail partition and restart the system. This will can cause some data to be lost. Node <node_id> had <count> panics.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0008

TYPE

Power fail saved version mismatch

MESSAGE

Powerfail saved version <num> on node <node_id> does not match expected version <num>. User needs to either revert to matching tpd software version or wipe the powerfail save partition using `"setsysmgr force_idewipe"` cli command.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0009

TYPE

Failed to save task data

MESSAGE

The PR is not available on the admin volume. The system was unable to save status data for <number of tasks> tasks.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e000a

TYPE

Task failed

MESSAGE

Task <task_id> (type '<task_type>', name '<task_name>') has failed (<failure_reason>). Please see task status for details.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e000b

TYPE

Pfail recovery continued with failed previous NM1 recovery

MESSAGE

Previous NM1 recovery found on node <node_id> with missing node <node_id>

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e000c

TYPE

Cluster shutdown after powerfail recovery completion

MESSAGE

Cluster shutdown initiated after system recovery for node mask
<node_mask_id> reason <reason_id>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e000d

TYPE

System recovery stalled due to unknown replicant state

MESSAGE

System recovery stalled due to unknown replicant state on node <node_id>
for replicant <replicant_id>. Reported state <state>.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e000e

TYPE

System recovery stalled due to sole owner of ld missing

MESSAGE 1

System recovery proceeded but node <nodeid> is down, and is the sole
owner of some lds. current online nodes: 0x<nodes>, original online
nodes: 0x<nodes>.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

System recovery stalled because node <nodeid> is down, and is the sole owner of some lds. current online nodes: 0x<nodes>, original online nodes: 0x<nodes>.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0011

TYPE

'servicemag start' operation has completed

MESSAGE

servicemag start <command_option> -- Failed

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0012

TYPE

'servicemag resume' operation has completed

MESSAGE 1

servicemag resume <command_option> -- Failed

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

servicemag resume <command_option> -- Succeeded

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0014

TYPE

Battery States

MESSAGE

Battery states could not be read from the configuration file. System cache is disabled.

SEVERITY

Degraded

SUGGESTED ACTION

The battery manager could not read the psbat file from the Persistent Repository (PR). If this problem occurred during the initial installation, then the problem may be resolved when battery data is entered during the installation process.

Otherwise, the problem may have been caused by recent changes made to the admin volume. Contact your authorized service provider for information and assistance.

0x00e0015

TYPE

Node not integrated

MESSAGE

Node <Node ID> not integrated.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0016

TYPE

System recovery stalled due to unstarted vvs

MESSAGE

System recovery stalled due to unstarted vvs. Num vvs: <num vvs>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0017

TYPE

TOC corruption detected

MESSAGE

TOC corruption detected

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0018

TYPE

Pfail Recovery with a missing VV

MESSAGE

Pfail recovery proceeded with missing VV

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e0019

TYPE

Pfail Recovery with VV in bad state

MESSAGE

Pfail recovery proceeded with VV in bad state

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e001a

TYPE

Pfail Recovery skipped due to multiple NM1 nodes

MESSAGE

Pfail Recovery skipped due to multiple NM1 nodes

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e001b

TYPE

NM1 pfail recovery proceeding with missing replicant

MESSAGE

NM1 pfail recovery proceeding with missing replicant data

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e001c

TYPE

Configuration lock hold time

MESSAGE

lock hold seconds: <seconds>, virtual volume lock count: <count>, ioctl request count: <count>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x00e001d

TYPE

Inconsistent TOC object removed

MESSAGE

Removed inconsistent TOC object: <object details>

SEVERITY

Critical

SUGGESTED ACTION

Re-create the object and/or remove associated schedules.

0x0100001

TYPE

Online upgrade

MESSAGE

An online upgrade is in progress.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0100002

TYPE 1

Update available

MESSAGE

An Update is Available

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 2

Unresponsive IOCTL

MESSAGE

IOCTL <ioc_name> unresponsive on node <node_id> for <time> seconds

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0100003

TYPE 1

Update available

MESSAGE

An Update is Available

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 2

Update status

MESSAGE

Update <package> "completed"

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 3

Update status

MESSAGE

Update <package> "has failed: <reason>"

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 4

Update status

MESSAGE

Update <package> "in progress"

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0100004

TYPE

Update status

MESSAGE 1

Update <package> "completed"

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Update <package> "has failed: <reason>"

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Update <package> "in progress"

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0110002

TYPE

IDE disk error handling

MESSAGE 1

Node <node_id> is being shutdown by the system because it had internal drive errors.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> is not being shutdown by the system even though there are internal drive errors because it is the last node left alive.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Node <node_id> is not being shutdown by the system even though there are internal drive errors because some LDs cannot be served by the remaining nodes.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0110004

TYPE

Version mismatch event

MESSAGE 1

Bad handshake info from <node_id>: eapa [0x<num1> 0x<num2>] size 0x<num3>

SEVERITY

Fatal

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Mismatched in midplane info: <node <node_id1>, cp <num1>> vs <<node_id2> cp <num2>>

SEVERITY

Fatal

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

My node <node_id> version <x1>.<x2>.<x3>.<x4> could not join the cluster with node <node_id> version <y1>.<y2>.<y3>.<y4>

SEVERITY

Fatal

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Wrong cluster handshake version: <node <node_id>, clus <num1>> vs
<<node_id2>, clus <num2>>

SEVERITY

Fatal

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

Wrong cluster handshake version: <node <node_id1>, cp <num1>> vs
<<node_id2> cp <num2>>

SEVERITY

Fatal

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0110005

TYPE

Serial comm init failed

MESSAGE

Serial comm channel on node <node_id> failed initialization

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0130001

TYPE

Too many alerts in the system

MESSAGE

There are too many alerts in the system. Deleted <number of deleted
alerts> alerts.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0140001

TYPE

Notification

MESSAGE 1

(<process_name> : <process_id>) admitpd not allow on Emulex generated wwn 0x<d_wwn>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

(<process_name> : <process_id>) admitpd not allow on toto-sata generated wwn 0x<d_wwn>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

(<process_name> : <process_id>) Cage <cage_name>, Interface Card <interface_card_id>, SFP <sfp_id> (Unqualified).

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

(<process_name> : <process_id>) DC3 I2C Lockup Reset Failed on cage <jb_id>, side <ifc_controller>

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

(<process_name> : <process_id>) DC3 I2C Lockup Reset Succeeded on cage <jb_id>, side <ifc_controller>

SEVERITY

Info

SUGGESTED ACTION

No further action is required.

MESSAGE 6

(<process_name> : <process_id>) OS version for node <node> does not match but compatible with cluster master (node <sys_nodeid>): Node <node>: <vr_major>.<vr_minor>.<vr_release> Master: <vr_major>.<vr_minor>.<vr_release>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

(<process_name> : <process_id>) OS version for node <node> does not match cluster master (node <sys_nodeid>): Node <node>: <vr_major>.<vr_minor>.<vr_release> Master: <vr_major>.<vr_minor>.<vr_release>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

(<process_name> : <process_id>) System serial number could not be determined after 5 minutes.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 9

(<process_name> : <process_id>) System upgrade cancellation failed.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 10

(<process_name> : <process_id>) System upgrade cancelled.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 11

chcmd_state: ld <LD ID> ldch <chunklet_id> is pd <pd_id> ch
<chunklet_id>, not pd <pd_id> ch <chunklet_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 12

Marking slow disk <pd_id> failed

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action:

1. Wait for disk evacuation to complete.
2. Follow standard procedures to replace the disk.

For more information and assistance, contact your authorized service provider.

MESSAGE 13

Node <node_id> is not integrated.

SEVERITY

Unknown

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 14

Notification SCSI hardware error <error_code> detected on PD <pdid>
--This drive should be replaced

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 15

RAID 0 ld <LD ID> is failed due to stale chunklet.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 16

Slow disk <pd_id> found, but not marking it failed since its temperature <temp_c> is out of range 20 - 52 deg C

SEVERITY

Degraded

SUGGESTED ACTION

A temperature problem occurred that requires attention.

Recommended Action:

1. Verify that the system has adequate ventilation and that the room temperature is within limits.
2. If the temperature problem persists, contact your authorized service provider.

MESSAGE 17

Slow disk <pd_id> found, but not marking it failed since there are already failed/degraded disks

SEVERITY

Degraded

SUGGESTED ACTION

A condition exists that requires attention. Disks in the system degraded or failed.

Recommended Action: Identify and troubleshoot the degraded/failed disks to resolve the problem.

For more information and assistance, contact your authorized service provider.

0x0140003

TYPE

fork(2) call failed

MESSAGE

fserr <error code>: fork(2) failed for <program_name>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0140004

TYPE

System Reporter QoS performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of PDs or nodes.

0x0150002

TYPE

CLI server process event

MESSAGE 1

Could not fork CLI server process for <command>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Could not fork CLI server process for connection from client address <IP>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Could not fork CLI server process for connection from client address <IP>, port <port>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Error in store_user_name: <error message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

Error in Track::mkinfofile: <error message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 6

Max allowable CLI server processes of <max> exceeded, no process created for connection from client address <address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

Max allowable CLI server processes of <maxprocs> exceeded, no process created for connection from client address <address>, user <user>, level <level>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

Max allowable local CLI server processes of <maxlocalprocs> exceeded, no process created for connection from client address <addr>, user <user>, level <level>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 9

Max allowable tpdctl processes of <maxprocs> exceeded, no process created for connection from client address <address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 10

Number of tpdctl processes exceeded twice the number of maximum connections, <maxprocs>. No process created for connection from client address <address>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 11

Unable to retrieve the constant value for chsize_mb/max_vvid <id> <fix>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0150004

TYPE

CLI server cannot communicate with system manager

MESSAGE

Error in opentpd: <error message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0150005

TYPE

CLI internal error using authentication library

MESSAGE

Auth internal error authres = <authres>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0150006

TYPE

Authentication failure

MESSAGE

<number of fails> authentication failures in <n> secs

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0150007

TYPE

CLI internal error

MESSAGE 1

Could not attach sqlite database <dbfile>: <res>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Could not connect to sqlite database <dbfile>: <res>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Could not create temp dir <dir_name>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Could not detach sqlite database <ext>: <res>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

Failed sanity check of sqlite database <dbfile>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 6

SQLite DB error executing <sqlcmd_str>: <error_message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

SQLite DB error executing <sqlsel>: <error_message>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x015000c

TYPE

CPG free space limit

MESSAGE

Freespace allows CPG <cpgname> to grow to <n> MB, limit: <limit> MB, warn <warning> MB

SEVERITY

Major

SUGGESTED ACTION

The CPG growth warning/limit setting is too high for the available system storage. Unless this condition changes, the CPG will outgrow the available storage before reaching the set growth warning/limit.

This alert is generated every 24 hours while the condition exists. After the condition is corrected (by lowering the warning/limit settings or by making more storage available to the CPG) the alert is auto-fixed on the same 24-hour cycle.

SUGGESTED ACTIONS

There are several ways to correct the condition:

1. Lower the CPG growth warning/limit setting to a level below the actual storage available to the system.
2. Remove the warning/limit by setting the value to zero.
3. Contact your authorized support provider to add more storage.
4. Adjust the CPG growth parameters to make more storage available to the CPG. For example, if a PD pattern restricts the CPG to a specific set of disks, expand the pattern to provide more space to the CPG.

0x015000d

TYPE

CLI client process event

MESSAGE 1

Marking slow disk <pd_id> failed

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action:

1. Wait for disk evacuation to complete.
2. Follow standard procedures to replace the disk.

For more information and assistance, contact your authorized service provider.

MESSAGE 2

Slow disk <pd_id> found, but not marking it failed since doing so would cause the number of failed/degraded in the system (<num_degraded/failed_pds>) to exceed the slow drive limit (2)

SEVERITY

Degraded

SUGGESTED ACTION

A condition exists that requires attention. Disks in the system degraded or failed.

Recommended Action: Identify and troubleshoot the degraded/failed disks to resolve the problem.

For more information and assistance, contact your authorized service provider.

MESSAGE 3

Slow disk <pd_id> found, but not marking it failed since its temperature <temp_c> is out of range 20 - 52 deg C

SEVERITY

Degraded

SUGGESTED ACTION

A temperature problem occurred that requires attention.

Recommended Action:

1. Verify that the system has adequate ventilation and that the room temperature is within limits.
2. If the temperature problem persists, contact your authorized service provider.

MESSAGE 4

Slow disk <pd_id> found, but not marking it failed since the number of failed/degraded in the system (<num_degraded/failed_pds>) is higher than the slow drive limit (2)

SEVERITY

Degraded

SUGGESTED ACTION

A condition exists that requires attention. Disks in the system degraded or failed.

Recommended Action: Identify and troubleshoot the degraded/failed disks to resolve the problem.

For more information and assistance, contact your authorized service provider.

0x015000f

TYPE

Relocatepd request

MESSAGE

Drive magazine needs to be moved from <src_cage>:<src_slot> to <dst_cage>:<dst_slot>

SEVERITY

Info

SUGGESTED ACTION

The alert uses the source and destination drive locations that were specified in a previous `relocatepd start` CLI command.

- To proceed with the `relocatepd` operation: 1) Remove the drive from the indicated source location; 2) Insert it into the indicated destination location; 3) Issue the corresponding `relocatepd resume` CLI command.
- To cancel the `relocatepd` operation, 1) Leave the drive in place; 2) Issue the corresponding `relocatepd cancel` CLI command.

In either case, the alert will be resolved automatically by the system, when the `relocatepd` command completes.

To locate the source and destination drive cages and drive magazines, use the CLI command `locatecage`.

0x0170001

TYPE

TOC update

MESSAGE

TOC update done to `<number_of_good_TOC_copies>` disks out of `<total_number_of_TOC_copies>`.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0170002

TYPE

TOC update failure

MESSAGE

System is entering powerfail mode because it failed to find a quorum of disks to write the TOC to

SEVERITY

Fatal

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0190001

TYPE

ea msg timeout

MESSAGE

Failed to recv reply for <message> from node: <node_id> User Data
<userdata>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0190002

TYPE

Pre Integration Link Test Error

MESSAGE 1

Failed PILT test from Node <nodeid> to node <nodeid> Excluding new node
<nodeid> from cluster

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Failed Pre Integration Link Test from Node <nodeid> to node <nodeid>.
Excluding new node <nodeid> from cluster.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0001

TYPE

CPU Memory Correctable ECC

MESSAGE 1

Node <node_id> Control Cache DIMM <DIMM_id> (J<DIMM_socket>) Correctable
ECC error. Error at Addr = 0x<Addr of CEC error>, HW status = 0x<Hardware
Status>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> Unknown Control Cache DIMM Correctable ECC error. Error at Addr = 0x<Addr of CEC error>, HW status = 0x<Hardware Status>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0002

TYPE

Node is offline

MESSAGE

Node <node_id> is offline

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0003

TYPE

Node Time of Day Battery

MESSAGE

Node <node_id> Time of Day battery low

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0005

TYPE

HW: CPU Memory Correctable ECC

MESSAGE

Node <node_id> Control Cache DIMM <DIMM_id> (J<DIMM_socket>) Correctable error rate too high. Replace DIMM

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0006

TYPE

CPU Configuration

MESSAGE

Node <node_id> Expected <number_of_CPUs> CPU<s> Found <number_of_CPUs> CPU<s>

SEVERITY

Degraded

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

HPE 3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

HPE 3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x01a0007

TYPE

BIOS IDE log entry

MESSAGE

BIOS log entry stored in
/pr_mnt/bioslogs/ideolog.node<node_id>.<date-time>.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0008

TYPE

Node Environmental

MESSAGE 1

ERROR: node-<node_id>: <Error Code>: <status>

SEVERITY

Degraded

SUGGESTED ACTION

A event occurred that requires attention. An environmental reading from the specified node returned an error condition for Voltage or Temperature, or there was an issue communicating with the sensor. Recommended Action: Investigate the source of the Error_code and the environmental conditions. Contact your authorized support provider for assistance if required.

MESSAGE 2

node<#>: <Error Code>: <status> <Expected> Current: <Reading>, hi_limit: <Hi Limit>, lo_limit: <Lo Limit>

SEVERITY

Degraded

SUGGESTED ACTION

1. Use the shownodeenv CLI command to view current system temperatures and voltages.
2. If a temperature exceeds limits, verify that the system has adequate ventilation and that the ambient temperature is within limits. If the temperature continues to exceed the limit, contact your authorized service provider.
3. If voltage exceeds limits, contact your authorized service provider.

See 0x01a0008 tab for tables of error codes, and example values for <Status>, <Expected>, <Reading>, <Hi Limit>, and <Lo Limit>. NOTE: These tables are examples of environmental readings from nodes. The specific output for your node may vary.

0x01a0009

TYPE

IDE file integrity check results

MESSAGE 1

The check for invalid files on the internal drive of node <node_id> failed due to being unable to run the following: <action>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

The check for valid files on the internal drive of node <node_id> found many invalid files, including: <file_names>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

The check for valid files on the internal drive of node <node_id> found the following invalid files: <file_names>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a000a

TYPE

Eagle link error

MESSAGE 1

Fatal link error between member nodes <node_id> to <node_id> posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Link bringup fatal error from node <node_id> to node <node_id> posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

No power detected on link <link_id> from node <node_id> to node <node_id>
posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a000b

TYPE

Eagle memory uerr

MESSAGE

posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x01a000c

TYPE

Eagle memory muerr

MESSAGE

posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you require assistance with this repair, contact your authorized support provider.

0x01a000d

TYPE

Eagle memory cerr

MESSAGE

<error_text> posted by node <node_id>

SEVERITY

Degraded

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you require assistance with this repair, contact your authorized support provider.

0x01a000e

TYPE

Eagle internal system error

MESSAGE

<error_msg> posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x01a000f

TYPE

Eagle hardware watchdog error

MESSAGE

posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0010

TYPE

Eagle PCI error

MESSAGE

PCI bus <pci_bus> error <error_code> posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0011

TYPE

Eagle driver software error

MESSAGE

Eagle hardware programming error <error_code>, status <status_code> posted by node <node_id> <register dump>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0012

TYPE

Memory usage information

MESSAGE

Memory usage critical: <current memory usage data>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0014

TYPE 1

Too many TCP segment retransmits

MESSAGE

Excessive TCP retransmits at <percentage>.<fraction>% on node <node_id>.

SEVERITY

Degraded

SUGGESTED ACTION

An event has occurred on your system which requires attention. The specified node is experiencing excessive TCP segment errors. Recommended Action: Verify that the network cabling and configuration are correct. Please contact your authorized support provider for assistance if required.

TYPE 2

Too many TCP segment errors

MESSAGE

Excessive TCP segment errors at <percentage>.<fraction>% on node <nodeid>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0015

TYPE

Node PCIe Correctable Error Status

MESSAGE

Node <node_id>: <status>.

SEVERITY

Info

SUGGESTED ACTION

An event has occurred on your system which requires attention. The specified device is experiencing excessive errors. Contact your authorized support provider for assistance if required.

0x01a0016

TYPE

Node PCIe Link Status

MESSAGE

Node <node_id>: <status>.

SEVERITY

Info

SUGGESTED ACTION

An event has occurred on your system which requires attention. The link is experiencing errors. Contact your authorized support provider for assistance if required.

0x01a0017

TYPE

Too many TCP segment errors

MESSAGE

Excessive TCP segment errors at <percentage>.<fraction>% on node <nodeid>.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0019

TYPE

Cluster thermal shutdown

MESSAGE 1

Node <Node_ID>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <Node_ID>, due to high temperature conditions, the storage system is being shutdown.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a001a

TYPE

Link Configuration Mismatch

MESSAGE 1

Inserv Class Mismatch, expected 7xxx from node <y> got message from 7xxx

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> BPT Mismatch expected BPT x from node <node_id> got message from BPT z

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Node <node_id> FRU Node Mismatch CL0 NID indicates <node_id>; CL1 NID indicates <node_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Node <node_id> Node Mismatch CL0 NID indicates <node_id> should be set to stored value NID <node_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

Node <node_id> Node Mismatch CL0 NID indicates <node_id>; CL1 NID indicates <node_id> both should be set to stored value <node_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 6

Node <node_id> Node Mismatch expected node x got message from node y on port z

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

Node <node_id> Remote BPT Mismatch node <node_id> expected BPT x but got BPT z

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

Node <node_id> Remote Node Mismatch node <node_id> expected message from node <node_id> got message from node <node_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 9

Node <node_id> Remote SSN Mismatch node <node_id> expected SSN x but got SSN z

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 10

Node <node_id> SSN Mismatch expected SSN x from node <node_id> got message from SSN z

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a001b

TYPE

Unexpected Cable Event

MESSAGE 1

Node <node_id> Unexpected Cable detected on 7200 node <node_id>, cl port <portnum>

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> Unexpected Cable detected on 7200 node <node_id>, port 0

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Node <node_id> Unexpected Cable detected on 7200 node <node_id>, port 1

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a001c

TYPE

Link establish alert

MESSAGE 1

Node <Node_id> Failed to establish link to Node <Node_id> from Node <Node_id> link <Link_id>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <NID> No power detected on CL<ID> to Node <NID> from Node <NID>

SEVERITY

Major

SUGGESTED ACTION

Check cabling between the nodes specified in the alert.

MESSAGE 3

Node <Node_id> No power detected on Cluster Link <Link_id> to Node <Node_id> from Node <Node_id>

SEVERITY

Major

SUGGESTED ACTION

Check cabling between the nodes specified in the alert.

0x01a001d

TYPE

Core File Received From Remote/Local MCU

MESSAGE

Coredump received from Node <node_id>.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a001e

TYPE

Node Thermal Status

MESSAGE 1

Alert Level

SEVERITY

Major

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

MESSAGE 2

Node <node_id>:<Sensor_Name> at ALERT level (temperature C)

SEVERITY

Major

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

MESSAGE 3

Node <node_id>:<Sensor_Name> at WARNING level (temperature C)

SEVERITY

Minor

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

MESSAGE 4

Node Shutdown Level

SEVERITY

Major

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

MESSAGE 5

Node Shutdown Level

SEVERITY

Major

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

MESSAGE 6

WARNING Level

SEVERITY

Major

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

0x01a001f

TYPE

Node Needs to Shutdown

MESSAGE 1

Node Needs to Shutdown

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 2

THERMAL SHUTDOWN, node: <node_id>

SEVERITY

Critical

SUGGESTED ACTION

Check room temperature. If room temperature is within limits, then check fan status. If fan failed, contact your authorized support provider.

0x01a0021

TYPE

Node Rescue

MESSAGE 1

Node <node> rescue aborted due to user request.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node> rescue failed due to an internal communication error. It may be missing or be experiencing hardware issues.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Node <node> rescue failed due to being unable to retrieve installation details over TCP port 80.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Node <node> rescue failed due to being unable to retrieve the install kernel over UDP port 69. The node may not be properly connected to the network.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

Node <node> rescue failed due to being unable to transfer the disk contents over TCP port 837.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 6

Node <node> rescue failed due to invalid request. See task <taskid> for details.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

Node <node> rescue failed due to the node not rejoining the cluster after the rescue.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

Node <node> rescue failed due to unknown reason.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0022

TYPE

Node-Failure-Analysis File Received From Remote/Local MCU

MESSAGE

Node-Failure-Analysis file received from Node <node number>.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0024

TYPE

Slab usage information

MESSAGE

```
SlabUsage:: [normal|critical] status=<status code> Totals::  
memory=<bytes>KB count=<count> activeCount=<count>  
largestUseSlabs(count==<# slabs being report in range 0 .. 10>))::  
[(<slab number: 1 .. 10 possible>) <slab type name>: mem=<bytes of slab  
type>KB ct=<count of slab type instances> activeCt=<count of active  
slab type instances> memPerSlab=<bytes per slab of type>KB objSize=<bytes  
per slab type's object> objCt=<count of slab type objects>  
activeObjCt=<count of active slab type objects>]*
```

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0025

TYPE

System Reporter cache performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has
been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of PDs or nodes.

0x01a0026

TYPE

System Reporter CPU performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of nodes.

0x01a0027

TYPE

System Reporter link performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Either A) change the workload applied by the 3PAR array; B) run optimization tools; or C) increase the number of nodes.

0x01a0028

TYPE

Node ID Mismatch

MESSAGE

Node ID mismatch. Expected message from node <expected_node_id>, but message was received from node <actual_node_id> on port <port_id>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a0029

TYPE

Remote Node ID Mismatch

MESSAGE

Remote node ID mismatch. Expected message from node <expected_node_id>, but message was received from node <actual_node_id> on port <port_id>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a002a

TYPE

System Model Mismatch

MESSAGE

System model mismatch. Node <node_id> should be model <expected_class>, but it is reporting as model <actual_class>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a002b

TYPE

Remote System Model Mismatch

MESSAGE

Remote system model mismatch. Node <node_id> should be model <actual_class>, but it is reporting as model <expected_class>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a002c

TYPE

Node Type Mismatch

MESSAGE

Node type mismatch. Node <node_id> should be of type <expected_node_type>, but the node type that was received was <actual_node_type>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a002d

TYPE

Remote Node Type Mismatch

MESSAGE

Remote node type mismatch. Node <node_id> should be of type <actual_node_type>, but the node type that was received was <expected_node_type>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a002e

TYPE

SSN Mismatch

MESSAGE

System serial number mismatch. Node <node_id> should have a system serial number <expected_serial_number>, but a message was received from a node with system serial number <actual_serial_number>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a002f

TYPE

Remote SSN Mismatch

MESSAGE

Remote system serial number mismatch. Node <node_id> should have system serial number <expected_serial_number>, but a message was received from a node with system serial number <actual_serial_number>.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01a00de

TYPE

Component state change

MESSAGE

Node <node_id> Degraded (<list of: State String {State Value}>)

STATE 1

Node Therm Shutdown

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Node Therm State

SEVERITY

Degraded

SUGGESTED ACTION

The thermal state (voltage, current, temperature, RPM) encountered a warning. Check room temperature. Contact your authorized support provider for assistance if needed.

STATE 3

Time-Of-Day Battery Failure

STATE VALUE

0x0

SEVERITY

Degraded

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

STATE 4

Invalid Battery Configuration

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

STATE 5

Link Error

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Correctable Memory Error

STATE VALUE

0x5

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

CPU Overheating

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action: 1) Use the `shownodeenv` command to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

STATE 8

CPU VRM Overheating

STATE VALUE

0xb

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action: 1) Use the `shownodeenv` command to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

STATE 9

Control Cache DIMM Overheating

STATE VALUE

0xc

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action: 1) Use the `shownodeenv` command to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

STATE 10

Node Offline Due to Failure

STATE VALUE

0xd

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 11

Node Shutdown Manually

STATE VALUE

0xe

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 12

CPU VRM Missing

STATE VALUE

0xf

SEVERITY

Degraded

SUGGESTED ACTION

The voltage regulator module is not present. If the alert persists, contact your authorized service provider.

STATE 13

CPU VRM Disabled

STATE VALUE

0x10

SEVERITY

Degraded

SUGGESTED ACTION

The voltage regulator module has been disabled. If the alert persists, contact your authorized service provider.

STATE 14

CPU VRM Power Fault

STATE VALUE

0x11

SEVERITY

Degraded

SUGGESTED ACTION

The voltage regulator module encountered a fault during power on. If the alert persists, contact your authorized service provider.

STATE 15

CPU BTI Overheating

STATE VALUE

0x12

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action: Monitor the systems. If too many other cpu errors occur that are not resolved by the system, then contact your authorized service provider.

STATE 16

CPU Dead

STATE VALUE

0x13

SEVERITY

Degraded

SUGGESTED ACTION

If the alert is not resolved by the system, contact your authorized service provider.

STATE 17

CPU Watchdog Timeout Failure

STATE VALUE

0x14

SEVERITY

Degraded

SUGGESTED ACTION

The watchdog timer on the CPU has timed-out. The node may restart automatically. If it does not restart automatically, contact your authorized service provider.

STATE 18

CPU SMB Alert

STATE VALUE

0x15

SEVERITY

Degraded

SUGGESTED ACTION

A Southbridge CPU alert has occurred. If the alert does not clear automatically, contact your authorized service provider.

STATE 19

CPU Flash Fetch Error

STATE VALUE

0x16

SEVERITY

Degraded

SUGGESTED ACTION

The CPU encountered an error when reading from the flash device. Contact your authorized service provider.

STATE 20

CPU Power Failure

STATE VALUE

0x17

SEVERITY

Degraded

SUGGESTED ACTION

If the system generates many CPU errors without automatically resolving them, contact your authorized service provider for instructions about what to do next.

STATE 21

CPU ESB Dead

STATE VALUE

0x18

SEVERITY

Degraded

SUGGESTED ACTION

If the alert is not resolved by the system, contact your authorized service provider.

STATE 22

Node Fan Module 0 Failed

STATE VALUE

0x19

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command `shownodeenv` to monitor environmental readings. If this fan alert persists, contact your authorized service provider.

STATE 23

Node Fan Module 0 Not Present

STATE VALUE

0x1a

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 24

Node MCU is Down

STATE VALUE

0x1b

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 25

Node Fan Module 0 Power Fault

STATE VALUE

0x1c

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 26

Node Fan Module 0 Under Limit

STATE VALUE

0x1d

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 27

Node Thermal State

STATE VALUE

0x1e

SEVERITY

Degraded

SUGGESTED ACTION

The thermal state (voltage, current, temperature, RPM) encountered a warning. Check room temperature. Contact your authorized support provider for assistance if needed.

STATE 28

Node Thermal Shutdown

STATE VALUE

0x1f

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 29

Node Sensor LM92 Failed

STATE VALUE

0x20

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command `shownodeenv` to view current system conditions. Note any sensor readings that are not within tolerance or that do not show a valid reading. Contact your authorized service provider with this information.

STATE 30

Node Fan Module 1 Failed

STATE VALUE

0x21

SEVERITY

Degraded

SUGGESTED ACTION

The fan module for the specified node has failed. If the problem persists, contact your authorized service provider.

STATE 31

Node Fan Module 1 Not Present

STATE VALUE

0x22

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 32

Node Fan Module 1 Power Fault

STATE VALUE

0x23

SEVERITY

Degraded

SUGGESTED ACTION

The fan module for the specified node experienced a power fault. Contact your authorized service provider.

STATE 33

Node Fan Module 1 Under Limit

STATE VALUE

0x24

SEVERITY

Degraded

SUGGESTED ACTION

The RPM of the fan module for the specified node is below the lower limit. If the alert is not resolved automatically, contact your authorized support provider.

0x01a00fa

TYPE

Component state change

MESSAGE 1

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Therm Shutdown

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Therm State

SEVERITY

Major

SUGGESTED ACTION

The thermal state (voltage, current, temperature, RPM) encountered a warning. Check room temperature. Contact your authorized support provider for assistance if needed.

MESSAGE 3

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Link Error

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Uncorrectable Memory Error

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 5

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Multiple Uncorrectable Memory Error

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 6

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Correctable Memory Error

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Internal System Error

STATE VALUE

0x6

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Hardware Watchdog Error

STATE VALUE

0x7

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 9

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

PCI Error

STATE VALUE

0x8

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 10

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Driver Software Error

STATE VALUE

0x9

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 11

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Overheating

STATE VALUE

0xa

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: 1) Use the CLI command `shownodeenv` to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

MESSAGE 12

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Overheating

STATE VALUE

0xb

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: 1) Use the CLI command `shownodeenv` to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

MESSAGE 13

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Control Cache DIMM Overheating

STATE VALUE

0xc

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 14

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Offline Due to Failure

STATE VALUE

0xd

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 15

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Shutdown Manually

STATE VALUE

0xe

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 16

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Missing

STATE VALUE

0xf

SEVERITY

Major

SUGGESTED ACTION

The voltage regulator module is not present. If the alert persists, contact your authorized service provider.

MESSAGE 17

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Disabled

STATE VALUE

0x10

SEVERITY

Major

SUGGESTED ACTION

The voltage regulator module is disabled. If the alert persists, contact your authorized service provider.

MESSAGE 18

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Power Fault

STATE VALUE

0x11

SEVERITY

Major

SUGGESTED ACTION

The voltage regulator module encountered a fault during power on. If the alert persists, contact your authorized service provider.

MESSAGE 19

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU BTI Overheating

STATE VALUE

0x12

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: Monitor the systems. If too many other cpu errors occur that are not resolved by the system, then contact your authorized service provider.

MESSAGE 20

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Dead

STATE VALUE

0x13

SEVERITY

Major

SUGGESTED ACTION

If the alert is not resolved by the system, contact your authorized service provider.

MESSAGE 21

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Watchdog Timeout Failure

STATE VALUE

0x14

SEVERITY

Major

SUGGESTED ACTION

The watchdog timer on the CPU has timed-out. The node may restart automatically. If it does not restart automatically, contact your authorized service provider.

MESSAGE 22

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU SMB Alert

STATE VALUE

0x15

SEVERITY

Major

SUGGESTED ACTION

A Southbridge CPU alert has occurred. If the alert does not clear automatically, contact your authorized service provider.

MESSAGE 23

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Flash Fetch Error

STATE VALUE

0x16

SEVERITY

Major

SUGGESTED ACTION

The CPU encountered an error when reading from the flash device. Contact your authorized service provider.

MESSAGE 24

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Power Failure

STATE VALUE

0x17

SEVERITY

Major

SUGGESTED ACTION

If the system generates many CPU errors without automatically resolving them, contact your authorized service provider for instructions about what to do next.

MESSAGE 25

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU ESB Dead

STATE VALUE

0x18

SEVERITY

Major

SUGGESTED ACTION

If the alert is not resolved by the system, contact your authorized service provider.

MESSAGE 26

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Failed

STATE VALUE

0x19

SEVERITY

Major

SUGGESTED ACTION

Use the CLI command `shownodeenv` to monitor environmental readings. If this fan alert persists, contact your authorized service provider.

MESSAGE 27

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Not Present

STATE VALUE

0x1a

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 28

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node MCU is Down

STATE VALUE

0x1b

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 29

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Power Fault

STATE VALUE

0x1c

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 30

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Under Limit

STATE VALUE

0x1d

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 31

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Thermal State

STATE VALUE

0x1e

SEVERITY

Major

SUGGESTED ACTION

The thermal state (voltage, current, temperature, RPM) encountered a warning. Check room temperature. Contact your authorized support provider for assistance if needed.

MESSAGE 32

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Thermal Shutdown

STATE VALUE

0x1f

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 33

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Sensor LM92 Failed

STATE VALUE

0x20

SEVERITY

Major

SUGGESTED ACTION

Use the CLI command `shownodeenv` to view current system conditions, and then contact your authorized service provider.

MESSAGE 34

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Failed

STATE VALUE

0x21

SEVERITY

Major

SUGGESTED ACTION

The fan module for the specified node has failed. If the problem persists, contact your authorized service provider.

MESSAGE 35

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Not Present

STATE VALUE

0x22

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 36

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Power Fault

STATE VALUE

0x23

SEVERITY

Major

SUGGESTED ACTION

The fan module for the specified node experienced a power fault. Contact your authorized service provider.

MESSAGE 37

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Under Limit

STATE VALUE

0x24

SEVERITY

Major

SUGGESTED ACTION

The RPM of the fan module for the specified node is below the lower limit. If the alert is not resolved automatically, contact your authorized support provider.

MESSAGE 38

Node <node_id>, IDE_DRIVE failed, Instance: <dev_num> (<list of: State String {State Value}>)

STATE

Node IDE Drive Failure

STATE VALUE

0x27

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 39

Node <node_id>, HBA failed, Instance: <dev_num> (<list of: State String {State Value}>)

STATE

Node HBA Failure

STATE VALUE

0x28

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b0001

TYPE

Power Supply

MESSAGE

Node <node_id> Power Supply <power_supply_id> not present

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b0002

TYPE

Power Supply DC Status

MESSAGE

Node <node_id> Power Supply <power_supply_number> DC FAIL

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b0003

TYPE

Power Supply AC Status

MESSAGE

Node <node_id> Power Supply <power_supply_id> AC FAIL

SEVERITY

Degraded

SUGGESTED ACTION

The specified power supply has lost its AC input. The power domain of that node is currently not redundant. Recommended Action: Verify that power cables are properly connected to an active source of AC power. If the problem persists, contact your authorized service provider.

0x01b0004

TYPE

Power Supply Fan Status

MESSAGE

Node <node_id> Power Supply <power_supply_id> Fan FAIL

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b0005

TYPE

Power Supply Charger Status

MESSAGE

Node <node_id> Power Supply <power supply_id> Charger Overload

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b0008

TYPE

VSC 055 Interrupt Error

MESSAGE

Node <node_id> <interrupt_name> VSC Interrupt (<vsc_value>) is
<><oscillating or stuck><-><action>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b0009

TYPE

Power Supply Type Mismatch

MESSAGE

Node <node_id>: Power supply types do not match.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01b00de

TYPE

Component state change

MESSAGE

Node <node_id> Power Supply <power_supply_id> Degraded (<list of: State String {State Value}>)

STATE 1

Not Present

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Oscillating Presence

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Oscillating DC Failure

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Oscillating AC Failure

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Oscillating Fan Failure

STATE VALUE

0xb

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Oscillating Charger Overload

STATE VALUE

0xc

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Oscillating Battery Failure

STATE VALUE

0xd

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Switched Off

STATE VALUE

0xe

SEVERITY

Degraded

SUGGESTED ACTION

Check the ps switch. If the switch is in the On position, contact your authorized service provider.

STATE 9

Disabled

STATE VALUE

0x13

SEVERITY

Degraded

SUGGESTED ACTION

Check the ps switch. If the switch is in the On position, contact your authorized service provider.

STATE 10

I2C Failed

STATE VALUE

0x15

SEVERITY

Degraded

SUGGESTED ACTION

Nemoe cannot talk to ps using the i2c interface. Contact your authorized service provider.

0x01b00fa

TYPE

Component state change

MESSAGE

Node <node_id> Power Supply <power_supply_id> Failed (<list of: State String {State Value}>)

STATE 1

Invalid Battery Count

STATE VALUE

0x0

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

DC Failed

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

AC Failed

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Fan Failed

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Charger Overload

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Invalid Firmware

STATE VALUE

0x7

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Over Voltage

STATE VALUE

0xf

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 8

Under Voltage

STATE VALUE

0x10

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 9

Over Current

STATE VALUE

0x11

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 10

Over Temperature

STATE VALUE

0x12

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 11

Alert Asserted

STATE VALUE

0x14

SEVERITY

Major

SUGGESTED ACTION

No action needed

0x01d0001

TYPE

Bios eeprom log events

MESSAGE

Node <node_id> log : Code <code> (<reason>) - Subcode 0x<subcode>
(<data>) <timestamp>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01e0001

TYPE

Cage log event

MESSAGE 1

Cage cage<cage_id><side>, port <up to four node:slot:port tuples>, cage
time <time_event>. Internal parameters: <error_code> <error_flag>
<additional parameters>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 2

Cage Firmware panic due to <reason>.Panic count is <count> (<code>)

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 3

Cage Firmware panic due to CPU exception. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 4

Cage Firmware panic due to disk presence assertion. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 5

Cage Firmware panic due to generic POST failure. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 6

Cage Firmware panic due to PMC read failure. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 7

Cage Firmware panic due to PMC write failure. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 8

Cage Firmware panic due to SRAM test failure. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 9

Cage Firmware panic due to unknown CPU interrupt. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 10

Cage Firmware panic due to watchdog timeout. Panic count is <count> (<code>).

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 11

Cage Midplane FPGA_<fpga> ESI<port> RX FIFO Fill failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 12

Cage Midplane FPGA_<fpga> ESI<port> RX FIFO Loopback failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 13

Cage Midplane FPGA_<fpga> ESI<port> RX FIFO Overrun failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 14

Cage Midplane FPGA_<fpga> ESI<port> RX FIFO Underrun failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 15

Cage Midplane FPGA_<fpga> ESI<port> RX Status failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 16

Cage Midplane FPGA_<fpga> ESI<port> TX FIFO Fill failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 17

Cage Midplane FPGA_<fpga> ESI<port> TX FIFO Loopback failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 18

Cage Midplane FPGA_<fpga> ESI<port> TX FIFO Overrun failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 19

Cage Midplane FPGA_<fpga> ESI<port> TX FIFO Underrun failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 20

Cage Midplane FPGA_<fpga> ESI<port> TX Status failure: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 21

Cage Midplane FPGA_<fpga> FPGA Downrev: <rev>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 22

Cage Midplane FPGA_<fpga> IRQ rate too high: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 23

Cage Midplane FPGA_<fpga> POST Fail: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 24

Cage Midplane FPGA_<fpga> Revision unknown: <rev>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 25

Cage Midplane LM87 read failure

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 26

Cage Midplane LM87 start failure

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 27

Cage Midplane LM87 voltage/temperature over limit (<code>)

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 28

Cage Midplane LM87 voltage/temperature under limit (<code>)

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 29

Cage Midplane PMC <ID> Revision <rev> not supported.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 30

Cage Miplane FPGAs FPGA Revision Mismatch: <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 31

Cage POST ADC Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 32

Cage POST Disk Loopback Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 33

Cage POST Env Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 34

Cage POST ESI Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 35

Cage POST ESI Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 36

Cage POST Event Log Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 37

Cage POST FCAL EEPROM Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 38

Cage POST FCAL Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 39

Cage POST Flash Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 40

Cage POST Flash Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 41

Cage POST FPGA Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 42

Cage POST FPGA Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 43

Cage POST I2C Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 44

Cage POST I2C Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 45

Cage POST IRQ Enable <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 46

Cage POST IRQ Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 47

Cage POST IRQ Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 48

Cage POST Midplane EEPROM Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 49

Cage POST Midplane Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 50

Cage POST Midplane LM87 Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 51

Cage POST PMC Alive Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 52

Cage POST PMC Interchip Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 53

Cage POST PMC Loopback Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 54

Cage POST Power Supply EEPROM Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 55

Cage POST Power Supply Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 56

Cage POST Power Supply Probe <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 57

Cage POST Power Supply Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 58

Cage POST Poweron Hours Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 59

Cage POST Scheduler Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 60

Cage POST SFP Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 61

Cage POST SRAM Test <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 62

Cage POST Ticker Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 63

Cage POST UART SIO Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 64

Cage POST Watchdog Init <error> <code>.

SEVERITY

Info

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

0x01e0002

TYPE

Invalid cage configuration

MESSAGE 1

Cage <cage_id> (wwn 0x<cage_wwn>) is not directly attached to node on either loop

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Cage <cage_id> (wwn 0x<cage_wwn>) is paired with different partners. SideA with cage <cage_name> and sideB with cage <cage_name>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Cage <cage_id> (wwn 0x<cage_wwn>) reported twice on port <node>:<slot>:<port>. This means that both loops of this cage are daisy chained together

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Cage <cage_name> in daisy chain config with cage <cage_name> on port <node>:<slot>:<port>. Mixed cage types are not allowed in daisy chain configuration.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 5

Can't tell cage order on port <node>:<slot>:<port>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 6

DC2/DC4 cage <cage_name> in daisy chain config with cage <cage_name> on port <node>:<slot>:<port>. DC2/DC4 cages are not allowed to be in daisy chain configuration.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

More than 2 cages reported port <node>:<slot>:<port>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

Port <A/B> of cage <cage_id> (wwn 0x<cage_wwn>) on both ports <node>:<slot>:<port> and <node>:<slot>:<port>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01e0004

TYPE

Critical ESI port count

MESSAGE 1

<cage_name> is connected but has only one valid ESI port

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

<cage_name> is connected but is down to one valid ESI port

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Lost communication to <cage_name> on all ESI ports

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01e0005

TYPE

Firmware coredump event

MESSAGE 1

Cage COREDUMP: recovered file <file_name>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Cage COREDUMP: retrieve failed: <error_string> - <error_message>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Cage COREDUMP: retrieve failed: <file_name> <error_string> -
<error_message>

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01e0006

TYPE 1

servicemag failed to dismiss PD: cage <cageid>, mag <magid>, taskid <taskid>, pd <pdid>: error <smag_err> - <text>

MESSAGE

servicemag failed to dismiss PD: cage <cage_id>, mag <mag_id>, taskid <task_id>, pd <pd_id>: error <smag_err> - <text>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 2

Servicemag failed to dismiss pd

MESSAGE

servicemag failed to dismiss PD: cage <cage_id>, mag <mag_id>, taskid <task_id>, pd <pd_id>: error <smag_err> - <text>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01e00de

TYPE

Component state change

MESSAGE

Cage <cage_id> Degraded (<list of: State String {State Value}>)

STATE 1

Temperature Under Warning Threshold

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has reached the low temperature warning threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 2

Operators Panel Failed

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. The LCD display of the specified cage failed. Contact your authorized service provider.

STATE 3

Temperature Under Failure Threshold

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has reached the low temperature threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 4

Operators Panel Warning

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. The LCD display of the specified cage encountered a warning condition. Contact your authorized service provider.

STATE 5

Temperature Over Warning Threshold

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has exceeded the high temperature warning threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 6

Temperature Over Failure Threshold

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has exceeded the high temperature threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 7

Unsupported Cage

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Operators Panel Not_Present

STATE VALUE

0x5

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. The LCD display of the specified cage does not appear to be present. Contact your authorized service provider.

STATE 9

Unsupported Link Speed

STATE VALUE

0x5

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 10

Operators Panel Not_Available

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. The LCD display of the specified cage's is unavailable. Contact your authorized support provider for assistance.

STATE 11

Loop Offline

STATE VALUE

0x10

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 12

Single ESI Port

STATE VALUE

0x40

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 13

Firmware CPU Old

STATE VALUE

0x800

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 14

Loops connected to invalid node

STATE VALUE

0x4000

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 15

Loops moved

STATE VALUE

0x8000

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01e00fa

TYPE

Component state change

MESSAGE

Cage <cage_id> Failed (<list of: State String {State Value}>)

STATE 1

Temperature Under Warning Threshold

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has reached the low temperature warning threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 2

Temperature Under Failure Threshold

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has reached the low temperature threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 3

Temperature Over Warning Threshold

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has exceeded the high temperature warning threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 4

Temperature Over Failure Threshold

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. The temperature of the specified cage has exceeded the high temperature threshold. Recommended Action: Check for fan failure and ventilation obstructions. Verify that all drive blanks are in place. Check environmental conditions. If the problem persists, contact your authorized service provider.

STATE 5

Inaccessible

STATE VALUE

0x20

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

No ESI Port

STATE VALUE

0x80

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Loop Map Fail

STATE VALUE

0x100

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Side 0 Inaccessible

STATE VALUE

0x200

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

Side 1 Inaccessible

STATE VALUE

0x400

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 10

Firmware CPU Unknown

STATE VALUE

0x1000

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 11

Link Speed Changed

STATE VALUE

0x2000

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x01f00de

TYPE

Component state change

MESSAGE 1

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

New Offloop

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 2

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

New Onloop

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 3

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Spinup

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 4

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Fail To Spinup

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 5

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Loop Failure

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 6

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Drive Error Bit Set

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Sysmgr Bypassed

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 8

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Port Bypassed

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 9

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Drive Not Ready

STATE VALUE

0xb

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 10

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Sysmgr Spundown

STATE VALUE

0xc

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 11

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Spindown Request Failed

STATE VALUE

0xf

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 12

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Relocating

STATE VALUE

0x11

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 13

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Servicing

STATE VALUE

0x12

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 14

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Notready

STATE VALUE

0x80

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 15

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Missing

STATE VALUE

0x81

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 16

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Missing

STATE VALUE

0x81

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 17

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Invalid connections

STATE VALUE

0x82

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 18

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Not Available For Allocations

STATE VALUE

0x83

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 19

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Old Firmware

STATE VALUE

0x84

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 20

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Disabled A Port

STATE VALUE

0x85

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 21

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Missing A Port

STATE VALUE

0x86

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 22

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Errors on A Port

STATE VALUE

0x87

SEVERITY

Degraded

SUGGESTED ACTION

For 7000 Series platforms: Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure.

All other platforms: An event occurred that requires attention. Contact your authorized support provider for assistance.

MESSAGE 23

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Prolonged Missing A Port

STATE VALUE

0x88

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 24

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Disabled B Port

STATE VALUE

0x89

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 25

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Missing B Port

STATE VALUE

0x8a

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 26

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Errors on B Port

STATE VALUE

0x8b

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. For 7000 Series platforms: Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure.

All other platforms: An event occurred that requires attention. Contact your authorized support provider for assistance.

MESSAGE 27

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Prolonged Missing B Port

STATE VALUE

0x8c

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 28

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Over Temperature Warning

STATE VALUE

0x95

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 29

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Temperature Over Warning

STATE VALUE

0x95

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 30

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Over Temperature Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 31

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Temperature Over Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 32

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Over Temperature Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 33

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Temperature Over Alert

STATE VALUE

0x96

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 34

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Formatting

STATE VALUE

0x97

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 35

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Invalid Media

STATE VALUE

0x98

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 36

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Failed Hardware

STATE VALUE

0x99

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 37

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Smart Threshold Exceeded

STATE VALUE

0x9a

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 38

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Multiple Chunklets Media Bad

STATE VALUE

0x9b

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 39

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Media Failed

STATE VALUE

0x9c

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 40

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Increased Error Count

STATE VALUE

0x9d

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 41

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

DIF Threshold Exceeded

STATE VALUE

0x9e

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 42

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Prolonged Not Ready

STATE VALUE

0x9f

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 43

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

No Valid Ports

STATE VALUE

0xa1

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 44

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Inquiry Failed

STATE VALUE

0xa3

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 45

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Unit Ready Failed

STATE VALUE

0xa4

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 46

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Read Capacity Failed

STATE VALUE

0xa5

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 47

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Write Label Failed

STATE VALUE

0xa6

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 48

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Read Label Failed

STATE VALUE

0xa8

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 49

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Medium Format Corrupted

STATE VALUE

0xa9

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 50

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Low Wear Level Remaining

STATE VALUE

0xaa

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 51

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Miscompare

STATE VALUE

0xab

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

MESSAGE 52

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE

Invalid Cage

STATE VALUE

0xac

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. For 7000 Series platforms: Recommended Action: Check the cables. If the problem persists, reseal the drive. If the problem still persists, replace the drive. If the problem still persists, replace the enclosure. For information and assistance, contact your authorized support provider.

All other platforms: An event occurred that requires attention. Contact your authorized support provider for assistance.

MESSAGE 53

Magazine <mag_id> Physical Disk <pd_id> Degraded (<list of: State String {State Value}>)

STATE

Mode Page Update Failed

STATE VALUE

0xa7

SEVERITY

Degraded

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

0x01f00fa

TYPE

Component state change

MESSAGE

Disk <wwn_id> Failed (<list of: State String {State Value}>)

STATE 1

Invalid Label

STATE VALUE

0x40

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 2

Invalid Capacity

STATE VALUE

0x41

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 3

Invalid Type

STATE VALUE

0x42

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 4

Invalid Firmware

STATE VALUE

0x43

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 5

Invalid Block Size

STATE VALUE

0x44

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 6

Vacated

STATE VALUE

0x45

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 7

Replace Drive

STATE VALUE

0x46

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 8

Invalid Media

STATE VALUE

0x98

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 9

Failed Hardware

STATE VALUE

0x99

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage Service Guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 10

Smart Threshold Exceeded

STATE VALUE

0x9a

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 11

Multiple Chunklets Media Bad

STATE VALUE

0x9b

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 12

Media Failed

STATE VALUE

0x9c

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 13

Increased Error Count

STATE VALUE

0x9d

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 14

Prolonged Not Ready

STATE VALUE

0x9f

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 15

Prolonged Missing

STATE VALUE

0xa0

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 16

No Valid Ports

STATE VALUE

0xa1

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 17

Invalid

STATE VALUE

0xa2

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 18

Inquiry Failed

STATE VALUE

0xa3

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 19

Unit Ready Failed

STATE VALUE

0xa4

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 20

Read Capacity Failed

STATE VALUE

0xa5

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 21

Write Label Failed

STATE VALUE

0xa6

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 22

Mode Page Update Failed

STATE VALUE

0xa7

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

STATE 23

Read Label Failed

STATE VALUE

0xa8

SEVERITY

Major

SUGGESTED ACTION

A physical disk drive has failed and requires replacement.

3PAR StoreServ 7x00 customers:

This part qualifies for mandatory customer Self Repair. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you need assistance with this repair, contact your authorized support provider.

0x0200006

TYPE

GUI server can't communicate with the system manager

MESSAGE

Client address <IP_address> port <port_number>, connection closed

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0200009

TYPE

Internal error in authentication library

MESSAGE

Authentication internal error. Client address <IPaddr> port <port>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0210001

TYPE

InForm GUI has lost connection to the event filter

MESSAGE

Binary data

SEVERITY

Unknown

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0220001

TYPE

Battery expiration

MESSAGE 1

BBU expired: Replace

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> PS <power_supply_id> Battery <battery_id> will expire in <number> <"day"/"days"> [Replace Battery soon]

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0220002

TYPE

Battery expiration

MESSAGE

BBU expired: Replace

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0220010

TYPE

Assert Battery FAIL

MESSAGE

Node <node_id> PS <power_supply_id> Battery <battery_id>: Battery Failed during battery test.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0220014

TYPE

Battery Type Mismatch

MESSAGE

Node <node_id> PS <power_supply_id>: Battery types do not match.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x02200de

TYPE

Component state change

MESSAGE

Node <node_id> [Power Supply <power_supply_id>] Battery <battery_id> Degraded (<list of: State String {State Value}>)

STATE 1

Expired

STATE VALUE

0x0

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Not Present

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

Recommended Action: Use the CLI command `showbattery`. Verify that the BBU is present. If the BBU is missing, contact your authorized service provider.

STATE 3

Unknown

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Either the battery in the specified power supply shows a state of "not tested in 3 weeks," or the power supply shows AC/DC fail. Recommended Action: Inspect the battery, power supply, power source, AC power cord, power switch and PDU for issues. Replace if necessary. If the problem persists, contact your authorized service provider.

STATE 4

Fan Failed

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

Recommended action: Use the CLI command `shownodeenv` to verify that temperature readings are within tolerance. Contact your authorized service provider if there are any signs of overheating.

STATE 5

DC Failed

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command showbattery to view the battery status. If the battery is in a failure state, contact your authorized service provider.

STATE 6

Charger Failed

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command showbattery to view the battery status. If the battery is in a failure state, contact your authorized service provider.

STATE 7

MCU Hung

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

The BBU has failed permanently. Contact your authorized service provider.

STATE 8

MCU Failed

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

The BBU has failed permanently. Contact your authorized service provider.

STATE 9

Charging Failed

STATE VALUE

0xb

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command `showbattery` to view the battery status. If the battery is in a failure state, contact your authorized service provider.

STATE 10

Low Cell Voltage

STATE VALUE

0xc

SEVERITY

Degraded

SUGGESTED ACTION

Cell voltage is low. Use the CLI command `showbattery` to monitor charging information. If the problem persists, contact your authorized service provider.

STATE 11

Initialization Failed

STATE VALUE

0xd

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command `showbattery` to check battery status. If it shows a failure status for the battery or power supply, contact your authorized service provider.

STATE 12

Charger Under Voltage

STATE VALUE

0xe

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command `showbattery` to view the battery status. If the battery is in a failure state, contact your authorized service provider.

STATE 13

Charger Over Voltage

STATE VALUE

0xf

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command showbattery to view the battery status. If the battery is in a failure state, contact your authorized service provider.

STATE 14

Charger Over Current

STATE VALUE

0x10

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command showbattery to view the battery status. If the battery is in a failure state, contact your authorized service provider.

STATE 15

Output V Under Limit

STATE VALUE

0x11

SEVERITY

Degraded

SUGGESTED ACTION

An event has occurred that requires attention. Battery state might be bad. Use CLI command showbattery -d to check the current battery state. If the battery shows a failed state, contact your authorized service provider.

STATE 16

Output V Over Limit

STATE VALUE

0x12

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Battery status might be bad. Use CLI command `showbattery` to monitor the battery state. If the problem persists, contact your authorized service provider.

STATE 17

Output A Over Limit

STATE VALUE

0x13

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Battery status might be bad. Use CLI command `showbattery` to monitor the battery state. If the problem persists, contact your authorized service provider.

STATE 18

Under Voltage

STATE VALUE

0x14

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Battery status might be bad. Use CLI command `showbattery` to monitor the battery state. If the problem persists, contact your authorized service provider.

STATE 19

Over Voltage

STATE VALUE

0x15

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Battery status might be bad. Use CLI command `showbattery` to monitor the battery state. If the problem persists, contact your authorized service provider.

STATE 20

Open Circuit

STATE VALUE

0x16

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 21

Internal Error

STATE VALUE

0x17

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command showbattery to view battery status. If it shows a failure status for the battery or power supply, contact your authorized service provider.

STATE 22

Not Engaged

STATE VALUE

0x18

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 23

Load Sharing Failed

STATE VALUE

0x19

SEVERITY

Degraded

SUGGESTED ACTION

Use the CLI command showbattery to view the battery status. If the BBU is in a failure state, contact your authorized service provider.

STATE 24

I2C Error

STATE VALUE

0x1a

SEVERITY

Degraded

SUGGESTED ACTION

The system is unable to monitor anything. Contact your authorized service provider.

STATE 25

I2C Corrupt

STATE VALUE

0x1b

SEVERITY

Degraded

SUGGESTED ACTION

The system is unable to monitor anything. Contact your authorized service provider.

STATE 26

I2C Fail

STATE VALUE

0x1c

SEVERITY

Degraded

SUGGESTED ACTION

The system is unable to monitor anything. Contact your authorized service provider.

0x02200fa

TYPE

Component state change

MESSAGE

Node <node_id> [Power Supply <power_supply_id>] Battery <battery_id>
Failed (<list of: State String {State Value}>)

STATE 1

Failed

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Invalid Firmware

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Failed Test

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0230003

TYPE

Port shutdown on fatal error

MESSAGE

Port <port_id> shut down: <time_shutdown>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. The specified port has shut down.

Recommended Action:

1. Verify that port settings for the specified port are correct for the type of connection being used. If necessary use the CLI command controlport to correct the settings and reset the port.

For example, if the port is connected to a fabric switch or hub, the port persona should be one of the fabric connection types (7,8,9):

Example command: controlport persona 7 n:s:p

Note: This command will reset the port. If the port continues to generate firmware cores, the port will shut down again and this alert will be reposted.

2. Verify that the device connected on the specified port is functioning correctly.

a. For example, power-cycle the device and issue controlport rst n:s:p to reset the port, and then see if the new port now functions properly.

b. To determine whether the problem is port-specific, try connecting the device to a known working port, using the same cable. If the problem moves with the device and cable to the known working port, try replacing the cable with a known good cable.

3. If the problem persists, contact your authorized service provider.

0x0230004

TYPE

Host port is down

MESSAGE

Host port (<node>:<slot>:<port>) is down (<reason>)

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0230005

TYPE

All ports in the same FC card must be configured for RCFC

MESSAGE 1

Port (<node>:<slot>:<port>) is used for <disk or host or peer>

SEVERITY

Critical or Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Port (<node>:<slot>:<port>) is used for disk or host

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Port (<node>:<slot>:<port>) is used for disk or host

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0230006

TYPE

HBA fw file status

MESSAGE 1

Node <node_id>: error opening hba firmware file <file_name>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id>: error reading hba firmware file <file_name>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0240001

TYPE

Internodal Serial Port Error

MESSAGE

Node <node_id> Serial Port <serial_port_id> Error: (0x<error_number>)
<error_description>

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0250002

TYPE

Remote Copy link status

MESSAGE

The Remote Copy link <remote_copy_link_process_name> has changed its status to <status>

SEVERITY

Degraded

SUGGESTED ACTION

The remote copy link has been disconnected. Possible causes are:

- Any CLI command that stops a link.
- The loss of the remote system. Recommended Action: Determine what caused the remote system to go away and correct.
- An actual network failure. Recommended Action: Determine what caused the network failure and correct the problem.

0x0250007

TYPE

System Reporter RC Target performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Change the workload applied by the 3PAR array or increase the number of RC ports.

0x0250008

TYPE

System Reporter RC VV performance alert

MESSAGE

System Reporter alert criterion <name> with condition <condition> has been satisfied by <component> with value <value>

SEVERITY

Major, Minor or Info

SUGGESTED ACTION

Recommended Action: 1) Evaluate the SR performance alert to determine if the cause was A) a change in workload, or B) over-utilization of a component. 2) Change the workload applied by the 3PAR array or increase the number of RC ports.

0x0250009

TYPE

Remote Copy group in failsafe state

MESSAGE

Remote Copy group <rcm_group> is in failsafe mode, volumes in this remote copy group will not be exported (IO to these volumes will be distruputed) until the issue related to the group is resolved or the setrcopygroup override command is performed.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0260001

TYPE

Ethernet Monitor Event

MESSAGE

Node <node_id> eth<ethnum> Ethernet device error detected <type of error>

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0270001

TYPE

TP VV allocation size warning

MESSAGE 1

Thin provisioned VV <name> has reached allocation <warning> of <XX>G (<yy>% of < ZZ>G)

SEVERITY

Info

SUGGESTED ACTION

The logical capacity used by the specified Thin Provisioned Virtual Volume (TPVV) is above the configured Allocation Warning limit. If it reaches its Allocation Limit, new writes on the specified TPVV will fail. Recommended Action: Check the configured Allocation Limit for the specified TPVV, to determine if it needs to be reset to a higher percentage of its exported virtual size.

MESSAGE 2

Thin provisioned VV <name> has reached reserved allocation <warning> of <XX>G (<yy>% of <ZZ>G)

SEVERITY

Info

SUGGESTED ACTION

The logical capacity used by the specified Thin Provisioned Virtual Volume (TPVV) is above the configured Allocation Warning limit. If it reaches its Allocation Limit, new writes on the specified TPVV will fail. Recommended Action: Check the configured Allocation Limit for the specified TPVV, to determine if it needs to be reset to a higher percentage of its exported virtual size.

0x0270002

TYPE

TP VV allocation size limit

MESSAGE 1

Thin provisioned VV <name> has reached allocation <limit> of <XX>G (<yy>% of <ZZ>G)

SEVERITY

Critical

SUGGESTED ACTION

The logical capacity used by the specified TPVV is above the configured Allocation Limit. New writes on the specified TPVV will fail. Recommended Action: To allow the specified TPVV to continue to grow, reset its Allocation Limit to a higher percentage of its exported virtual size.

MESSAGE 2

Thin provisioned VV <name> has reached reserved allocation <limit> of <XX>G (<yy>% of <ZZ>G)

SEVERITY

Critical

SUGGESTED ACTION

The logical capacity used by the specified TPVV is above the configured Allocation Limit. New writes on the specified TPVV will fail. Recommended Action: To allow the specified TPVV to continue to grow, reset its Allocation Limit to a higher percentage of its exported virtual size.

0x0270003

TYPE

Snapshot space allocation size warning

MESSAGE 1

Reserved snapshot space for VV <name> has reached allocation <warning> of <XX G> (<yy>% of <ZZ G>)

SEVERITY

Info

SUGGESTED ACTION

The logical capacity used by the Snapshot space for the specified VV is above the configured Allocation Warning limit. After the allocation limit is reached, any operation trying to create new snapshots of the specified VV will fail. Recommended Action: Check the configured Allocation Limit for the Snapshot space for the specified VV, to determine if it needs to be reset to a higher value.

MESSAGE 2

Snapshot space for VV <name> has reached allocation <warning> of <XX>G (<yy>% of <ZZ>G)

SEVERITY

Info

SUGGESTED ACTION

The logical capacity used by the Snapshot space for the specified VV is above the configured Allocation Warning limit. After the allocation limit is reached, any operation trying to create new snapshots of the specified VV will fail. Recommended Action: Check the configured Allocation Limit for the Snapshot space for the specified VV, to determine if it needs to be reset to a higher value.

0x0270004

TYPE

Snapshot space allocation size limit

MESSAGE 1

Reserved snapshot space for VV <name> has reached allocation <limit> of <XX>G (<yy>% of <ZZ>G)

SEVERITY

Critical

SUGGESTED ACTION

The logical capacity used by the Snapshot space for the specified VV is above the configured Allocation Limit. While this condition exists, any operation trying to create new snapshots of the specified VV will fail. Recommended Action: To allow the Snapshot space for the specified VV to continue to auto-grow, reset its Allocation Limit to a greater value.

MESSAGE 2

Snapshot space for VV <name> has reached allocation <limit> of <XX>G (<yy>% of <ZZ>G)

SEVERITY

Critical

SUGGESTED ACTION

The logical capacity used by the Snapshot space for the specified VV is above the configured Allocation Limit. While this condition exists, any operation trying to create new snapshots of the specified VV will fail. To allow the Snapshot space for the specified VV to continue to auto-grow, reset its Allocation Limit to a greater value.

0x0270005

TYPE

CPG growth warning

MESSAGE 1

CPG <cpg name> <SA> space has reached allocation <warning> of < number>G.

SEVERITY

Info

SUGGESTED ACTION

The logical capacity reserved for the specified Common Provisioning Group (CPG) is above the configured Allocation Warning. If the specified CPG reaches its Allocation Limit (and all of its reserved space is in use), then new writes on TPVVs and/or Snapshot Volumes mapped to this CPG will fail. Recommended Action: Check the configured 'Allocation Limit' for the specified CPG, to determine if it needs to be reset to a higher limit.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

MESSAGE 2

CPG <cpg name> <SD and/or user> space has reached allocation <warning> of <number>G.

SEVERITY

Info

SUGGESTED ACTION

The logical capacity reserved for the specified Common Provisioning Group (CPG) is above the configured Allocation Warning. If the specified CPG reaches its Allocation Limit (and all of its reserved space is in use), new writes on TPVVs and/or Snapshot Volumes mapped to this CPG will result in write failures. Check the configured 'Allocation Limit' for the named CPG, to determine

if it needs to be set at a higher limit. For more information and assistance, contact your authorized service provider.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270006

TYPE

CPG growth limit

MESSAGE 1

CPG <cpg name> <SA> space has reached allocation <limit> of <XX>G.

SEVERITY

Critical

SUGGESTED ACTION

The logical capacity reserved for and used by the specified CPG is above the configured Allocation Limit. New writes on TPVVs and/or Snapshot Volumes mapped to this CPG will fail.

Recommended Actions:

1. To allow the specified CPG to continue to auto-grow the logical capacity, reset its Allocation Limit to a higher number.
2. Check that sufficient capacity is available to accommodate CPG auto-LD creation. You can do this by using the CLI command `showspace` with the `-cpg <cpg name>` option, which will take into account the specific LD characteristics associated with the CPG when determining the available capacity.
3. If effective available capacity is running low, contact your authorized service provider to purchase and install additional capacity.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

MESSAGE 2

CPG <cpg name> <SD and/or user> space has reached allocation <limit> of <XX>G.

SEVERITY

Critical

SUGGESTED ACTION

The logical capacity reserved for and used by the specified CPG is above the configured Allocation Limit. New writes on TPVVs and/or Snapshot Volumes mapped to this CPG will fail.

Recommended Actions:

1. To allow the specified CPG to continue to auto-grow the logical capacity, reset its Allocation Limit to a higher number.
2. Check that sufficient capacity is available to accommodate CPG auto-LD creation. This can be verified either by using the MC and checking the Estimated Free System Space in the CPG details, or by using the CLI command `showspace` with the `-cpg <cpg name>` option, which will take into account the specific LD characteristics associated with the CPG when determining the available capacity.
3. If effective available capacity is running low, contact your authorized service provider to purchase and install additional capacity.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270007

TYPE

TP VV allocation failure

MESSAGE

Thin provisioned VV <name> <unable to> allocate <SA or SD or SD_2> space from CPG <cpg name>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0270008

TYPE

Snapshot space allocation failure

MESSAGE

Snapshot space for VV <VV name> <unable to> allocate <SA or SD or SD_2> space from CPG <cpg name>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0270009

TYPE

CPG growth failure

MESSAGE 1

CPG <cpg name> <SA> space grow command: <createald -args-params> Failed with: <error string>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

CPG <cpg name> <SD and/or user> space grow command: <createald -args-params> Failed with: <error string>

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x027000e

TYPE

FC raw space allocation 50% alert

MESSAGE

Total <FC> raw space usage at <ZZ> (above <50>% of total <total>)

SEVERITY

Info

SUGGESTED ACTION

The system has used over 50% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: Add more physical space so that space is available for auto-growth of logical capacity by CPGs. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x027000f

TYPE

FC raw space allocation 75% alert

MESSAGE

Total <FC> raw space usage at <ZZ> (above <75>% of total <total>)

SEVERITY

Minor

SUGGESTED ACTION

The system has used over 75% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: Hewlett Packard Enterprise strongly recommends adding more physical capacity. If all available space becomes full, new writes on all virtual volumes will fail. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270010

TYPE

FC raw space allocation 85% alert

MESSAGE

Total <FC> raw space usage at <ZZ> (above <85>% of total <total>)

SEVERITY

Major

SUGGESTED ACTION

The system has used over 85% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: It is critical to add more physical capacity as soon as possible. If all available space becomes full, new writes on all virtual volumes will fail. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270011

TYPE

FC raw space allocation 95% alert

MESSAGE

Total <FC> raw space usage at <ZZ> (above <95>% of total <total>)

SEVERITY

Critical

SUGGESTED ACTION

The system has used over 95% of the raw physical space. New writes on all virtual volumes will fail. Contact your authorized service provider.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270012

TYPE

CPG space used status

MESSAGE

CPG <cpg_name> <SA/SD and/or user> space over <percentage_number>% used (<amount of space used>G used out of <total_amount_of_space_available>G total)

SEVERITY

Info

SUGGESTED ACTION

The specified CPG is at or past the configured warning threshold for percentage of space in use.

Recommended Action:

- Add more SA or SD space to the CPG.
- Raise the alert warning point.

- Examine the VVs in the CPG to see if any of the applications using those VVs are consuming more storage than expected.

0x0270013

TYPE

Raw space allocation user configured alert

MESSAGE

Total available <device_type> raw space has reached threshold of <threshold_capacity> (<remaining_capacity> remaining out of <total_capacity> total)

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0270014

TYPE

NL raw space allocation 50% alert

MESSAGE

Total <NL> raw space usage at <ZZ> (above <50>% of total <total>)

SEVERITY

Info

SUGGESTED ACTION

The system has used over 50% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: Add more physical space so that space is available for auto-growth of logical capacity by CPGs. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270015

TYPE

NL raw space allocation 75% alert

MESSAGE

Total <NL> raw space usage at <space used> (above <75>% of total <total space>)

SEVERITY

Minor

SUGGESTED ACTION

The system has used over 75% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: Hewlett Packard Enterprise strongly recommends adding more physical capacity. If all available space becomes full, new writes on all virtual volumes will fail. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270016

TYPE

NL raw space allocation 85% alert

MESSAGE

Total <NL> raw space usage at <ZZ> (above <85>% of total <total>)

SEVERITY

Major

SUGGESTED ACTION

The system has used over 85% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: It is critical to add more physical capacity as soon as possible. If all available space becomes full, new writes on all virtual volumes will fail. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270017

TYPE

NL raw space allocation 95% alert

MESSAGE

Total <NL> raw space usage at <ZZ> (above <95>% of total <total>)

SEVERITY

Critical

SUGGESTED ACTION

The system has used over 95% of the raw physical space. New writes on all virtual volumes will fail. Contact your authorized service provider.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0270018

TYPE

CPG was grown with degraded parameters

MESSAGE

CPG <cpg_id> (<cpg_name>) could not grow with its normal grow parameters. The following parameters were used: <cpg_grow_command>

SEVERITY

Degraded

SUGGESTED ACTION

"The CPG cannot be grown using its configured grow parameters, so the system is allocating new space using degraded grow parameters.

For example, if availability is set to "cage" and enough space is not available to grow using cage availability, then the system will try to grow using "mag" availability.

Recommended Action: Review CPG limits or add capacity. Contact your authorized service provider for technical support and services.

NOTE: This alert is generated when CPG grow for SD space (used for TPVV and snapshot) fails to grow using the grow parameters specified for that CPG.

"

0x0270019

TYPE

SSD raw space allocation 50% alert

MESSAGE

Total <SSD> raw space usage at <ZZ> (above <50>% of total <total>)

SEVERITY

Info

SUGGESTED ACTION

The system has used over 50% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: Add more physical space so that space is available for auto-growth of logical capacity by CPGs. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x027001a

TYPE

SSD raw space allocation 75% alert

MESSAGE

Total <SSD> raw space usage at <ZZ> (above <75>% of total <total>)

SEVERITY

Minor

SUGGESTED ACTION

The system has used over 75% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: Hewlett Packard Enterprise strongly recommends adding more physical capacity. If all available space becomes full, new writes on all virtual volumes will fail. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90%

used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x027001b

TYPE

SSD raw space allocation 85% alert

MESSAGE

Total <SSD> raw space usage at <space used> (above <85>% of total <total space>)

SEVERITY

Major

SUGGESTED ACTION

The system has used over 85% of the raw physical space. The available space needed for auto-growth of logical capacity by CPGs might be at risk.

Recommended Action: It is critical to add more physical capacity as soon as possible. If all available space becomes full, new writes on all virtual volumes will fail. Contact your authorized service provider to order a capacity upgrade.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x027001c

TYPE

SSD raw space allocation 95% alert

MESSAGE

Total <SSD> raw space usage at <ZZ> (above <95>% of total <total>)

SEVERITY

Critical

SUGGESTED ACTION

The system has used over 95% of the raw physical space. New writes on all virtual volumes will fail. Contact your authorized service provider.

NOTE: A CPG with customized LD characteristics can be limited to using a specified subset of total available space. That subset can reach these thresholds of percent full even when other physical space is still available.

NOTE: Sometimes a single allocation hits both the Allocation Warning and the Allocation Limit at the same time. When that happens, only the more severe alert—the Allocation Limit—is posted. For example, if the Allocation Warning is set at 80% used and the Allocation Limit is set at 90% used, then if you create a single VV that takes you from <50% used to >95% used, the Allocation Warning alert is bypassed and only the Allocation Limit alert is generated.

For more information and assistance, contact your authorized service provider.

0x0280001

TYPE

Preserved data LDs configuration

MESSAGE 1

Preserved data LDs have not been configured.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Preserved data LDs have not been started up.

SEVERITY

Minor

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0280002

TYPE

Preserved data LDs status

MESSAGE

Preserved data storage is currently unavailable.

SEVERITY

Minor

SUGGESTED ACTION

The preserved data LDs on this system are not currently available. This might be caused by some missing PDs or because some nodes are not a part of the cluster at this time. Recommended Action: Use the CLI command `showld` to see if all the preserved data LDs are in the started state. If all the LDs are in the started state, contact your authorized service provider.

0x0280003

TYPE

Preserved data LDs are filling up

MESSAGE

Preserved data LDs are filling up.

SEVERITY

Minor

SUGGESTED ACTION

The preserved data LDs on this system are almost full. This is caused by having too much preserved data on this system, because of having too many missing PDs or cages. Recommended Action: Contact your authorized service provider for technical support and services.

0x0280004

TYPE

Preserved data LDs are full

MESSAGE

Preserved data LDs are full. No more preserved data can be handled.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0280005

TYPE

LD availability

MESSAGE

LD <LD name><LD ID> is unavailable because of preserved data.

SEVERITY

Minor

SUGGESTED ACTION

The specified VV is not available for host I/O because one or more of the LDs under it is in a preserved state. This is probably caused by some missing PDs. Use the CLI command `showldch` or `showvv` to determine which VVs are unavailable. Take corrective action to make the required VVs available again. If this is not possible, contact your authorized service provider for technical support and services.

0x02900de

TYPE

Component state change

MESSAGE

Cage <cage_id> Interface Card <interface_card_id> SFP <sfp_id> Degraded
(<list of: State String {State Value}>)

STATE 1

Unqualified

STATE VALUE

0x0

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Receiver Power Low: Check FC Cable

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

0x02a00de

TYPE

Component state change

MESSAGE

Node System Fan <fan_id> Degraded (<list of: State String {State Value}>)

STATE 1

I2C Failed

STATE VALUE

0x0

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

DC Failed

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x02a00fa

TYPE

Component state change

MESSAGE

Node System Fan <fan_id> Failed (<list of: State String {State Value}>)

STATE 1

I2C Failed

STATE VALUE

0x0

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

DC Failed

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x02b00de

TYPE

Component state change

MESSAGE

Cage <cage_id> Power Supply <power_supply_id> Degraded (<list of: State String {State Value}>)

STATE 1

Power Supply Filler

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Power Supply Off

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Power Supply Fan Warning

STATE VALUE

0x404

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x02b00fa

TYPE

Component state change

MESSAGE

Cage <age_id> Power Supply <power_supply_id> Failed (<list of: State String {State Value}>)

STATE 1

Power Supply Failed

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Power Supply AC Failed

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Power Supply Unsupported

STATE VALUE

0x400

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Power Supply Fan Failed

STATE VALUE

0x402

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Power Supply Warning

STATE VALUE

0x403

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Power Supply Communication Error

STATE VALUE

0x404

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Power Supply Fan Not Present

STATE VALUE

0x405

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Power Supply Not Present

STATE VALUE

0x405

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

Power Supply Fan Not Available

STATE VALUE

0x406

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 10

Power Supply Not Available

STATE VALUE

0x407

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 11

Power Supply Unsupported Power Supply combination

STATE VALUE

0x408

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x02d00de

TYPE

Component state change

MESSAGE

Cage <cage_id> Interface Card <interface_card_id> Degraded (<list of:
State String {State Value}>)

STATE 1

CPU Firmware Unknown

STATE VALUE

0x0

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Interface Card Not Responding

STATE VALUE

0x0

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

STATE 3

CPU Firmware Not Current

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Interface Card Loop Down Recovery

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Interface Card Failed

STATE VALUE

0x402

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

0x02d00fa

TYPE

Component state change

MESSAGE

Cage <cage_id> Interface Card <interface_card_id> Failed (<list of:
State String {State Value}>)

STATE 1

Interface Card Not Responding

STATE VALUE

0x0

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

CPU Firmware Not Current

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

ESH Microcontroller Failed POST

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Interface Card Fatal Error

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

ESH Failed

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

ESH Microcontroller Encountered FATAL Error

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

ESH ASIC Not Functioning

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

ESH Warning

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

ESH ASIC Failed POST

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 10

ESH Unrecoverable

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 11

ESH ASIC Port Failed POST

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 12

ESH Not Present

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 13

ESH ASIC Clock Delta Beyond Thresholds

STATE VALUE

0x6

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 14

ESH Not Available

STATE VALUE

0x7

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 15

Interface Card Failed

STATE VALUE

0x402

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 16

Interface Card Warning

STATE VALUE

0x403

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 17

Interface Card Unrecoverable

STATE VALUE

0x404

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 18

Interface Card Not Present

STATE VALUE

0x405

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 19

Interface Card Not Available

STATE VALUE

0x407

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03500de

TYPE

Component state change

MESSAGE

Cage <cage_id> Magazine <mag_id> Degraded (<list of: State String {State Value}>)

STATE 1

Offloop, Requested Via Admin Interface

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Missing, No Admitted Disks

STATE VALUE

0x11

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03500fa

TYPE

Component state change

MESSAGE

Cage <cage_id> Magazine <mag_id> Failed (<list of: State String {State Value}>)

STATE 1

Missing

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

STATE 2

Offloop, Loop Failure

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

STATE 3

Offloop, I2C Transaction Failure

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

STATE 4

Offloop, Power Supply Failure

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Offloop, Requested Via Serial Console

STATE VALUE

0x7

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Midplane I2C Transaction Failure

STATE VALUE

0x8

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

0x0360001

TYPE

Software update occurred

MESSAGE

Applying TPD software version <version_string>

SEVERITY

Info

SUGGESTED ACTION

No action is required.

0x0360002

TYPE

Write Cache Availability

MESSAGE

System write cache availability is degraded.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03700de

TYPE

Component state change

MESSAGE

Remote Copy Volume <volume_id>(<volume_name>) Degraded (<list of: State String {State Value}>)

STATE 1

Resync Snapshot Became Stale - full sync required

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Volume Group Unsynced - did not take snapshots while stopping group

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Volume Unsynced - secondary volume was not marked as in-sync

STATE VALUE

0x5

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Volume Unsynced - volume was unavailable when group was stopped

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Volume Unsynced - node or sysmgr failure

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Volume Unsynced - promote of snapshot failed

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Volume Unsynced - could not take snapshot during sysmgr startup

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Volume Unsynced - requires a full resync since ldck is in progress

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

Volume Unsynced - primary periodic iteration doesn't match secondary

STATE VALUE

0xb

SEVERITY

Degraded

SUGGESTED ACTION

No action is needed. The issue will be resolved when the full sync of the volume completes.

0x03700fa

TYPE

Component state change

MESSAGE

Remote Copy Volume <volume_id>(<volume_name>) Failed (<list of: State String {State Value}>)

STATE 1

Write To Secondary Volume Failed

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Sync Failed

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

A sync of a remote copy volume failed.

Recommended Action

1. Try to identify and correct the cause of the sync failure (such as a network failure, a write error on the secondary volume, a CLI command stopping the volume group).
2. If the autorecover policy is set, the Remote Copy group automatically restarts. Otherwise, restart the Remote Copy group manually after it stops.
3. For sync groups and async streaming groups: these are automatically resync'd as part of the group startup.
4. For async periodic groups: either use the CLI command syncrcopy to force an immediate sync of all volumes in the group (if necessary for RPO), or wait for the next scheduled resync.

0x03800de

TYPE

Component state change

MESSAGE

Remote Copy Volume Group <group_id>(<group_name>) Degraded (<list of: State String {State Value}>)

STATE 1

Sync Failed - could not take local snapshots

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Sync Failed - could not take remote snapshots

STATE VALUE

0x2

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Sync Failed - could not communicate with target

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 4

Sync Failed - synchronization snapshot has been deleted

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 5

Resync Failed - resynchronization snapshot has been deleted

STATE VALUE

0x5

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 6

Not All Volumes In Group Are In Sync

STATE VALUE

0x6

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 7

Periodic Sync Took More Than Sync Period

STATE VALUE

0x7

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 8

Resync Failed - volume is currently syncing

STATE VALUE

0x8

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 9

Sync In Period

STATE VALUE

0x9

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 10

Group stopped - IO to secondary timed out, the reason for the hung IO should be resolved before restarting the group

STATE VALUE

0xa

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03900fa

TYPE

Component state change

MESSAGE

Remote Copy Target <target_id>(<target_name>) Failed (<list of: State String {State Value}>)

STATE 1

Target At Incompatible Revision

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

All Links To Target Are Down

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Target's links connect to multiple InServs, dismiss and admit correct links.

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

Inserv has been connected to a FC switch without proper zoning. The FC Switch requires 1:1 zoning between Inservs. Recommended Action: Reconfigure the FC switch for 1:1 zoning between Inservs.

STATE 4

Multiple targets defined for one remote system, the target get disabled. Please remove the target.

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

The user has created an extra target which is not supported. Recommended Action: Remove the target.

STATE 5

Multiple targets with groups created that point to the same remote system is not a supported configuration. Please check the system and remove one target.

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

The user has created an extra target which is not supported. Recommended Action: Remove the target.

0x03a00de

TYPE

Component state change

MESSAGE

Remote Copy Link <link_id>(<link_name>) Degraded (<list of: State String {State Value}>)

STATE

Not All Connections Are Up

STATE VALUE

0x4

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03a00fa

TYPE

Component state change

MESSAGE

Remote Copy Link <link_id>(<link_name>) Failed (<list of: State String {State Value}>)

STATE 1

Down Due To Send Error Or Missing Heartbeat

STATE VALUE

0x1

SEVERITY

Major

SUGGESTED ACTION

The remote copy link has been disconnected. Possible causes are: • Any CLI command that stops a link; • An actual network failure or loss of the remote system. Recommended Action: Determine what caused the network failure and correct the problem.

STATE 2

Multiple Link Down Errors Within 24 Hours

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Link Has Been Down For More Than 4 Hours

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03b0001

TYPE

SMART IDE message

MESSAGE 1

ATA error increase: disk <hda> error count: <count>

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 2

Attribute Data read fail: disk <hda> cannot read SMART data'

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 3

```
Error Log read failure: disk <hda> Error Log Fail
```

SEVERITY

Minor

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 4

```
execute Test failed: disk <hda> test failed: <testname>
```

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 5

```
failed self-check: disk <hda> failed SMART self-check
```

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 6

```
failed Unit Ready: disk <hda> failed Test Unit Ready
```

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en

- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 7

Failed usage Attr: disk <hda> fail SMART attribute <attribute: value>

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en

- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 8

Lost interrupt: <message>

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 9

new Self-Test Log error: disk <hda> Self-Test Log error

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 10

repeat Self-Test Log error: disk <hda> Self-Test Log error

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en

- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you require assistance with this repair, contact your authorized support provider.

MESSAGE 11

SMART Failure: disk <hda> SMART Failure: <fail code>

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you require assistance with this repair, contact your authorized support provider.

MESSAGE 12

uncorrectable sectors: disk <hda> has <number> uncorrectable sectors

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
 - The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml
- If you require assistance with this repair, contact your authorized support provider.

MESSAGE 13

unreadable sectors: disk <hda> has <number> unreadable (pending) sectors

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x03b0002

TYPE

Free node disk space

MESSAGE 1

Node <node number> free disk space: root <free space>MB altroot <<free space>MB> common <<free space>MB>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node number> free disk space: root <free space>MB altroot <<free space>MB> common <NOT MOUNTED>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 3

Node <node number> free disk space: root <free space>MB altroot <NOT MOUNTED> common <<free space>MB>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Node <node number> free disk space: root <free space>MB altroot <NOT MOUNTED> common <NOT MOUNTED>

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x03f0001

TYPE

Process appears unresponsive

MESSAGE 1

<event number> appears to be unresponsive.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

<event number> event handling appears to be unresponsive.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0450001

TYPE

Data Cache DIMM CECC Monitoring

MESSAGE 1

Node <Node_ID> Data Cache <DIMM_ID>: Correctable ECC limit exceeded

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <Node_ID>, Data Cache DIMM <dim_id> is failing. Correctable ECC limit exceeded.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0450002

TYPE

Patrol Data Cache DIMM UERR

MESSAGE 1

Node <node_id> Data Cache <DIMM_ID>: Uncorrectable Error

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 2

Node <node_id>, Data Cache DIMM <dimmm_id> is failing. Uncorrectable Error.

SEVERITY

Critical

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x0460001

TYPE 1

Control Cache DIMM Temperature

MESSAGE

Node <node_id> <DIMM#>: <Overheating> (<temp> C)

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

TYPE 2

Control Cache DIMM CECC Monitoring

MESSAGE

Node <Node_ID> <DIMM_ID>: Correctable ECC limit <state>

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

TYPE 3

Control Cache DIMM CECC Monitoring

MESSAGE

Node <Node_ID>, Control Cache DIMM <dimid_id> is failing. Correctable ECC limit exceeded.

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x0460002

TYPE

Control Cache DIMM Temperature

MESSAGE 1

Node <node_id> <DIMM#>: <Overheating> (<temp> C)

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> Control Cache DIMM <dimm_id> overheating (<temp> C).

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0460003

TYPE

Node FB-DIMM AMB Correctable Error Status

MESSAGE 1

Node <Node_ID> Control Cache DIMM slot <DIMM_Slot> AMB: Correctable error count limit exceeded.

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 2

Node <Node_ID>, Control Cache DIMM <dimm_id> AMB is failing. Correctable ECC limit exceeded.

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

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- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

0x04a0001

TYPE

Slot PCIe Correctable Error Status

MESSAGE 1

Node <nodeid> PCI Slot <pcislot> is failing. Correctable PCIe error count limit exceeded.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <nodeid> PCI Slot <pcislot>: Correctable PCIe error count limit exceeded.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x04a0002

TYPE

Slot PCIe Link Status

MESSAGE 1

Node <Node_ID> PCI Slot <Slot number> Failed: PCIe Link width/speed is Degraded.

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

MESSAGE 2

Node <Node_ID> PCI Slot <Slot number>: <State>.

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to 3PAR StoreServ 7000 Storage

0x0500001

TYPE

A system task failed

MESSAGE

System task <task name>, Task <task id>, has failed

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x05d00de

TYPE

Component state change

MESSAGE

Cage <cage_id> Cage Battery <battery_id> Degraded (<list of: State String {State Value}>)

STATE

Cage Battery End of Life

STATE VALUE

0x3

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x05d00fa

TYPE

Component state change

MESSAGE

Cage <cage_id> Cage Battery <battery_id> Failed (<list of: State String {State Value}>)

STATE 1

Cage Battery Failed

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 2

Cage Battery Not Present

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

STATE 3

Cage Battery Unknown

STATE VALUE

0xff

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x06200fa

TYPE

Component state change

MESSAGE 1

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Therm Shutdown

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 2

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Therm State

SEVERITY

Major

SUGGESTED ACTION

The thermal state (voltage, current, temperature, RPM) encountered a warning. Check room temperature. Contact your authorized support provider for assistance if needed.

MESSAGE 3

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Link Error

STATE VALUE

0x2

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 4

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Uncorrectable Memory Error

STATE VALUE

0x3

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The Hewlett Packard Enterprise Service Media Library: available at www.hpe.com/info/sml

If you require assistance with this repair, contact your authorized support provider.

MESSAGE 5

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Multiple Uncorrectable Memory Error

STATE VALUE

0x4

SEVERITY

Major

SUGGESTED ACTION

A controller node has reported a problem and may require replacement.

3PAR StoreServ 7400 customers only:

Contact your authorized support provider for further assistance.

3PAR StoreServ 7200 customers only:

Contact your authorized support provider to help verify the failure and identify the exact location of the failed node if replacement is required.

This component qualifies for optional customer self repair.

For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the actual replacement, see the following resources:

- The 3PAR StoreServ 7000 Storage service guide: available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
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If you require assistance with this repair, contact your authorized support provider.

MESSAGE 6

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Correctable Memory Error

STATE VALUE

0x5

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 7

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Internal System Error

STATE VALUE

0x6

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 8

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Hardware Watchdog Error

STATE VALUE

0x7

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 9

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

PCI Error

STATE VALUE

0x8

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 10

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Driver Software Error

STATE VALUE

0x9

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 11

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Overheating

STATE VALUE

0xa

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: 1) Use the CLI command `shownodeenv` to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

MESSAGE 12

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Overheating

STATE VALUE

0xb

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: 1) Use the CLI command `shownodeenv` to view current system temperatures and voltages.

2) If a temperature limit has been exceeded, verify that the system has adequate ventilation and that the room temperature is within limits.

3) If the temperature continues to exceed the limit, contact your authorized service provider.

MESSAGE 13

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Control Cache DIMM Overheating

STATE VALUE

0xc

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 14

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Offline Due to Failure

STATE VALUE

0xd

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 15

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Shutdown Manually

STATE VALUE

0xe

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 16

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Missing

STATE VALUE

0xf

SEVERITY

Major

SUGGESTED ACTION

The voltage regulator module is not present. If the alert persists, contact your authorized service provider.

MESSAGE 17

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Disabled

STATE VALUE

0x10

SEVERITY

Major

SUGGESTED ACTION

The voltage regulator module is disabled. If the alert persists, contact your authorized service provider.

MESSAGE 18

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU VRM Power Fault

STATE VALUE

0x11

SEVERITY

Major

SUGGESTED ACTION

The voltage regulator module encountered a fault during power on. If the alert persists, contact your authorized service provider.

MESSAGE 19

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU BTI Overheating

STATE VALUE

0x12

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: Monitor the systems. If too many other cpu errors occur that are not resolved by the system, then contact your authorized service provider.

MESSAGE 20

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Dead

STATE VALUE

0x13

SEVERITY

Major

SUGGESTED ACTION

If the alert is not resolved by the system, contact your authorized service provider.

MESSAGE 21

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Watchdog Timeout Failure

STATE VALUE

0x14

SEVERITY

Major

SUGGESTED ACTION

The watchdog timer on the CPU has timed-out. The node may restart automatically. If it does not restart automatically, contact your authorized service provider.

MESSAGE 22

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU SMB Alert

STATE VALUE

0x15

SEVERITY

Major

SUGGESTED ACTION

A Southbridge CPU alert has occurred. If the alert does not clear automatically, contact your authorized service provider.

MESSAGE 23

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Flash Fetch Error

STATE VALUE

0x16

SEVERITY

Major

SUGGESTED ACTION

The CPU encountered an error when reading from the flash device. Contact your authorized service provider.

MESSAGE 24

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU Power Failure

STATE VALUE

0x17

SEVERITY

Major

SUGGESTED ACTION

If the system generates many CPU errors without automatically resolving them, contact your authorized service provider for instructions about what to do next.

MESSAGE 25

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

CPU ESB Dead

STATE VALUE

0x18

SEVERITY

Major

SUGGESTED ACTION

If the alert is not resolved by the system, contact your authorized service provider.

MESSAGE 26

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Failed

STATE VALUE

0x19

SEVERITY

Major

SUGGESTED ACTION

Use the CLI command `shownodeenv` to monitor environmental readings. If this fan alert persists, contact your authorized service provider.

MESSAGE 27

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Not Present

STATE VALUE

0x1a

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 28

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node MCU is Down

STATE VALUE

0x1b

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 29

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Power Fault

STATE VALUE

0x1c

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 30

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 0 Under Limit

STATE VALUE

0x1d

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 31

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Thermal State

STATE VALUE

0x1e

SEVERITY

Major

SUGGESTED ACTION

The thermal state (voltage, current, temperature, RPM) encountered a warning. Check room temperature. Contact your authorized support provider for assistance if needed.

MESSAGE 32

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Thermal Shutdown

STATE VALUE

0x1f

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 33

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Sensor LM92 Failed

STATE VALUE

0x20

SEVERITY

Major

SUGGESTED ACTION

Use the CLI command `shownodeenv` to view current system conditions, and then contact your authorized service provider.

MESSAGE 34

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Failed

STATE VALUE

0x21

SEVERITY

Major

SUGGESTED ACTION

The fan module for the specified node has failed. If the problem persists, contact your authorized service provider.

MESSAGE 35

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Not Present

STATE VALUE

0x22

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 36

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Power Fault

STATE VALUE

0x23

SEVERITY

Major

SUGGESTED ACTION

The fan module for the specified node experienced a power fault. Contact your authorized service provider.

MESSAGE 37

Node <node_id> Failed (<list of: State String {State Value}>)

STATE

Node Fan Module 1 Under Limit

STATE VALUE

0x24

SEVERITY

Major

SUGGESTED ACTION

The RPM of the fan module for the specified node is below the lower limit. If the alert is not resolved automatically, contact your authorized support provider.

MESSAGE 38

Node <node_id>, Contol_Cache_DIMM failed, <DIMM_INFO> (<list of: State String {State Value}>)

STATE

Node Control Cache DIMM Failure

STATE VALUE

0x25

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 39

Node <node_id>, Data_Cache_DIMM failed, <DIMM_INFO> (<list of: State String {State Value}>)

STATE

Node Data Cache DIMM Failure

STATE VALUE

0x26

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 40

Node <node_id>, IDE_DRIVE failed, Instance: <dev_num> (<list of: State String {State Value}>)

STATE

Node IDE Drive Failure

STATE VALUE

0x27

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 41

Node <node_id>, HBA failed, Instance: <dev_num> (<list of: State String {State Value}>)

STATE

Node HBA Failure

STATE VALUE

0x28

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

MESSAGE 42

Node <node_id>, Unknown failed, Instance: <dev_num> (<list of: State String {State Value}>)

STATE

Fatal Boot Error

STATE VALUE

0x29

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0640001

TYPE

PD Scrub

MESSAGE

Media error fix on PD <pdid> ch <chunklet_id> failed-<reason_string>

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0660001

TYPE

SED is from the wrong system

MESSAGE

A self-encrypting drive with WWN <sw_wnn> belongs to another system:
<name>

SEVERITY

Major

SUGGESTED ACTION

Remove the specified drive from the system, or contact your authorized service provider to reset this drive to a factory-default state.

0x0660002

TYPE

SED has the wrong key

MESSAGE

A self-encrypting drive with WWN <sw_wwn> has an unrecognized encryption key

SEVERITY

Major

SUGGESTED ACTION

Remove the specified drive from the system, or contact your authorized service provider to reset this drive to a factory-default state.

0x0660003

TYPE

SED is present, but encryption is not enabled

MESSAGE

A self-encrypting drive with WWN <sw_wwn> is encrypted, but encryption is not enabled on the system.

SEVERITY

Major

SUGGESTED ACTION

Recommended Action:

Perform one of the following: 1) If encryption is not enabled on the system, remove the specified drive from the system. 2) If encryption is enabled on this system, use CLI command `controlencryption` to perform a restore from backup, or contact support to reset the specified drive to a factory-default state.

0x0660004

TYPE

LKM is in an unknown state

MESSAGE

The local Key Manager is in an invalid state

SEVERITY

Major

SUGGESTED ACTION

Recommended Action: Use CLI command `controlencryption` to perform a restore from backup.

0x0660005

TYPE

MMAP failed to map the segment of the memory with keys

MESSAGE

MMAP_FAILED-Contact your authorized support

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0660006

TYPE

Nodesvr unresponsive during darsvr startup

MESSAGE

The encryption management service is unavailable due to excessive failures getting encryption status from nodesvr during darsvr startup. If encryption is enabled on this system, drive replacement is prevented and the system will not be able to recover from power failure.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x0660007

TYPE

Nodesvr unresponsive during fipsvr startup

MESSAGE

The encryption management service is unavailable due to excessive failures getting encryption status from nodesvr during fipsvr startup. If encryption is enabled on this system, drive replacement is prevented and the system will not be able to recover from power failure.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x0660008

TYPE

fipsvr unable to start in FIPS mode

MESSAGE

The encryption management service is unavailable because fipsvr failed to start up in FIPS mode. If encryption is enabled on this system, drive replacement is prevented and the system will not be able to recover from power failure.

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x0660009

TYPE

Failed to successfully communicate with EKM at startup

MESSAGE

The encryption management service is unavailable because communication failed to the External Key Manager during startup. If encryption is enabled on this system, drive replacement is prevented and the system will not be able to recover from power failure

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention.

Recommended Action:

1. Verify network connectivity to the EKM.
2. Verify that the certificates are valid and current on both the EKM and the StoreServ for the ekm-client and ekm-server processes.

For more information and assistance, contact your authorized service provider.

0x06700de

TYPE

Component state change

MESSAGE

Automatic failover <id> Degraded (<list of: State String {State Value}>)

STATE

Single RC link active

STATE VALUE

0x1

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider for assistance.

0x0680001

TYPE

Quorum Witness

MESSAGE

Node: <node_id> SysId: <system_id> <error_text>

SEVERITY

Info

SUGGESTED ACTION

Investigate and troubleshoot the loss of connection to the QW database.

0x06e0001

MESSAGE CODE 1

logcollection-event:logcollection.crash.process

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DOWN

DETAILS

A process ({0}) crashed. Requesting a new automatic collection.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 2

quotaservice-event:quota.store.failed

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Quota Event:Unable to persist quota limits for {0} {1} on Virtual Server {2} for {3}

SEVERITY

Critical

SUGGESTED ACTION

If the FPG is full, free up space within the FPG, and then try setting the quota limits again.

0x0720001

MESSAGE CODE 1

filesystem-event:filesystem.cmd.failed.isolate.onumount

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

FPG Event: Forced umount of FPG {0} failed on host {1}. Volumes isolation failed.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 2

filesystem-event:filesystem.cmd.isolatedonumount

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

FPG Event: Forced umount of FPG {0} failed on host {1}. Isolated volumes {2}. Volumes that failed to isolate {3}.

SEVERITY

Major

SUGGESTED ACTION

Suggested action:

- 1) Failover all FPGs from the node listed in the alert.
- 2) Try restarting file service using the stopfs/startfs commands.
- 3) Failback all FPGs.
- 4) If the problem persists, contact your authorized service provider.

MESSAGE CODE 3

filesystem-event:filesystem.cmd.mount.failed

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

FPG Event: FPG {0} mount failed on host {1}. Reason: {2}

SEVERITY

Major

SUGGESTED ACTION

An FPG event occurred which may require action.

- 1) If the FPG automatically becomes active on the node, no action is needed.
- 2) If the FPG is not automatically activated within an hour, then reassign the FPG to another node, and contact your authorized service provider.

MESSAGE CODE 4

filesystem-event:filesystem.cmd.umount.failed

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

FPG Event: FPG {0} umount failed on host {1}. Reason: {2}

SEVERITY

Major

SUGGESTED ACTION

An FPG deactivation failed. Try closing all open files.

MESSAGE CODE 5

filesystem-event:filesystem.cmd.unmount

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

FPG Event: Unmounted FPG {0} on host {1}.

SEVERITY

Degraded

SUGGESTED ACTION

Reactivate the FPG to regain access to the data.

MESSAGE CODE 6

filesystem-event:filesystem.notification.fs.full

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

NEEDS_SERVICE

DETAILS

FPG Event: FPG {0} usage reaches {1}% of its capacity

SEVERITY

Major

SUGGESTED ACTION

An FPG is nearing capacity. Either delete some files, or grow the FPG by using either the growfpg command or the grow action on the FPG object from the SSMC.

MESSAGE CODE 7

filesystem-event:filesystem.notification.segment.unavailable

TYPE

File Provisioning Group

MESSAGE

File Provisioning Group:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

FPG Event: FPG {0} domain {1} has become unavailable. Reason: {2}

SEVERITY

Major

SUGGESTED ACTION

An FPG event occurred that requires immediate action. Contact your authorized service provider.

0x0740001

MESSAGE CODE 1

snapshot-service-event:snaptree.cmd.create.failed

TYPE

File Store

MESSAGE

File Services File Store:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Creating SnapTree {0} failed on FPG {1} with error {2}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 2

snapshotservice-event:snaptree.cmd.delete.failed

TYPE

File Store

MESSAGE

File Services File Store:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Deleting SnapTree {0} failed on FPG {1} with error {2}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x0750001

MESSAGE CODE 1

logical-interface-manager-event:address.activation.failed.exception

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Address activation failed with exception message: {0}

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically. If it persists longer than an hour, contact your authorized service provider.

MESSAGE CODE 2

logical-interface-manager-event:address.arping.failed.non-vfs

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Activation of address {2}/{3} on VLAN {1} with CUID {0} on network {4} failed because it is already active on a device with a MAC address of {5}.

SEVERITY

Major

SUGGESTED ACTION

Verify that the address is correct.

MESSAGE CODE 3

logical-interface-manager-event:address.arping.failed.vfs

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Activation of address {2}/{3} on VLAN {1} with CUID {0} and a policy ID of {5} on network {4} failed because it is already active on a device with a MAC address of {6}.

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically.

Suggested action:

- 1) If the problem persists longer than an hour, verify that the address is correct.
- 3) If the problem still persists, contact your authorized service provider.

MESSAGE CODE 4

logical-interface-manager-event:address.interface.down

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Network interface associated with address {0} on VLAN {1} is down

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically.

Suggested action:

- 1) If the problem persists longer than an hour, remove and re-add the address.
- 3) If the problem still persists, contact your authorized service provider.

MESSAGE CODE 5

logical-interface-manager-event:address.wrongly.activated

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Address {0}/{1} on VLAN {2} is activated but shouldn't be.

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically. If it persists longer than an hour, contact your authorized service provider.

MESSAGE CODE 6

logical-interface-manager-event:socket.exception

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Socket Exception occurred

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 7

logical-interface-manager-event:unknownhost.exception

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Unknown Host Exception occurred

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 8

netprotcoord-event:nas.activate.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to activate networking for FPG {0} in virtual server {1} with message: {2}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention.

Suggested action:

- 1) Take any corrective actions that are clear from the error messages.
- 2) If the problem persists, or if the action to take is not clear, contact your authorized service provider.

MESSAGE CODE 9

netprotcoord-event:nas.deactivate.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to deactivate networking for FPG {0} in virtual server {1} with message: {2}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 10

netprotcoord-event:nas.handlemount.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to handle mount for FPG {0} with message: {1}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 11

netprotcoord-event:nas.handleumount.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to handle unmount for FPG {0} with message: {1}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 12

netprotcoord-event:nas.remote.activate.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to activate networking for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention.

Suggested action:

- 1) Take any corrective actions that are clear from the error messages.
- 2) If the problem persists, or if the action to take is not clear, contact your authorized service provider.

MESSAGE CODE 13

netprotcoord-event:nas.remote.create.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to create network address for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 14

netprotcoord-event:nas.remote.deactivate.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to deactivate networking for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 15

netprotcoord-event:nas.remote.delete.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to delete network address for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 16

netprotcoord-event:nas.remote.read.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to read network address for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 17

netprotcoord-event:nas.remote.readall.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to read network addresses for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 18

netprotoord-event:nas.remote.update.failed

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to update network address for FPG {0} in virtual server {1} on node {2} with message: {3}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x0760001

MESSAGE CODE 1

logical-interface-manager-event:dns.lookup.failed

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

DNS lookup failed

SEVERITY

Major

SUGGESTED ACTION

Verify that the DNS server address is correct and that the DNS server is up and running.

MESSAGE CODE 2

logical-interface-manager-event:gateway.address.not-running

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

No default route found in running system

SEVERITY

Major

SUGGESTED ACTION

Verify that the gateway address is correct and that the gateway is up and running. If it is, wait for the automated repair cycle to complete.

MESSAGE CODE 3

logical-interface-manager-event:gateway.address.wrong

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Found incorrect default route address set: {0} should be {1}

SEVERITY

Major

SUGGESTED ACTION

Verify that the gateway address is valid. If it is, wait for the automated repair cycle to complete.

MESSAGE CODE 4

logical-interface-manager-event:gateway.failed.exception

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Establishing the default route address failed with exception message: {0}

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically. If the problem persists longer than an hour, contact your authorized service provider.

MESSAGE CODE 5

logical-interface-manager-event:gateway.not.fetched

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Unable to retrieve default route information

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically. If the problem persists longer than an hour, contact your authorized service provider.

MESSAGE CODE 6

logical-interface-manager-event:gw.address.null

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Gateway address is either null or empty

SEVERITY

Major

SUGGESTED ACTION

Configure a valid gateway IP address.

MESSAGE CODE 7

logical-interface-manager-event:gw.address.unreachable

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Specified Gateway address {0} is not reachable

SEVERITY

Major

SUGGESTED ACTION

Verify that the gateway address is correct and that the gateway is running and reachable.

MESSAGE CODE 8

logical-interface-manager-event:gw.exception.arping

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Exception occurred while executing 'arping' command

SEVERITY

Major

SUGGESTED ACTION

Verify that the gateway address is correct and that the gateway is running and reachable.

MESSAGE CODE 9

logical-interface-manager-event:network.interface.down

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Network interface \"{0}\" for named network \"{1}\" is not running on node {2}

SEVERITY

Major

SUGGESTED ACTION

Verify that network cabling, port activation, and switch configuration are correct. If they are correct, wait for the automated repair cycle to complete.

MESSAGE CODE 10

logical-interface-manager-event:ntp.clock.not.synchronized

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

NTP: clock is not synchronized

SEVERITY

Major

SUGGESTED ACTION

Verify that NTP server names/addresses are correct. If they are correct, wait for synchronization.

MESSAGE CODE 11

logical-interface-manager-event:ntp.ntpstat.failed

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Failed to run '/sbin/ntpstat' to check status of NTP service

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 12

logical-interface-manager-event:ntp.ntpstat.unknown

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Unknown response from ntpstat

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 13

logical-interface-manager-event:ntp.server.not.reachable

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

ntpd is not contactable

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 14

logical-interface-manager-event:vlan.mtu.update.failed

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

UNKNOWN

DETAILS

increase of MTU for VLAN interface {0} to {1} failed

SEVERITY

Major

SUGGESTED ACTION

Retry the configuration.

0x0770001

MESSAGE CODE

hwmonitorservice-event:server.component.failed

TYPE

Node Network Interface

MESSAGE

File Services Node Network Interface:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Hardware component {1} failed in Server {0}. Message: {2}

SEVERITY

Major

SUGGESTED ACTION

Verify the network connections to the node.

0x0780001

MESSAGE CODE 1

logical-interface-manager-event:address.activation.failed.exception

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Address activation failed with exception message: {0}

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically. If the problem persists longer than an hour, contact your authorized service provider.

MESSAGE CODE 2

logical-interface-manager-event:address.arping.failed.non-vfs

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Activation of address {2}/{3} on VLAN {1} with CUID {0} on network {4} failed because it is already active on a device with a MAC address of {5}.

SEVERITY

Major

SUGGESTED ACTION

Verify that the address is correct.

MESSAGE CODE 3

logical-interface-manager-event:address.interface.down

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Network interface associated with address {0} on VLAN {1} is down

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically.

Suggested action:

- 1) If the problem persists longer than an hour, remove and re-add the address.
- 2) If the problem still persists, contact your authorized service provider.

MESSAGE CODE 4

logical-interface-manager-event:address.wrongly.activated

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Address {0}/{1} on VLAN {2} is activated but shouldn't be.

SEVERITY

Major

SUGGESTED ACTION

The problem should be resolved automatically. If the problem persists longer than an hour, contact your authorized service provider.

MESSAGE CODE 5

logical-interface-manager-event:socket.exception

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Socket Exception occurred

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 6

logical-interface-manager-event:unknownhost.exception

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

Unknown Host Exception occurred

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 7

networkmonitorservice-event:host-unreachable

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of:
State String {State value}>)

DETAILS

host {0} not reachable at {1}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 8

networkmonitorservice-event:no-link

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of: State String {State value}>)

DETAILS

host {0} no link detected on {1}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x07e0001

MESSAGE CODE 1

antivirus-event:antivirus.cmd.addscanengine-failure

TYPE

Anti-Virus VSE Server

MESSAGE

File Services Anti-Virus VSE Server:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Antivirus Service Event: {0}

SEVERITY

Major

SUGGESTED ACTION

Verify that file services are running on all nodes that are enabled for file services.

MESSAGE CODE 2

antivirus-event:antivirus.cmd.removescanengine-failure

TYPE

Anti-Virus VSE Server

MESSAGE

File Services Anti-Virus VSE Server:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Antivirus Service Event: {0}

SEVERITY

Major

SUGGESTED ACTION

Verify that file services are running on all nodes that are enabled for file services.

MESSAGE CODE 3

antivirus-event:antivirus.unreachable-vse

TYPE

Anti-Virus VSE Server

MESSAGE

File Services Anti-Virus VSE Server:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DOWN

DETAILS

Antivirus Service Event: One or more of the configured Virus Scan Engines are not reachable from host {0}. List of unreachable engines that are marked DOWN: {1}

SEVERITY

Major

SUGGESTED ACTION

Check the network connections of the node and the Virus Scan Engine. Verify the configuration settings for the VSE. Verify that the VSE is operational.

MESSAGE CODE 4

antivirus-event:antivirus.unused-vse

TYPE

Anti-Virus VSE Server

MESSAGE

File Services Anti-Virus VSE Server:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

NEEDS_SERVICE

DETAILS

Antivirus Service Event: One or more of the configured Virus Scan Engines are not actively used from host {0}. List of unused engines: {1}

SEVERITY

Major

SUGGESTED ACTION

Update virus definitions on the virus scan engines that are listed as unused.

0x0810001

MESSAGE CODE 1

antivirus-event:avscantask.cmd.pause-failed

TYPE

Anti-Virus Scan

MESSAGE

File Services Anti-Virus Scan:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

AV Scan Task: Failed to pause task with ID {0}

SEVERITY

Info

SUGGESTED ACTION

The node running AVSS daemons is down and a new node is now the active file services node. After the default time out (15 mins), the scan task will stop automatically with the message "Task has become stale: utility is non-responsive", and the task state will change to Stopped.

Suggested action: Retry the scan if needed.

MESSAGE CODE 2

antivirus-event:avscantask.cmd.resume-failed

TYPE

Anti-Virus Scan

MESSAGE

File Services Anti-Virus Scan:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

FAILED

DETAILS

AV Scan Task: Failed to resume task with ID {0}

SEVERITY

Info

SUGGESTED ACTION

The node running AVSS daemons is down and a new node is now the active file services node. After the default time out (15 mins), the scan task will stop automatically with the message "Task has become stale: utility is non-responsive", and the task state will change to Stopped.

Suggested action: Retry the scan if needed.

MESSAGE CODE 3

antivirus-event:avscantask.cmd.start-failed

TYPE

Anti-Virus Scan

MESSAGE

File Services Anti-Virus Scan:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

AV Scan Task: Failed to start task with ID {0}

SEVERITY

Major

SUGGESTED ACTION

Restart the scan task.

MESSAGE CODE 4

antivirus-event:avscantask.cmd.stop-failed

TYPE

Anti-Virus Scan

MESSAGE

File Services Anti-Virus Scan:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

AV Scan Task: Failed to stop task with ID {0}

SEVERITY

Info

SUGGESTED ACTION

The node running AVSS daemons is down and a new node is now the active file services node. After the default time out (15 mins), the scan task will stop automatically with the message "Task has become stale: utility is non-responsive", and the task state will change to Stopped.

Suggested action: Retry the scan if needed.

MESSAGE CODE 5

antivirus-event:avscantask.completed.failures

TYPE

Anti-Virus Scan

MESSAGE

File Services Anti-Virus Scan:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

AV Scan Task {0} completed with failures; FPG:{1} Virtual Server:{2} File Store:{3} Path:{4} Duration:{5} StartTime:"{6}" EndTime:"{7}" IsCompleted:{8} NumberOfDentriesScanned:{9} NumberOfInodesScanned:{10} NumberOfInodesSkipped:{11} AverageSizeInKb:{12} AverageMbps:{13} ErrorText:{14}

SEVERITY

Major

SUGGESTED ACTION

Restart the scan task.

0x0820001

MESSAGE CODE 1

certificateservice-event:certificate.cmd.expired

TYPE

Virtual Server Certificate

MESSAGE

File Services Virtual Server Certificate:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

EXPIRED

DETAILS

Certificate {0} for FPG {1} on VirtualServer {4} is expired on {2} [{3} before].

SEVERITY

Major

SUGGESTED ACTION

Generate a new certificate that is not expired, and assign it to the Virtual File Server.

MESSAGE CODE 2

certificateservice-event:certificate.cmd.expiry

TYPE

Virtual Server Certificate

MESSAGE

File Services Virtual Server Certificate:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

EXPIRY_ON

DETAILS

Certificate {0} for FPG {1} on VirtualServer {4} will be expired on {2}, time remaining is {3}

SEVERITY

Info

SUGGESTED ACTION

Generate a new certificate that is not about to expire, and assign it to the Virtual File Server.

MESSAGE CODE 3

httpservice-event:certificate.check.status

TYPE

Virtual Server Certificate

MESSAGE

File Services Virtual Server Certificate:<compid>:<compname> <status>
(<list of: State String {State value}>)

STATE

FAILED

DETAILS

No Certificate found on Virtual Server {0} under FPG {1}.Please add certificate to Virtual Server {2}.

SEVERITY

Major

SUGGESTED ACTION

Attach a certificate to the Virtual File Server using the setvfs command.

0x0840001

MESSAGE CODE 1

httpservice-event:http.share.health.degraded

TYPE

HTTP Share

MESSAGE

File Services HTTP Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

HTTP Event: HTTP Share Health DEGRADED.

SEVERITY

Info

SUGGESTED ACTION

Verify that IPs are assigned to the Virtual File Server, and that a valid certificate is available.

MESSAGE CODE 2

httpservice-event:http.share.health.failed

TYPE

HTTP Share

MESSAGE

File Services HTTP Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

HTTP Event: HTTP Share Health FAILED.

SEVERITY

Major

SUGGESTED ACTION

Verify that IPs are assigned to the Virtual File Server, and that a valid certificate is available.

0x0850001

MESSAGE CODE

nfs-event:nfs.event.dupfsid

TYPE

NFS Share

MESSAGE

File Services NFS Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

The fsid value for share {0} in virtual server {1} in FPG {2} has been changed due to a collision with an existing share. Clients will need to remount.

SEVERITY

Major

SUGGESTED ACTION

Instruct NFSv4 clients to unmount and remount this share.

0x0860001

MESSAGE CODE 1

smb-new-event:smb.event.create.failed

TYPE

SMB Share

MESSAGE

File Services SMB Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to create share {0} for path {1} with message: {2}

SEVERITY

Major

SUGGESTED ACTION

Retry creating the share, using a name that does not already exist. If the problem persists, contact your authorized service provider.

MESSAGE CODE 2

smb-new-event:smb.event.delete.failed

TYPE

SMB Share

MESSAGE

File Services SMB Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to delete share {0} for path {1} with message: {2}

SEVERITY

Major

SUGGESTED ACTION

Retry deleting the existing share. If the problem persists, contact your authorized service provider.

MESSAGE CODE 3

smb-new-event:smb.event.modify.failed

TYPE

SMB Share

MESSAGE

File Services SMB Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to modify share {0} for path {1} with message: {2}

SEVERITY

Major

SUGGESTED ACTION

Retry modifying the existing share. If the problem persists, contact your authorized service provider.

MESSAGE CODE 4

smb-new-event:smb.event.too.many

TYPE

SMB Share

MESSAGE

File Services SMB Share:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Attempt to create a new share {0} for path {1} when the limit {2} has been already reached

SEVERITY

Major

SUGGESTED ACTION

If possible, remove unneeded shares so that you can create this share without exceeding the share limit.

0x0870001

MESSAGE CODE 1

quotaservice-event:quota.graceperiod.reached

TYPE

User Quota

MESSAGE

File Services User Quota:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OVER_THRESHOLD

DETAILS

Quota Event: {0} {1} has exceeded the allowed {2} Grace Limit on Virtual Server {3} for {4}

SEVERITY

Major

SUGGESTED ACTION

Either extend the quota or ask the user or group to delete some files.

MESSAGE CODE 2

quotaservice-event:quota.limit.exceeded

TYPE

User Quota

MESSAGE

File Services User Quota:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Quota Event: {0} {1} has exceeded the {2} {3} usage limit on Virtual Server {4}. Current usage : {5}.

SEVERITY

Major

SUGGESTED ACTION

Either extend the quota or ask the user to delete some files.

0x08b0001

MESSAGE CODE 1

snapshotservice-event:snapshot.cmd.create.failed

TYPE

File Store Snapshot

MESSAGE

File Services File Store Snapshot:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Creating Snapshot {0} of {1} failed on FPG {2} with error {3}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 2

snapshotservice-event:snapshot.cmd.delete.failed

TYPE

File Store Snapshot

MESSAGE

File Services File Store Snapshot:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Deleting Snapshot {0} of {1} failed on FPG {2} with error {3}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x08c0001

MESSAGE CODE 1

snapshotservice-event:reclamation.cmd.failed

TYPE

File Provisioning Group Snap Reclamation Task

MESSAGE

File Provisioning Group Snap Reclamation Task:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Reclamation Task {0} failed on FPG {1}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 2

snapshotservice-event:reclamation.cmd.failedToPause

TYPE

File Provisioning Group Snap Reclamation Task

MESSAGE

File Provisioning Group Snap Reclamation Task:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Reclamation Task {0} failed to pause on FPG {1}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 3

snapshot-service-event:reclamation.cmd.failedToResume

TYPE

File Provisioning Group Snap Reclamation Task

MESSAGE

File Provisioning Group Snap Reclamation Task:<compid>:<compname>
<status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Reclamation Task {0} failed to resume on FPG {1}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 4

snapshot-service-event:reclamation.cmd.failedToStart

TYPE

File Provisioning Group Snap Reclamation Task

MESSAGE

File Provisioning Group Snap Reclamation Task:<compid>:<compname>
<status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Reclamation Task {0} failed to start on FPG {1}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 5

snapshot-service-event:reclamation.cmd.failedToStop

TYPE

File Provisioning Group Snap Reclamation Task

MESSAGE

File Provisioning Group Snap Reclamation Task:<compid>:<compname>
<status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Reclamation Task {0} failed to stop on FPG {1}.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x08d0001

MESSAGE CODE 1

antivirus-event:antivirus.failed-service

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Antivirus Service Event: Failed to {0} AV service on {1}

SEVERITY

Major

SUGGESTED ACTION

Restart antivirus services.

MESSAGE CODE 2

hacoordinator-event:clusterwide.graceful.shutdown.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

MODIFIED

DETAILS

Clusterwide graceful shutdown failed

SEVERITY

Major

SUGGESTED ACTION

Suggested action: Deactivate all file provisioning groups and virtual file servers, and then retry the operation.

MESSAGE CODE 3

hacoordinator-event:server.crash.dump.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Crash dump failed for server {0}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 4

hacoordinator-event:server.failback.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Server {0} failed to failback

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 5

hacoordinator-event:server.failedover

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

MODIFIED

DETAILS

Server {0} failed over

SEVERITY

Major

SUGGESTED ACTION

Suggested action:

- 1) If the the node is healthy, failback each of the FPGs to its owning node.

2) If the node is not healthy, or if the problem persists after the failback, contact your authorized service provider.

MESSAGE CODE 6

hacoordinator-event:server.failover.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Server {0} failed to failover

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 7

hacoordinator-event:server.power.down.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Server {0} failed to power down

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 8

hacoordinator-event:server.power.up.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Server {0} failed to power up

SEVERITY

Major

SUGGESTED ACTION

Suggested action:

1. If the node is down, bring it back up.
2. After the node is healthy, if file services are not in a Running state, use the startfs command to reenale file services for the node.

MESSAGE CODE 9

hacoordinator-event:server.restarting.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Triggering crash dump for server {0} failed

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 10

httpservice-event:httpd.service.status

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DOWN

DETAILS

Httpd Service {0} {1}. Please {2} it manually.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 11

hwmonitorservice-event:monitor.start.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The hardware monitor could not be started on node {0}.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 12

hwmonitorservice-event:monitor.startprocess.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The hpspmon process could not be started on node {0}.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 13

hwmonitorservice-event:monitor.stop.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The hardware monitor could not be stopped on node {0}.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 14

hwmonitorservice-event:monitor.stopprocess.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

STATELESS

DETAILS

The hpspmon process could not be stopped on node {0}.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 15

hwmonitorservice-event:storage.transfermonitoringhost.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to designate new monitoring host for Storage {0}

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 16

logcollection-event:logcollection.crash.detected

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

A crash in {0} was detected. Requesting a new automatic collection.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 17

ndmpservice-event:ndmp.services.start.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

NDMP Event: ServiceMonitor failed to start NDMP services on {0}.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 18

quorumdeviceservice-event:inactive-heartbeat

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

DETAILS

host {0} is not heartbeating to device {1}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 19

quorumdeviceservice-event:lost-access

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

DETAILS

host {0} lost access to device {1}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 20

quotaservice-event:quota.servicemonitor.start.failure

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Quota Event: Unable to restart quota. please start it manually

SEVERITY

Critical

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 21

servicemonitor-event:service.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

service {0} has failed

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 22

servicemonitor-event:service.start.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

service {0} failed to start

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 23

smb-new-event:smb.service.status

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Hewlett Packard Enterprise-SMB services failed to {0}

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x08e0001

MESSAGE CODE 1

install-update-event:preupdatecheck.failed

TYPE

File Services Software Update

MESSAGE

File Services Software Update:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Update Event: Pre Update check {0} has failed on {1}.

SEVERITY

Major

SUGGESTED ACTION

Verify that the target version is newer than the current version.

MESSAGE CODE 2

install-update-event:rollback.failed

TYPE

File Services Software Update

MESSAGE

File Services Software Update:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Rollback Event: Rollback {0} has failed on {1}.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 3

install-update-event:update.failed

TYPE

File Services Software Update

MESSAGE

File Services Software Update:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

UNKNOWN

DETAILS

Update Event: Update {0} has failed on {1}.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x08f0001

MESSAGE CODE 1

logcollection-event:logcollection.autocreate.complete

TYPE

File Services Log Collection

MESSAGE

File Services Log Collection:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

CREATED

DETAILS

An automatic log collection ({0}) was triggered and successfully created.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 2

logcollection-event:logcollection.autocreate.failed

TYPE

File Services Log Collection

MESSAGE

File Services Log Collection:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

CREATED

DETAILS

An automatic log collection ({0}) was triggered, but failed.

SEVERITY

Degraded

SUGGESTED ACTION

Run an Insplore manually.

MESSAGE CODE 3

logcollection-event:logcollection.autocreate.partial

TYPE

File Services Log Collection

MESSAGE

File Services Log Collection:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

UNKNOWN

DETAILS

An automatic log collection ({0}) was triggered, but is only partially complete.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 4

logcollection-event:logcollection.create.failed

TYPE

File Services Log Collection

MESSAGE

File Services Log Collection:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

CREATED

DETAILS

The attempted creation of the log collection {0} failed.

SEVERITY

Degraded

SUGGESTED ACTION

Run an Insplore manually again.

MESSAGE CODE 5

logcollection-event:logcollection.create.partial

TYPE

File Services Log Collection

MESSAGE

File Services Log Collection:<compid>:<compname> <status> (<list of:
State String {State value}>)

STATE

CREATED

DETAILS

The log collection {0} was created, but is only partially complete.

SEVERITY

Info

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

MESSAGE CODE 6

logcollection-event:logcollection.delete.failed

TYPE

File Services Log Collection

MESSAGE

File Services Log Collection:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DELETED

DETAILS

The attempted deletion of the log collection {0} failed.

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Contact your authorized service provider.

0x0900001

MESSAGE CODE 1

configbackup-event:backup.buffer.space.create.failed

TYPE

File Service Virtual Server Backup

MESSAGE

File Services Virtual Server Backup:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to create buffer space for creating configuration backup. Please contact Support.

SEVERITY

Major

SUGGESTED ACTION

Retry creating the VFS.

MESSAGE CODE 2

configbackup-event:backup.create.complete

TYPE

File Service Virtual Server Backup

MESSAGE

File Services Virtual Server Backup:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

CREATED

DETAILS

The configuration backup {0} was successfully created.

SEVERITY

Info

SUGGESTED ACTION

Copy the configuration backup artifact onto a tape or other storage medium.

MESSAGE CODE 3

configbackup-event:backup.create.failed

TYPE

File Service Virtual Server Backup

MESSAGE

File Services Virtual Server Backup:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

CREATED

DETAILS

The attempted creation of the configuration backup {0} failed.

SEVERITY

Degraded

SUGGESTED ACTION

Retry the backup.

MESSAGE CODE 4

configbackup-event:restore.create.complete

TYPE

File Service Virtual Server Backup

MESSAGE

File Services Virtual Server Backup:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

CREATED

DETAILS

The restoration of {0} configuration backup was successfully completed.

SEVERITY

Info

SUGGESTED ACTION

You can begin restoring files and folders.

MESSAGE CODE 5

configbackup-event:restore.create.failed

TYPE

File Service Virtual Server Backup

MESSAGE

File Services Virtual Server Backup:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The attempted restoration of the configuration backup {0} failed.

SEVERITY

Degraded

SUGGESTED ACTION

Retry the restore.

3 Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
www.hpe.com/assistance
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
www.hpe.com/support/hpesc

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates, go to either of the following:
 - Hewlett Packard Enterprise Support Center **Get connected with updates** page:
www.hpe.com/support/e-updates
 - Software Depot website:
www.hpe.com/support/softwaredepot
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:
www.hpe.com/support/AccessToSupportMaterials

- ① **IMPORTANT:** Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HP Passport set up with relevant entitlements.

Websites

Website	Link
Hewlett Packard Enterprise Information Library	www.hpe.com/info/enterprise/docs
Hewlett Packard Enterprise Support Center	www.hpe.com/support/hpesc

Website	Link
Contact Hewlett Packard Enterprise Worldwide	www.hpe.com/assistance
Subscription Service/Support Alerts	www.hpe.com/support/e-updates
Software Depot	www.hpe.com/support/softwaredepot
Customer Self Repair	www.hpe.com/support/selfrepair
Insight Remote Support	www.hpe.com/info/insightremotesupport/docs
Serviceguard Solutions for HP-UX	www.hpe.com/info/hpux-serviceguard-docs
Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix	www.hpe.com/storage/spock
Storage white papers and analyst reports	www.hpe.com/storage/whitepapers

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

www.hpe.com/support/selfrepair

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

For more information and device support details, go to the following website:

www.hpe.com/info/insightremotesupport/docs

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (docsfeedback@hpe.com). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.

A Warranty and regulatory information

For important safety, environmental, and regulatory information, see *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at www.hpe.com/support/Safety-Compliance-EnterpriseProducts.

Warranty information

HPE ProLiant and x86 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers

www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

www.hpe.com/support/Storage-Warranties

HPE Networking Products

www.hpe.com/support/Networking-Warranties

Regulatory information

Belarus Kazakhstan Russia marking



Manufacturer and Local Representative Information

Manufacturer information:

- Hewlett Packard Enterprise Company, 3000 Hanover Street, Palo Alto, CA 94304 U.S.

Local representative information Russian:

- **Russia:**

ООО «Хьюлетт Паккард Энтерпрайз», Российская Федерация, 125171, г. Москва, Ленинградское шоссе, 16А, стр.3, Телефон/факс: +7 495 797 35 00

- **Belarus:**

ИООО «Хьюлетт-Паккард Бел», Республика Беларусь, 220030, г. Минск, ул. Интернациональная, 36-1, Телефон/факс: +375 17 392 28 20

- **Kazakhstan:**

ТОО «Хьюлетт-Паккард (К)», Республика Казахстан, 050040, г. Алматы, Бостандыкский район, проспект Аль-Фараби, 77/7, Телефон/факс: + 7 727 355 35 52

Local representative information Kazakh:

- **Russia:**

ЖШС "Хьюлетт Паккард Энтерпрайз", Ресей Федерациясы, 125171,
Мәскеу, Ленинград тас жолы, 16А блок 3, Телефон/факс: +7 495 797 35 00

- **Belarus:**

«HEWLETT-PACKARD Bel» ЖШС, Беларусь Республикасы, 220030, Минск қ.,
Интернациональная көшесі, 36/1, Телефон/факс: +375 17 392 28 20

- **Kazakhstan:**

ЖШС «Хьюлетт-Паккард (К)», Қазақстан Республикасы, 050040, Алматы қ.,
Бостандық ауданы, Әл-Фараби даңғылы, 77/7, Телефон/факс: +7 727 355 35 52

Manufacturing date:

The manufacturing date is defined by the serial number.

CCSYWWZZZZ (serial number format for this product)

Valid date formats include:

- YWW, where Y indicates the year counting from within each new decade, with 2000 as the starting point; for example, 238: 2 for 2002 and 38 for the week of September 9. In addition, 2010 is indicated by 0, 2011 by 1, 2012 by 2, 2013 by 3, and so forth.
- YYWW, where YY indicates the year, using a base year of 2000; for example, 0238: 02 for 2002 and 38 for the week of September 9.

Turkey RoHS material content declaration

Türkiye Cumhuriyeti: [EEE Yönetmeliğine Uygundur](#)

Ukraine RoHS material content declaration

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057