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Enterprise

HPE 3PAR Alerts Reference: Customer Edition

Abstract

This edition provides alert information for HPE 3PAR OS 3.3.1 Technology Release T05 and earlier.

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About HPE 3PAR Alerts

Supported OS

This document describes alerts for HPE 3PAR OS version 3.3.1 MU2 and previous versions.

How alerts are triggered

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

To learn more about alerts, see the *HPE 3PAR StoreServ Storage Concepts Guide*. To learn more about the CLI commands that are used in various alerts, see the *HPE 3PAR Command Line Interface Reference*.

These and other supporting documents are available at the following website:

Hewlett Packard Enterprise Information Library (<http://www.hpe.com/info/storage/docs>)

Alert hexadecimal code

Alert message codes are expressed in the pattern `0xAAA BBBB`, where:

- `0x`—precedes the code to indicate hexadecimal notation.
- `AAA`—is a 3-digit major code that indicates what component the alert references. Components may be hardware (such as a node or cage) or software (such as Remote Copy or CLI).
- `BBBB`—is a 4-digit subcode that further breaks down the component grouping into specific issues.
- `de/fa`—message codes ending in `de` indicate a degraded state alert. Message codes ending in `fa` indicate a failed state alert.

State string

The state strings listed in some alerts occur only within state change alerts, including degraded state alerts and failed state alerts. Other types of alerts do not have state strings.

State change alerts end in `de` (degraded state alerts) or `fa` (failed state alerts). They have a string type of "Component State Change".

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 <percent_of_loss>%

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE 4

Serial link failed

SEVERITY

Info

SUGGESTED ACTION

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

0x0010002

TYPE

Serial link fail FIFO full

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

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

0x0010003

TYPE

Serial link fail full loss

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

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

0x0010004

TYPE

Serial link fail rate loss

MESSAGE

Serial link from node <node_id> to <link_node_id> failed <rate>% loss.

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 (major alert)

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: A customer-configurable System Reporter alert has been generated.

Resolution: Evaluate the SR performance alert to determine if the cause was a change in workload or over-utilization of a component. If appropriate, change the workload applied by the 3PAR array, run optimization tools, or increase the number of PDs or nodes.

0x0020003**TYPE**

System Reporter VLUN performance (critical alert)

MESSAGE

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

SEVERITY

Critical

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.

0x0020004**TYPE**

System Reporter VLUN performance (minor alert)

MESSAGE

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

SEVERITY

Minor

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.

0x0020005**TYPE**

System Reporter VLUN performance (info alert)

MESSAGE

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

SEVERITY

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 <nid>.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: There was a firmware coredump on one of the Fibre Channel adapter cards that has been saved in the specified location.

RESOLUTION: This should be resolved by the management software and no action should be needed.

0x0030002**TYPE**

Too many WWNs on an RCFC port

MESSAGE

More than one World Wide Name (WWN) (<count>) seen on a Remote Copy Fibre Channel (RCFC) port <name>.

SEVERITY

Info

SUGGESTED ACTION

Configure the array or network so this Remote Copy Fibre Channel (RCFC) port sees only one single World Wide Name (WWN). Verify the Remote Copy configuration. See the *HPE 3PAR Remote Copy Software Users Guide* for more information.

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

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The port specified in the message string is experiencing a large number of I/O errors. The likely cause is a failing piece of hardware.

RESOLUTION: Check the Node's port and cables or I/O modules connected in the port's complete path and replace the affected hardware. Reviewing the event logs may be required to accurately locate the failing hardware. Issuing CLI Command: "controlport rst -l <node:slot:port>" may help in troubleshooting by clearing the error counters.

0x0030005

TYPE

FC Port Error

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The HBA firmware for the specified port has exceeded the threshold for firmware cores and the system is unable to bring the port online.

RESOLUTION: Replace the node HBA or Node indicated.

0x0030006

TYPE

FC Port Loop Connection Type Not Supported

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

RESOLUTION: If this occurs, run the "controlport config rcfc <n:s:p>" command on the port to resolve the condition. See the *HPE 3PAR Remote Copy Software Users Guide* for more information.

0x0030007

TYPE

RCFC port sees non-3PAR WWNs

MESSAGE

RCFC port <name> sees non-RCFC WWNs.

SEVERITY

Info

SUGGESTED ACTION

Configure the array or network so this RCFC port sees only other RCFC ports. 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.

0x0030009

TYPE

Excessive retransmits on RCFC port

MESSAGE

Excessive RCFC retransmits at <percent>.<frac>% on node <node>.

SEVERITY

Degraded

SUGGESTED ACTION

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

0x0030010

TYPE

Port Device Count Exceeded

MESSAGE

[[sw_port]], 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 [[sw_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>, 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

[[sw_port]] 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.

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 (major alert)

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: A customer-configurable System Reporter alert has been generated.

Resolution: Evaluate the SR performance alert to determine if the cause was a change in workload or over-utilization of a component. If appropriate, change the workload applied by the 3PAR array, run optimization tools, or increase the number of PDs or nodes.

0x0030016

TYPE

Disk Port has exceeded IO error threshold

MESSAGE

Disk [[sw_port]] has exceeded a threshold tracking IO errors. <count> errors have been seen in one hour.

SEVERITY

Major

SUGGESTED ACTION

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

0x0030017

TYPE

System Reporter port performance (critical alert)

MESSAGE

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

SEVERITY

Critical

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.

0x0030018

TYPE

System Reporter port performance (minor alert)

MESSAGE

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

SEVERITY

Minor

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.

0x0030019

TYPE

System Reporter port performance (info alert)

MESSAGE

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

SEVERITY

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 0x2

Intermittent CRC Errors Detected

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x3

Target Mode Port Went Offline

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x4

Firmware Core Dumped

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x5

Target Qlength Above Threshold

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x6

SAS Port Link Speed Below Expected

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x7

SAS Port Link Speed Mismatch

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8

Low iSCSI Port Link Speed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x9

Too many initiators

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xe

Down Due To Error During Discovery

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 0xa

Down Due To Reset Failure

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xb

Down Due To Missing Firmware File

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xc

Shutdown Due To Too Many Firmware Cores

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xd

Shutdown Due To Too Many Internal Errors

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xe

Down Due To Error During Discovery

SEVERITY

Major

SUGGESTED ACTION

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

0x0040001

TYPE

Metadata inconsistency in a VV

MESSAGE 1

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.

MESSAGE 2

[[vvol]] 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 Persistent Repository (PR) may transition to the internal drive.

SEVERITY

Degraded

SUGGESTED ACTION

RESOLUTION: This is most likely caused by degraded or busy components on the system. Look for other alerts on the system and resolve any issues found.

0x0040004

TYPE

VV availability

MESSAGE

[[vvol-b]] 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

[[vvol]] tree has pinned DCOWs on [[hw_node]].

SEVERITY

Major

SUGGESTED ACTION

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

0x0040006**TYPE**

Aborted DCOWs

MESSAGE

[[vvol]] tree has aborted DCOWs on [[hw_node]].

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 [[hw_node]].

SEVERITY

Major

SUGGESTED ACTION

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

0x0040008**TYPE**

vimap count exceeds threshold

MESSAGE

VV <vv_name> (<vv_id>) exceeds vimap 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>.

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.

0x004000a**TYPE**

VV unrecovered DIF error

MESSAGE

Data Integrity Field (DIF) detected inconsistency for [[vvol]]

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has been taken off line due to end to end Data Integrity Field (DIF) data inconsistencies. The likely cause is a hardware error.

RESOLUTION: The hardware fault must be resolved. Once resolved run the CLI command checkvv to bring the volume back on line, then restore data from backup.

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.

0x004000c**TYPE**

VV unrecovered DIF error

MESSAGE

Data Integrity Field (DIF) detected inconsistency for [[vvol]]

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has been taken off line due to end to end Data Integrity Field (DIF) data inconsistencies. The likely cause is a hardware error.

RESOLUTION: The hardware fault must be resolved. Once resolved run the CLI command checkvv to bring the volume back on line, then restore data from backup.

0x004000d

TYPE

System Reporter VV space major alert

MESSAGE

System Reporter threshold alert <vvspace_str_data> with condition <vvspace_valstr1> has been satisfied by VV <vvspace_valstr0> with value(s) <vvspace_valstr2>.

SEVERITY

Major

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.

0x004000e

TYPE

System Reporter VV space critical alert

MESSAGE

System Reporter threshold alert <vvspace_crit_str_data> with condition <vvspace_crit_valstr1> has been satisfied by VV <vvspace_crit_valstr0> with value(s) <vvspace_crit_valstr2>.

SEVERITY

Critical

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.

0x004000f

TYPE

System Reporter VV space minor alert

MESSAGE

System Reporter threshold alert <vvspace_crit_str_data> with condition <vvspace_crit_valstr1> has been satisfied by VV <vvspace_crit_valstr0> with value(s) <vvspace_crit_valstr2>.

SEVERITY

Minor

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.

0x0040010

TYPE

System Reporter VV space info alert

MESSAGE

System Reporter threshold alert <vvspace_crit_str_data> with condition <vvspace_crit_valstr1> has been satisfied by VV <vvspace_crit_valstr0> with value(s) <vvspace_crit_valstr2>.

SEVERITY

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.

0x0040011

TYPE

Flash Cache Creation Failure

MESSAGE

Flash Cache is not started on node: <nid>.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: Flash cache could not be started on the specified node when joining the cluster. Flash cache metadata should automatically be recreated in the kernel any time a node goes down and then re-joins the cluster. If for any reason this process fails, the node will come up without flash cache.

RESOLUTION: No user action is required. 3PAR OS software will periodically retry to configure flash cache on the node that does not yet have it. If this problem persists, examine the alert log for hardware or software failures and resolve the situation according to the specified actions.

0x0040012

TYPE

SD Metadata inconsistency in a VV

MESSAGE

```
[[vvol]] Volume has SD metadata inconsistency; manual check required.
```

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume in question has inconsistencies in the SD meta data.

RESOLUTION: This can typically be resolved by manually running the CLI "checkvv -fixsd <vv_name>". If this fails to resolve the issue, please contact your next level of support.

0x0040013

TYPE

Compression is not enabled for Volumes less than 16GB

MESSAGE

```
Compression is not enabled since the Volume size is less than 16GB.
```

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: An attempt was made to create a compressed Virtual Volume (VV) smaller than 16G. Compression is not supported on volumes of this size and therefore the volume was created without compression enabled.

RESOLUTION: No user action is required.

0x0040014

TYPE

System VV detected

MESSAGE

```
Warning: VV <vv_name> (<vv_id>) has a system policy setting. Support has access to the data on this VV.
```

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION:

The system detected a VV with a system policy setting. The data on this VV is accessible to support personnel.

RESOLUTION: If the VV contains data that should not be accessible to support, remove the system policy, using the following CLI command:

```
setvv -pol no_system <vv_name>
```

0x00400de

TYPE

Component state change

MESSAGE

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

STATE 0x80000

Maintenance Check Required

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 0x1

LDs Not Started

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x2

Snapdata Invalid

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x4

Preserved

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x8

Stale

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x10

Copy Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x20

Needs To Be Checked

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x40000

Internal Consistency Error

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

STATE 0x400000

Invalid

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Virtual Volume (VV) specified in the alert has not been started by the system due to some of the underlying Logical Disks (LDs) not being in the 'normal' state.

RESOLUTION: Use the CLI command 'showld -vv <vvname>' to see which LDs are not in the normal state. Most of the time, LDs are not in the normal state because some nodes, enclosures, or disks are off-line. Also, ensure the array has enough free space for LDs to grow.

0x0050002

TYPE

Ldsk has failed set

MESSAGE

LD <ld_id>(<ld_name>) row <ld_row> set <ld_set> failed. Internal reason <reason>.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: The Logical Disk (LD) identified in the message has a failed RAID set, most likely due to multiple disk failures.

RESOLUTION: Verify that all required disk drives are installed and visible to the system. Check for any failed disk drives and replace as necessary.

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 Logical Disks (LDs) in the system are running with reduced availability.

SEVERITY

Degraded

SUGGESTED ACTION

RESOLUTION: Use the CLI command "showld -d" to see which Logical Disks (LD)s are running with reduced availability and take corrective action. Check for any hardware failures and make sure adequate disk space is available. Other alerts on the system may assist in determining a solution.

0x0050005**TYPE**

Log LD raid set failure.

MESSAGE

Log [[ld]] has a failed raid set: <set_num>. Reason <reason>.

SEVERITY

Major

SUGGESTED ACTION

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

0x0050006**TYPE**

System Reporter LD performance (major alert)

MESSAGE

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

SEVERITY

Major

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.

0x0050007

TYPE

LD check inconsistent

MESSAGE

LD <ldname> is inconsistent, ldck log is in /var/log/tpd/checkld.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A Logical Disk (LD) consistency check failed.

RESOLUTION: Run the CLI command 'checkld' to fix this error or contact your next level of support for assistance.

0x0050008

TYPE

LD check failed LD not consistent

MESSAGE

Logical disk <ldname> Check failed, logical disk not consistent.
<set_made_consistent> sets made consistent, <set_not_ok> sets unchecked or remain inconsistent, <set_skip_ok> sets not compared due to failed chunklets, <chunklets_marked_failed> chunklets marked as failed.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A Logical Disk (LD) check was unable to resolve some inconsistencies. This is likely due to a failed or failing Physical Disk (PD).

RESOLUTION: Run CLI commands 'showldch' and 'showpd' to check the state of the physical disk, and replace if failed. Contact your next level of support for assistance.

0x0050009

TYPE

LD check consistent

MESSAGE

Logical disk <ldname> Check completed, logical disk made consistent,
<set_made_consistent> sets made consistent, <set_not_ok> sets unchecked or remain inconsistent, <set_skip_ok> sets not compared due to failed chunklets, <chunklets_marked_failed> chunklets marked as failed.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A Logical Disk (LD) check has resolved some inconsistencies.

RESOLUTION: No additional action required.

0x005000a

TYPE

LD check changed logical disk

MESSAGE

LD <ldname> is inconsistent, Logical disk <ldname> Check failed, logical disk changed, <set_made_consistent> sets made consistent, <set_not_ok> sets unchecked or remain inconsistent, <set_skip_ok> sets not compared due to failed chunklets, <chunklets_marked_failed> chunklets marked as failed.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A Logical Disk (LD) check has resolved some inconsistencies, however, some chunklets have been marked as failed. This may be an indication of a failing Physical Disk (PD).

RESOLUTION: Run CLI commands 'showldch' and 'showpd' to check the state of the physical disk, and replace if failed. Contact your next level of support for assistance.

0x005000b

TYPE

System Reporter LD performance (critical alert)

MESSAGE

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

SEVERITY

Critical

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.

0x005000c

TYPE

System Reporter LD performance (minor alert)

MESSAGE

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

SEVERITY

Minor

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.

0x005000d

TYPE

System Reporter LD performance (info alert)

MESSAGE

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

SEVERITY

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.

0x005000f

TYPE

System Reporter LD space critical alert

MESSAGE

System Reporter threshold alert <ldspace_crit_str_data> with condition <ldspace_crit_valstr1> has been satisfied by LD <ldspace_crit_valstr0> with value(s) <ldspace_crit_valstr2>.

SEVERITY

Critical

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.

0x0050010

TYPE

System Reporter LD space minor alert

MESSAGE

System Reporter threshold alert <ldspace_crit_str_data> with condition <ldspace_crit_valstr1> has been satisfied by LD <ldspace_crit_valstr0> with value(s) <ldspace_crit_valstr2>.

SEVERITY

Minor

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.

0x0050011

TYPE

System Reporter LD space info alert

MESSAGE

System Reporter threshold alert <ldspace_crit_str_data> with condition <ldspace_crit_valstr1> has been satisfied by LD <ldspace_crit_valstr0> with value(s) <ldspace_crit_valstr2>.

SEVERITY

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.

0x0050012

TYPE

System Reporter LD space major alert

MESSAGE

System Reporter threshold alert <ldspace_crit_str_data> with condition <ldspace_crit_valstr1> has been satisfied by LD <ldspace_crit_valstr0> with value(s) <ldspace_crit_valstr2>.

SEVERITY

Major

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.

0x0060001

TYPE

Disk fail alert

MESSAGE 1

Failure: disk <pd_wnn> (<df_dskid>) failed.

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 2

Failure: disk <pd_wnn> (<df_dskid>) failed.

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 3

Failure: disk <pd_wnn> (<df_dskid>) failed.

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

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

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x0060003

TYPE

Invalid PD configuration

MESSAGE

pd <pd_id> (wnn 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]] is degraded due to repeated failures relocating chunklets: <chbuf>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk on the system has failed. During the relocation of chunklets from the failed Physical Disk (PD), a non-recoverable error occurred, resulting in the chunklet being unable to be moved from the failed Physical Disk (PD).

RESOLUTION: Replace the failed Physical Disk (PD). There are likely affected Virtual Volumes (VV) on the system that may need to be recovered.

Use the CLI command "showpdvv [Physical Disk ID]:[Chunklet ID]" for each chunklet listed to identify what virtual volume has been affected by the failure and restore if necessary.

0x006000b

TYPE 1

System Reporter PD performance (major alert)

MESSAGE

System Reporter threshold alert <pd_str_data> with condition <pd_valstr1> has been satisfied by pd <pd_valstr0> with value(s) <pd_valstr2>.

SEVERITY

Major

SUGGESTED 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

HPE 3PAR StoreServ 7000, 8000 and 10000: The system automatically restarts after the ambient temperature stays normal for 30 minutes.

F-class and T-class: Follow standard documented procedures to manually 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

HPE 3PAR StoreServ 7000, 8000 and 10000: The system automatically restarts after the ambient temperature stays normal for 30 minutes.

F-class and T-class: Follow standard documented procedures to manually 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

Major

SUGGESTED ACTION

DESCRIPTION: The physical disk listed in the alert message has an above normal temperature.

RESOLUTION: Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

Additionally you may run CLI commands "showpd -s", "showpd -e", and "showcage -d" to confirm.

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

Major

SUGGESTED ACTION

DESCRIPTION: The physical disk listed in the alert message has an above normal temperature.

RESOLUTION: Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

Additionally you may run CLI commands "showpd -s", "showpd -e", and "showcage -d" to confirm.

0x0060011

TYPE

Disk overtemp but not spundown

MESSAGE

Physical Disk (PD) <pd_id> with World Wide Name (WWN) <pd_wwn> has exceeded its temperature threshold (<disk_temp> C, limit <thres_temp> C) but it could not be spundown. Location (<ageid>:<magid>:<driveid>).

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: The physical disk listed in the alert message has reached critical temperature.

RESOLUTION: Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

Additionally you may run CLI commands "showpd -s", "showpd -e", and "showcage -d" to confirm.

0x0060012

TYPE

Disk overtemp and spundown

MESSAGE

Physical Disk (PD) <pd_id> with World Wide Name (WWN) <pd_wwn> has exceeded its temperature threshold (<disk_temp> C, limit <thres_temp> C) and it has been spundown. Location (<ageid>:<magid>:<driveid>).

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: The physical disk listed in the alert message has reached critical temperature.

RESOLUTION: Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

Additionally you may run CLI commands "showpd -s", "showpd -e", and "showcage -d" to confirm.

0x0060013

TYPE

Disk overtemp but not spundown no DSK

MESSAGE

Physical Disk with World Wide Name (WWN) <pd_wwn> has exceeded its temperature threshold (<disk_temp> C, limit <thres_temp> C) but it could not be spundown. Location (<ageid>:<magid>:<driveid>).

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: The physical disk listed in the alert message has reached critical temperature.

RESOLUTION: Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

Additionally you may run CLI commands "showpd -s", "showpd -e", and "showcage -d" to confirm.

0x0060014

TYPE

Disk overtemp and spundown no DSK

MESSAGE

Physical Disk with World Wide Name (WWN) <pd_wwn> has exceeded its temperature threshold (<disk_temp> C, limit <thres_temp> C) and it has been spundown. Location (<cageid>:<magid>:<driveid>).

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: The physical disk listed in the alert message has reached critical temperature.

RESOLUTION: Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

Additionally you may run CLI commands "showpd -s", "showpd -e", and "showcage -d" to confirm.

0x0060015

TYPE

System Reporter PD space major alert

MESSAGE

System Reporter threshold alert <pdspace_str_data> with condition <pdspace_valstr1> has been satisfied by PD <pdspace_valstr0> with value(s) <pdspace_valstr2>.

SEVERITY

Major

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.

0x0060016

TYPE

System Reporter PD space critical alert

MESSAGE

System Reporter threshold alert <pdspace_str_data> with condition <pdspace_valstr1> has been satisfied by PD <pdspace_valstr0> with value(s) <pdspace_valstr2>.

SEVERITY

Critical

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.

0x0060017

TYPE

System Reporter PD space minor alert

MESSAGE

System Reporter threshold alert <pdspace_str_data> with condition <pdspace_valstr1> has been satisfied by PD <pdspace_valstr0> with value(s) <pdspace_valstr2>.

SEVERITY

Minor

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.

0x0060018

TYPE

System Reporter PD space info alert

MESSAGE

System Reporter threshold alert <pdspace_str_data> with condition <pdspace_valstr1> has been satisfied by PD <pdspace_valstr0> with value(s) <pdspace_valstr2>.

SEVERITY

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.

0x0060019

TYPE

System Reporter PD performance critical alert

MESSAGE

System Reporter threshold alert <pd_c_str_data> with condition <pd_c_valstr1> has been satisfied by pd <pd_c_valstr0> with value(s) <pd_c_valstr2>.

SEVERITY

Critical

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.

0x006001a

TYPE

System Reporter PD performance minor alert

MESSAGE

System Reporter threshold alert <pd_mi_str_data> with condition <pd_mi_valstr1> has been satisfied by pd <pd_mi_valstr0> with value(s) <pd_mi_valstr2>.

SEVERITY

Minor

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.

0x006001b

TYPE

System Reporter PD performance info alert

MESSAGE

System Reporter threshold alert <pd_i_str_data> with condition <pd_i_valstr1> has been satisfied by pd <pd_i_valstr0> with value(s) <pd_i_valstr2>.

SEVERITY

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.

0x00600de

TYPE

Component state change

MESSAGE

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

STATE 0x2

New Offloop

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x3

New Onloop

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x4

Spinup

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x6

Fail To Spinup

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x7

Loop Failure

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x8

Drive Error Bit Set

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x9

Sysmgr Bypassed

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0xa

Port Bypassed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xb

Drive Not Ready

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0xc

Sysmgr Spundown

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0xf

Spindown Request Failed

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x11

Relocating

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x12

Servicing

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x80

Notready

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x81

Missing

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

STATE 0x81

Missing

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x82

Invalid connections

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x83

Not Available For Allocations

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x84

Old Firmware

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x85

Disabled A Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x86

Missing A Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x87

Errors on A Port

SEVERITY

Degraded

SUGGESTED ACTION

Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure or contact your authorized support provider for assistance.

STATE 0x88

Prolonged Missing A Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x89

Disabled B Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8a

Missing B Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8b

Errors on B Port

SEVERITY

Degraded

SUGGESTED ACTION

Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure or contact your authorized support provider for assistance.

STATE 0x8c

Prolonged Missing B Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x95

Over Temperature Warning

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x95

Temperature Over Warning

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x96

Over Temperature Alert

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x96

Temperature Over Alert

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x96

Over Temperature Alert

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x96

Temperature Over Alert

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x97

Formatting

SEVERITY

Degraded

SUGGESTED ACTION

No further action is required.

STATE 0x98

Invalid Media

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x99

Failed Hardware

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9a

Smart Threshold Exceeded

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9b

Multiple Chunklets Media Bad

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9c

Media Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9d

Increased Error Count

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9e

DIF Threshold Exceeded

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9f

Prolonged Not Ready

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xa1

No Valid Ports

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xa3

Inquiry Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa4

Unit Ready Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa5

Read Capacity Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa6

Write Label Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa7

Mode Page Update Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa8

Read Label Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa9

Medium Format Corrupted

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xaa

Low Wear Level Remaining

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xab

Miscompare

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xac

Invalid Cage

SEVERITY

Degraded

SUGGESTED 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 or 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 0x40

Invalid Label

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x41

Invalid Capacity

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x42

Invalid Type

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x43

Invalid Firmware

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x44

Invalid Sector Size

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x45

Vacated

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x46

Replace Drive

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x98

Invalid Media

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x99

Failed Hardware

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9a

Smart Threshold Exceeded

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9b

Multiple Chunklets Media Bad

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9c

Media Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9d

Increased Error Count

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9f

Prolonged Not Ready

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The physical disk specified in the alert has been marked failed because it has been “not ready” for more than 20 minutes.

RESOLUTION: Use the CLI command 'showpd <pd_id>' to confirm the disk is still in this state.

A disk can be "not ready" because:

1. The disk was spun down by the system due to being over temperature.
2. The disk has been manually spun down by using the 'controlpd spindown' command.
3. The disk is returning 'not ready' as the error code. Using the CLI command 'showcage -d cagename {cage number}' might help with further analysis.

If after performing the above checks the disk is still in this state replace the drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa0

Prolonged Missing

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The physical disk specified in the alert has been marked failed because it has been “missing” for more than 20 minutes.

RESOLUTION: Use the CLI command 'showpd <pd_id>' to confirm the disk is still in this state.

A disk is marked failed if all its ports are missing for more than 20 minutes.

A disk port can disappear because cables failed or became disconnected.

The disk drive may have been removed or is not seated properly.

A loss of power may also cause this. In this case this message would be seen on multiple disk drives.

A manual 'controlmag offloop' command can also cause this alert.

If after performing the above checks the disk is still in this state, replace the drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa1

No Valid Ports

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The physical disk specified in the alert has been failed because it has no valid ports.

RESOLUTION: Use the CLI command 'showpd <pd_id>' to confirm the disk is still in this state.

A disk is marked failed if it has no valid ports. A port is considered not valid if it has been marked disabled (by the system manager or by a 'servicecage' command).

The CLI Command 'showcage -d cagename {cage number}' may be used to confirm the state of the disk.

If after performing the above checks the disk is still in this state replace the drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa2

Invalid

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The physical disk specified in the alert has been marked failed because it is reporting an invalid state.

RESOLUTION: Use the CLI command 'showpd <pd_id>' to confirm that the disk is still in this state.

Other alerts on this disk drive or other states of this alert may provide more assistance.

The CLI Command 'showpd -s <pd_id>' will show other drive states which may assist in diagnosis.

If after performing the above checks the disk is still in this state replace the drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa3

Inquiry Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa4

Unit Ready Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa5

Read Capacity Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa6

Write Label Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa7

Mode Page Update Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa8

Read Label Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xae

Slow Drive

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x0070001

TYPE

No free chunklet found for relocation

MESSAGE

Could not find a suitable free chunklet for <pdid>:<pdpos>

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 <pdid>:<pdpos>.

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>, <why_not><reload_msg>.

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 0x1

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

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.

0x00a0005

TYPE

Snap Admin Volume low on space, degraded

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.

0x00a0006

TYPE

Snap Data Volume low on space, degraded

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.

0x00a0007

TYPE

Second snap Data Volume low on space, degraded

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

CRASHDUMP: recovered files: <filename>.

SEVERITY

Minor

SUGGESTED ACTION

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

0x00b0002

TYPE

Kernel crashdump with error

MESSAGE

CRASHDUMP: <cd_errno> <errstr> recovered files: <filename>.

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 [[hw_node]]

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 [[hw_node]]

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.

MESSAGE 3

COREDUMP: recovered files: <filename>.

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.

0x00c0005**TYPE**

Attempt to run grub failed, PM not starting

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

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

0x00c0006**TYPE**

Attempt to run grub failed, retval

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

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

0x00c0007

TYPE

Process coredump with error

MESSAGE

COREDUMP: <cd_errno> <errstr> recovered files: <filename>.

SEVERITY

Minor

SUGGESTED ACTION

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

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 1

The PR is currently getting data from the internal drive on node <nid> 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.

MESSAGE 2

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

Degraded

SUGGESTED ACTION

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

0x00d0003

TYPE

PR transition, degraded.

MESSAGE

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

SEVERITY

Degraded

SUGGESTED ACTION

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

0x00e0001

TYPE

Double node failure

MESSAGE 1

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.

MESSAGE 2

System is not able to recover from double node failure.

SEVERITY

Fatal

SUGGESTED ACTION

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

0x00e0002

TYPE

System manager cannot startup

MESSAGE 1

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 1

<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.

TYPE 2

<success> use of golden license

MESSAGE

<result> use of golden license

SEVERITY

Major

SUGGESTED ACTION

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

TYPE 3

<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, license expired

MESSAGE

License feature "<feature_name>" has expired. You are in violation of your 3PAR License Agreement.

SEVERITY

Major

SUGGESTED ACTION

Description: The trial period for the stated feature has expired.

Resolution: Contact your authorized support provider to either purchase the full license for this feature, or to have a new license key installed with this feature disabled.

0x00e0006

TYPE

System recovery notification about bad volume

MESSAGE

Powerfail recovery could not be performed for volume <prb_vname> with id <prb_vvid>. This may 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

Maximum panic count reached during powerfail recovery.

SEVERITY

Major

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 mismatch.

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 <task_notsaved_cnt> 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 (<task_errstr>). 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 <pnm_reporting_node> with missing node <pnm_prev_nm1_node>.

SEVERITY

Info

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 <brs_reporting_node> for replicant <brs_missing_node>. Reported state <brs_state>.

SEVERITY

Info

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

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

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 1

'servicemag resume' operation has completed

MESSAGE

servicemag resume <command_option> -- Failed

SEVERITY

Minor

SUGGESTED ACTION

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

TYPE 2

'servicemag resume' operation has completed

MESSAGE

```
servicemag resume <command_option> -- Succeeded
```

SEVERITY

Info

SUGGESTED ACTION

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

TYPE 3

'servicemag resume' operation has completed

MESSAGE

```
Servicemag Resume Status
```

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 <nid> 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: <pfs_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

"Power Fail recovery proceeded with missing Virtual Volume (VV) id <vvnf_vid>.

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

Power Fail recovery proceeded with Virtual Volume (VV) id <vv_id> name <vvbs_name> in bad state <vvbs_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

Power Fail recovery skipped due to multiple missing nodes mask <missing_node_mask>.

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

Power Fail recovery proceeded with missing replicant data for node <missing_node> on node <no_repl_node>.

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.

0x00e001e

TYPE

Invalid VVMEMB(s) resolved

MESSAGE

Invalid entries have been detected and removed from the system configuration database.

SEVERITY

Info

SUGGESTED ACTION

RESOLUTION: No further action is required. This situation was automatically resolved.

0x00e001f

TYPE

"servicemag resume" operation has passed with dismissed disks

MESSAGE

Service Mag cage <cageid> Resume success, dismissed disks <pd_ids>.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag resume" has succeeded

RESOLUTION: There should be no action required. Additional information: If the servicemag command was manually started without the -pdid option, then a "dismisspd" command must be issued to dismiss the Physical Disk (PD). If the -pdid option was used, the "servicemag resume" will handle dismissing the Physical Disk (PD) automatically.

0x00e0020

TYPE

"servicemag resume" operation has passed without dismissing any disks

MESSAGE

Service Mag cage <cageid> Resume success, without dismissing any disks.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag resume" has succeeded

RESOLUTION: There should be no action required. Additional information: If the servicemag command was manually started without the -pdid option, then a "dismisspd" command must be issued to dismiss the Physical Disk (PD). If the -pdid option was used, the "servicemag resume" will handle dismissing the Physical Disk (PD) automatically.

0x00e0021

TYPE

"servicemag resume" operation has failed with no error message

MESSAGE

Service Mag cage < cageid > Resume failed with no error message.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag resume" has failed.

RESOLUTION: Run the CLI Command: "servicemag status" to verify the reason for failure. Do not reissue until the failure reason has been resolved.

0x00e0022

TYPE

"servicemag resume" operation has failed to admit disk

MESSAGE

Service Mag cage < cageid > Resume failed to admit disk.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag resume" has failed.

RESOLUTION: Run the CLI Command: "servicemag status" to verify the reason for failure. Do not reissue until the failure reason has been resolved.

0x00e0023

TYPE

"servicemag resume" operation has failed unrecoverable disk

MESSAGE

Service Mag cage < cageid > Resume failed, disk is in unrecoverable state.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag resume" has failed.

RESOLUTION: Run the CLI Command: "servicemag status" to verify the reason for failure. Do not reissue until the failure reason has been resolved.

0x00e0024

TYPE

"servicemag resume" operation has failed to relocate_chunklets

MESSAGE

Service Mag cage <ageid> Resume failed, could not relocate all chunklets.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag resume" has failed.

RESOLUTION: Run the CLI Command: "servicemag status" to verify the reason for failure. Do not reissue until the failure reason has been resolved.

0x00e0025

TYPE

System manager cannot start up, TOC not found

MESSAGE

Table of contents (TOC) quorum not reached.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: There are not enough physical disks visible to the system to reach Table of Contents (TOC) quorum.

RESOLUTION: The most likely cause of this is a power or connection loss to one or more disk cages. First ensure that the system is able to communicate to all of the disks installed in the system. Check other alerts on the system and resolve any power or connectivity issue before attempting to troubleshoot this event.

If the system software has not been recently updated, run 'showsysmgr' to gather more information about the problem and a list of valid Table of Contents (TOC).

NOTE: The Table of Contents (TOC) generation number is an identifying number that distinguishes each modified version of the TOC from its predecessor. Normally, the largest numbered generation is the one that is valid.

Use CLI command 'setsysmgr' to set system manager startup state. If you are not familiar with the usage of this command please contact your next level of support.

0x00e0026

TYPE

System manager cannot start up, waiting on nodes

MESSAGE

Table of contents (TOC) quorum found for generation <generation>, but waiting for nodes <wait_nodes> to boot up.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: At least one node has not joined the cluster.

RESOLUTIONS: Allow the system 10 minutes to bring all nodes up and join the cluster. If after 10 minutes nodes have still not joined, additional trouble shooting will be required on those nodes. Look at the alerts on the system or use the CLI Command: "showalert [-svc]" If all nodes are healthy, use of the CLI Command: 'setsysmgr' may be required to force the node to rejoin the cluster. If you are not familiar with the usage of this command please contact your next level of support.

0x00e0027

TYPE

System manager cannot start up, manual start up set

MESSAGE

System is waiting for manual startup.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The file "/manualstartup" has been created on one or more nodes.

RESOLUTION: If this alert is seen during initial system installation it may be ignored. Otherwise the "/" manualstartup" files must be removed from all nodes, then run setsysmgr to proceed. Normally, running the CLI Command: "setsysmgr tocgen" starts the system. If you are not familiar removing system files please contact your next level of support.

0x00e0028

TYPE

System manager cannot start up, TOC quorum not met

MESSAGE

Table of contents (TOC) quorum not reached for generation <generation>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The specified Table of Contents (TOC) generation number cannot be found on 60% of the physical disks.

RESOLUTION: The most likely cause of this is a power or connection loss to one or more disk cages. First ensure that the system is able to communicate to all of the disks installed in the system. Check other alerts on the system and resolve any power or connectivity issue before attempting to troubleshoot this event. If that many physical disks are up and in a valid state, you can force the system to use a specific TOC generation number using CLI Command 'setsysmgr'. If you are not familiar with the usage of this command please contact your next level of support.

0x00e0029

TYPE

System manager cannot start up, waiting for nodes to recover

MESSAGE

Table of contents (TOC) quorum found for generation <generation>, but waiting for nodes <wait_nodes> to boot up for power fail recovery.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: At least one Node is not present during an attempt to reach Table of Contents (TOC) quorum. The system will attempt to perform automatic powerfail recovery after 10 minutes if a single Node does not come on-line. If more than one Node is off-line the system will not attempt a recovery.

RESOLUTION: Bring all nodes online in order for the system to attempt a powerfail recovery. If more than one node is still down, resolve that situation before troubleshooting this TOC issue.

Use CLI Command: 'setsysmgr force_iderecovery' to force recovery with possible data loss. If you are not familiar with the usage of this command please contact your next level of support.

0x00e002a

TYPE

Pfail partition needs to be wiped

MESSAGE

Powerfail saved version <pf_ver> on node <nodenum> does not match expected <expected> version.

SEVERITY

Major

SUGGESTED ACTION

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

0x00e002b

TYPE

Pfail partition needs to be wiped

MESSAGE

Node <nodenum> reached maximum panic count <panic_cnt> during powerfail recovery.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The 3PAR OS has repeatedly failed attempted powerfail recovery.

RESOLUTION: No action required. The system will automatically resolve this alert.

0x00e002c

TYPE

System manager cannot start up, incomplete powerfail

MESSAGE

System has an incomplete powerfail save and cannot complete recovery.

SEVERITY

Major

SUGGESTED ACTION

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

0x00e002d

TYPE

System manager cannot start up, TOC quorum found, incomplete powerfail

MESSAGE

System manager cannot start up, TOC quorum found, incomplete powerfail

SEVERITY

Major

SUGGESTED ACTION

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

0x00e002e

TYPE

System manager cannot start up, TOC quorum found, waiting for nodes to recover

MESSAGE

Table of contents (TOC) quorum found for generation <generation>, but not all nodes needed for powerfail recovery are online. Waiting for nodes <wait_nodes>.

SEVERITY

Major

SUGGESTED ACTION

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

0x00e002f

TYPE

System manager cannot start up, waiting for nodes to recover

MESSAGE

Not all nodes needed for powerfail recovery are online. Waiting for nodes <wait_nodes>.

SEVERITY

Major

SUGGESTED ACTION

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

0x00e0030

TYPE

Unexpected encryption state on node drive

MESSAGE

System is waiting for the encryption state of nodes <wait_nodes> to become valid. If this state persists, check existing alerts for more information.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: Encryption is enabled on the system, but has failed to verify that all node drives are in a valid state.

RESOLUTION: Attempt to recover the encryption configuration using the CLI command "controlencryption restore". If this does not resolve the issue, contact your authorized service provider for assistance.

0x00e0031

TYPE

"servicemag start" failed

MESSAGE

```
servicemag start &lt;cageid> -- Failed.
```

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: An attempt to run "servicemag start" has failed.

RESOLUTION: Run the CLI Command "servicemag status" to verify the reason for failure. Do not reissue until the failure reason has been resolved.

0x00e0032

TYPE

Single node WBC is active

MESSAGE

The system is currently caching writes despite having a only a single node active due to the AllowWrtbackSingleNode system parameter being set. The remaining time to be in this state is <timeleft> seconds.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: The system is currently caching writes despite having a only a single node active in the cluster. Normally, the array would not cache writes in this state jn order to prevent any potential data loss

the could occur if the remaining node fails. An administrator has manually set the AllowWrtbackSingleNode system parameter to enable this behavior.

RESOLUTION: Enable additional nodes in the cluster.

0x00e0033

TYPE

Single node WBC is expired

MESSAGE

The time frame of allowing write back cache in single node state has expired. All LDs will now go into writethrough mode.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The system was previously caching writes despite having a only a single node active in the cluster. The timer on this behavior has expired, and all future writes are being persisted to disk immediately.

RESOLUTION: Enable additional nodes in the cluster.

0x0100001

TYPE

Online upgrade

MESSAGE

An online upgrade <upgrade_status>

SEVERITY

Info

SUGGESTED ACTION

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

0x0100002

TYPE 1

Unresponsive IOCTL

MESSAGE 1

<uio_clear_salert>: IOCTL <uio_ioctl_name> unresponsive for <uio_unresp_time> seconds (kernel pid = <uio_kernel_pid>; user source node/pid = <src_node>/<src_pid>).

SEVERITY

Major

SUGGESTED ACTION

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

TYPE 2

Update available

MESSAGE 2

An Update is Available

SEVERITY

Info

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

Update <name> <updatestatus><alert_msg>.

SEVERITY

Info

SUGGESTED ACTION

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

0x0100005**TYPE**

Update install status

MESSAGE

Update <name> has failed:<alert_msg>"

SEVERITY

Info

SUGGESTED ACTION

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

0x0100006**TYPE**

Unresponsive IOCTL Verbose

MESSAGE

<uio_clear_salert>: IOCTL <uio_ioctl_name> unresponsive for <uio_unresp_time> seconds (kernel pid = <uio_kernel_pid>; user source node/pid = <src_node>/<src_pid>) - <uio_ioctl_verbose>.

SEVERITY

Major

SUGGESTED ACTION

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

0x0110001**TYPE**

Errors accessing the IDE disk

MESSAGE

Filesystem <location> on node <nid> has transitioned to read-only.

SEVERITY

Major

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

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.

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.

0x0110006

TYPE

IDE disk error node shutdown

MESSAGE

Node <nid> 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.

0x0110007

TYPE

IDE disk error node not shutdown

MESSAGE

Node <nid> 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.

0x0110008

TYPE

IDE disk error node not shutdown LDs cannot be served

MESSAGE

Node <nid> 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.

0x0110009

TYPE

IDE disk error node reboot

MESSAGE

Node <nid> is being rebooted 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.

0x011000a

TYPE

Version mismatch event for svcalert

MESSAGE

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

SEVERITY

Fatal

SUGGESTED ACTION

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

0x011000b

TYPE

Version mismatch event

MESSAGE

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.

0x011000c

TYPE

Version mismatch event

MESSAGE

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.

0x0130001

TYPE

Too many alerts in the system

MESSAGE

There are too many alerts in the system. Deleted <extra_cnt> 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_wnn>.

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_wnn>.

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

DESCRIPTION: The OS version installed on the specified node does not match the cluster master's version, but is compatible with it. The node will be admitted to the cluster.

RESOLUTION: Perform an HPE 3PAR OS update to bring all nodes to the same OS version.

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

DESCRIPTION: The OS version installed on the specified node does not match the cluster master's version. The node will not be admitted to the cluster.

RESOLUTION: Perform an HPE 3PAR OS update to bring all nodes to the same OS version.

MESSAGE 8

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

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The serial number for a node was not determined within the specified allotted time. The node will not be admitted to the cluster.

RESOLUTION: Replace the affected node.

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

DESCRIPTION: A RAID 0 type volume has failed.

RESOLUTION: Recreate the volume and restore the data from backup. RAID 0 volumes are not recommended, because they have no self-recovery feature and may cause data loss due to a RAID set failure.

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 <fserr>: fork(2) failed for <prog_name>

SEVERITY

Critical

SUGGESTED ACTION

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

0x0140004**TYPE**

System Reporter QoS performance (major alert)

MESSAGE

System Reporter threshold alert <qos_str_data> with condition <qos_valstr1> has been satisfied by qos <qos_valstr0> with value(s) <qos_valstr2>.

SEVERITY

Major

SUGGESTED ACTION

Description: A customer-configurable System Reporter alert has been generated.

Resolution: Evaluate the SR performance alert to determine if the cause was a change in workload or over-utilization of a component. If appropriate, change the workload applied by the 3PAR array, run optimization tools, or increase the number of PDs or nodes.

0x0140005**TYPE**

SFP Unqualified Notification

MESSAGE

Cage <cage_name>, Interface Card <cardid>, SFP <sfpid> (Unqualified).

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: An unsupported Cage Interface Card has been detected in the specified cage.

RESOLUTION: Replace the Interface Card with a supported model.

0x0140007**TYPE**

System upgrade cancelled

MESSAGE

System upgrade cancelled.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: An HPE 3PAR OS update has been cancelled.

RESOLUTION: Identify the reason for the cancellation by looking at other alerts on the system and resolve the issue if needed.

0x0140008

TYPE

System upgrade Cancellation Failed

MESSAGE

System upgrade cancellation failed.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The attempt to cancel an HPE 3PAR OS update has failed.

RESOLUTION: There may be another cancellation in progress. Wait a few minutes and try again if needed.

0x0140009

TYPE

System serial number could not be determined

MESSAGE

System serial number could not be determined after 5 minutes.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The serial number for a node was not determined within the specified allotted time. The node will not be admitted to the cluster.

RESOLUTION: Replace the affected node.

0x014000a

TYPE

DC3 I2C Lockup Reset Succeeded

MESSAGE

DC3 I2C Lockup Reset Succeeded on cage <cageid>, side <ifc_ctrller>.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: An interface card was successfully reset.

RESOLUTION: Continue monitoring the system for recurring resets of this card.

0x014000b

TYPE

DC3 I2C Lockup Reset Failed

MESSAGE

DC3 I2C Lockup Reset Failed on cage < cageid >, side < ifc_ctrller >.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: An interface card DC3 reset failed.

RESOLUTION: Replace the interface card.

0x014000c**TYPE**

admitpd not allowed on Emulex generated wwn

MESSAGE

admitpd not allowed on Emulex generated WWN < pd_wwn >.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk has been detected with an unsupported Emulex World Wide Name (WWN). The device has not been admitted to the system.

RESOLUTION: Replace the disk with a supported model.

0x014000d**TYPE**

admitpd not allowed on toto-sata generated wwn

MESSAGE

admitpd not allowed on toto-sata generated WWN < pd_wwn >.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk has been detected with an unsupported Toto-sata World Wide Name (WWN). The device has not been admitted to the system.

RESOLUTION: Replace the disk with a supported model.

0x014000e**TYPE**

RAID 0 LD failed due to stale chunklet

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A RAID 0 type volume has failed.

RESOLUTION: Recreate the volume and restore the data from backup. RAID 0 volumes are not recommended, because they have no self-recovery feature and may cause data loss due to a RAID set failure.

0x014000f

TYPE

Mismatch of failed chunklet information

MESSAGE

Change chunklet log ld chunklets fail, chcmd_state: ld <ld_id> ldch <cst_chnum> is pd <ch_pdid> ch <ch_pdchunk>, not pd <cst_pdid> ch <cst_pdch>.

SEVERITY

Major

SUGGESTED ACTION

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

0x0140010

TYPE

System Reporter QoS performance (critical alert)

MESSAGE

System Reporter threshold alert <qos_c_str_data> with condition <qos_c_valstr1> has been satisfied by qos <qos_c_valstr0> with value(s) <qos_c_valstr2>.

SEVERITY

Critical

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.

0x0140011

TYPE

System Reporter QoS performance (minor alert)

MESSAGE

System Reporter threshold alert <qos_mi_str_data> with condition <qos_mi_valstr1> has been satisfied by qos <qos_mi_valstr0> with value(s) <qos_mi_valstr2>.

SEVERITY

Minor

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.

0x0140012

TYPE

System Reporter QoS performance (info alert)

MESSAGE

System Reporter threshold alert <qos_i_str_data> with condition <qos_i_valstr1> has been satisfied by qos <qos_i_valstr0> with value(s) <qos_i_valstr2>.

SEVERITY

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.

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 create <path> dir <dir_name>

SEVERITY

Major

SUGGESTED ACTION

Description: CLI connection information: The CLI server could not create a temporary directory to store CLI cache information.

Resolution: Contact your next level of support to determine why the temporary directory could not be created.

MESSAGE 2

Failed sanity check of sqlite database <dbfile>

SEVERITY

Major

SUGGESTED ACTION

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

0x015000c

TYPE

CPG free space limit

MESSAGE

[[cpg]] has a growth threshold set so high (limit: <limit>MB, warning: <warning>MB) that it will not be reached before the system runs out of free space (free space: <freespace>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

Slow Physical Disk found (PD ID <slow_pdid>), but not marking it failed since too many other disks are already marked as degraded/failed.

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: Disks in the system degraded or failed.

RESOLUTION: Replace the failed disks that are causing the degraded state.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

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".

0x0150010

TYPE

Control Recovery Auth Ciphertext Export

MESSAGE

The Ciphertext (password) for user(s) <users> was exported.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: This is typically done when advanced service is being performed on the array. There are two cases for which it will be triggered:

1. CLI command: `controlrecoveryauth ciphertext <root|console>`
2. The `export_creds` user is accessed from the console.

In both these cases the cipher text has been exported.

RESOLUTION: The password should be revoked when the service action is complete with the CLI command:

```
controlrecoveryauth rollcred <root|console>
```

0x0150011

TYPE

CLI server process event, max tpdctl exceeded

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server is unable to create a process to service a CLI client request. This is due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x0150012

TYPE

CLI server process event, twice max tpdctl exceeded

MESSAGE

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

Description: The CLI server is unable to create a process to service a CLI client request. This is due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x0150013

TYPE

CLI server process event, max CLI server exceeded

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server is unable to create a process to service a CLI client request. This may be due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x0150014

TYPE

CLI server process event, max local exceeded

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server is unable to create a process to service a CLI client request. This may be due to an excessive number of existing CLI ssh client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x0150015

TYPE

CLI server process event, max server exceeded brief

MESSAGE

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

Description: The CLI server is unable to create a process to service a CLI client request. This may be due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x0150016

TYPE

CLI server process event, max server exceeded local

MESSAGE

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

Description: The CLI server is unable to create a process to service a CLI client request. This may be due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x0150017

TYPE

CLI server process event, error in track

MESSAGE

Error in Track::mkinfofile: <rval>.

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server could not create a temporary connection file.

Resolution: Contact your next level of support to determine why the temporary file could not be created.

0x0150018

TYPE

CLI server process event, error in store user name

MESSAGE

Error in store_user_name: <rval>.

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server could not store the username of the user logged in.

Resolution: Contact your next level of support.

0x0150019

TYPE

CLI server process event, svcalert brief

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server is unable to create a process to service a CLI client request. This may be due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x015001a

TYPE

CLI server process event, svcalert

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: The CLI server is unable to create a process to service a CLI client request. This may be due to an excessive number of existing CLI client requests.

Resolution: Reduce the number of CLI client requests. If the problem persists, reboot the node hosting the CLI connections.

0x015001b

TYPE

CLI internal error Failed sanity check

MESSAGE

Failed sanity check of sqlite database <dbfile>

SEVERITY

Major

SUGGESTED ACTION

Description: An internal database used to track and take action based on system statistics is not responding as expected.

Resolution: Contact your next level of support.

0x015001c

TYPE

CLI internal error sqlite database

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: An internal database used to track and take action based on system statistics is not responding as expected.

Resolution: Contact your next level of support.

0x015001d

TYPE

CLI internal error SQLite DB

MESSAGE

SQLite DB error executing <sqlsel>: <error_message>

SEVERITY

Major

SUGGESTED ACTION

Description: An internal database used to track and take action based on system statistics is not responding as expected.

Resolution: Contact your next level of support.

0x015001f

TYPE

CLI client process event disk high temp

MESSAGE

Slow Physical Disk found (PD ID <slow_pdid>), but not marking it failed since its temperature <tempdegc> is out of the expected range (<low_temp>C - <high_temp>C).

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A temperature problem occurred that requires attention.

RESOLUTION: Recommended Action:

Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

0x0150020

TYPE

Unable to send an event to the security syslog server.

MESSAGE

Unable to send a security related event to security syslog server <hostname>. Events starting at \"<time>\" cannot be sent.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The connection to the security syslog server has been disrupted, and some events may be lost.

RESOLUTION: Examine the remote syslog server logs to determine and remedy the cause of the outage.

0x0150021

TYPE

Connection has been reestablished to the security syslog server.

MESSAGE

Security events are now being sent to security syslog server <hostname>. Events before <time> were not sent.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The previously disrupted connection to the security syslog server has been restored, but some events may have been lost.

RESOLUTION: Examine the remote syslog server logs to determine the cause of the outage.

0x0150022

TYPE

Slow Disk temperature unavailable

MESSAGE

Slow Physical Disk found (PD ID <slow_pdid>), but not marking it failed since its temperature information is not available.'

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A temperature problem occurred that requires attention.

RESOLUTION: Recommended Action:

Check the health of the system hardware using the management console.

Confirm cage cooling fans are functioning properly.

If other temperature alerts exist, check your data center to verify it is at an acceptable temperature.

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.

0x0170004

TYPE

TOC update, not above error threshold and decreased.

MESSAGE

TOC update done to <good_disks> disks out of <total_num>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A significant portion of your disks are missing and/or failed.

RESOLUTION: Check the state of the missing disks using the CLI command 'checkhealth -detail pd' or in the management console and correct any issues found. This could be caused by a missing disk enclosure.

0x0170005

TYPE

TOC update, not above warn threshold and decreased.

MESSAGE

TOC update done to <good_disks> disks out of <total_num>.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: Some of your disks are missing and/or failed. This alert indicates that the state is not critical enough to force attempts to rewrite to all disks, and so may not be auto-resolved immediately.

RESOLUTION: Check the state of the missing disks using the CLI command 'checkhealth -detail pd' or in the management console and correct any issues found. This could be caused by a missing disk enclosure.

0x0190001

TYPE

ea msg timeout

MESSAGE

Failed to recv reply for <pkt_op_type> from node: <node> User Data
<user_string>

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 <nid> Expected <num1> CPU<s1> Found <num2> CPU<s2>.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x01a0007

TYPE

BIOS IDE log entry

MESSAGE 1

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

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 2

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

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: Node firmware (BIOS) detected a hardware failure which required normal operation to abruptly terminate. A log of the event has been recorded.

RESOLUTION: This failure may require a hardware replacement. Contact your next level of support for additional assistance.

0x01a0008

TYPE

Node Environmental Check Pass

MESSAGE

Node <nid>: <scpe_err_code>: <scpe_status>, <scpe_name> Current:
<scpe_expected>, hi_limit: <scpe_hlimit>, lo_limit: <scpe_llimit>.

SEVERITY

Degraded

SUGGESTED ACTION

Description: An environmental reading from the specified node returned an error condition for Voltage or Temperature, or there was an issue communicating with the sensor.

Resolution: Check for other voltage or temperature alerts on your system. Confirm data center conditions are ok. If the problem appears to be the sensor in the node, replace the node.

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.

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.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x01a000d

TYPE

Eagle memory cerr

MESSAGE

<ret_str> posted by node <nid> <err_regs_to_str>.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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: MemTotal: <memtotal>K MemFree: <memfree>K Buffers: <buffers>K Cached: <cached>K SwapCached: <swapcached>K Active: <active>K Inactive: <inactive>K SwapTotal: <swaptotal>K SwapFree: <swapfree>K Dirty: <dirty>K Writeback: <writeback>K AnonPages: <anonpages>K Mapped: <mapped>K Slab: <slab>K PageTables: <pagetables>K VmallocTotal: <vmalloctotal>K VmallocUsed: <vmallocused>K VmallocChunk: <vmallocchunk>K NFS_Unstable: <nfs_unstable>K Bounce: <bounce>K CommitLimit: <commitlimit>K Committed_AS: <committed_as>K.

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>, c1 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 [[hw_node]].

SEVERITY

Critical

SUGGESTED ACTION

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

0x01a001f

TYPE

Node Needs to Shutdown

MESSAGE

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 [[hw_node]].

SEVERITY

Critical

SUGGESTED ACTION

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

0x01a0024

TYPE

Slab usage information

MESSAGE

```
SlabUsage:: critical status=<report_status> Totals::  
memory=<slab_tot_mem_kb>KB count=<slab_tot_ct>  
activeCount=<slab_tot_active_ct>  
largestUseSlabs(count=<slab_entry_ct>)::<slab_usage_entries>.
```

SEVERITY

Major

SUGGESTED ACTION

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

0x01a0025

TYPE

System Reporter cmp performance (major alert)

MESSAGE

System Reporter threshold alert <cmp_str_data> with condition <cmp_valstr1> has been satisfied by cmp on node <cmp_valstr0> with value(s) <cmp_valstr2>.

SEVERITY

Major

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 (major alert)

MESSAGE

System Reporter threshold alert <cpu_str_data> with condition <cpu_valstr1> has been satisfied by cpu on node <cpu_valstr0> with value(s) <cpu_valstr2>.

SEVERITY

Major

SUGGESTED ACTION

Description: A customer-configurable System Reporter alert has been generated.

Resolution: Evaluate the SR performance alert to determine if the cause was a change in workload or over-utilization of a component. If appropriate, change the workload applied by the 3PAR array, run optimization tools, or increase the number of PDs or nodes.

0x01a0027

TYPE

System Reporter link performance (major alert)

MESSAGE

System Reporter threshold alert <link_str_data> with condition <link_valstr1> has been satisfied by link on node <link_valstr0> with value(s) <link_valstr2>.

SEVERITY

Major

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. [[hw_node]] should be model <expected_class>, but it is reporting as model <actual_class>. [[hw_node]] cannot join the cluster.

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. [[hw_node]] should be model <actual_class>, but it is reporting as model <expected_class>. [[hw_node]] cannot join the cluster.

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.

0x01a0031

TYPE

Node Rescue User Abort

MESSAGE

[[hw_node]] rescue aborted due to user request.

SEVERITY

Minor

SUGGESTED ACTION

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

0x01a0032

TYPE

Node Rescue Invalid

MESSAGE

[[hw_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.

0x01a0033

TYPE

Node Rescue Internal Communication Error

MESSAGE

[[hw_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.

0x01a0034

TYPE

Node Rescue No Rejoin

MESSAGE

[[hw_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.

0x01a0035

TYPE

Node Rescue Port 80 Blocked

MESSAGE

[[hw_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.

0x01a0036

TYPE

Node Rescue Port 69 Blocked

MESSAGE

[[hw_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.

0x01a0037

TYPE

Node Rescue Port 873 Blocked

MESSAGE

[[hw_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.

0x01a0038

TYPE

Node Rescue No Backplane Connection

MESSAGE

[[hw_node]] rescue failed due to rescuer node not having a functional backplane Ethernet connection to the rescued node.

SEVERITY

Minor

SUGGESTED ACTION

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

0x01a0039

TYPE

CMP Threshold

MESSAGE

CMP usage on node [[hw_node]] has exceeded <threshold>%.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: A large percentage of Cache Memory Pages (CMP) are in use on the array.

RESOLUTION: Continue to monitor the node's CMP usage using the 'statcmp' command. If CMP usage continues to rise the node may become unresponsive. Rebooting the node as a precautionary measure should avert such a scenario.

0x01a003a

TYPE

DIF error

MESSAGE

Data Integrity Field (DIF) errors found on [[hw_node]]

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The error threshold for end to end Data Integrity Field (DIF) has been exceeded. The likely cause is a hardware error.

0x01a003b

TYPE

IDE file integrity check bad run

MESSAGE

The check for invalid files on the internal drive of [[hw_node]] failed due to being unable to run the following: <action>.

SEVERITY

Major

SUGGESTED ACTION

RESOLUTION: Review the event log to determine the source of the error and take corrective action.

0x01a003c

TYPE

IDE file integrity check bad

MESSAGE

The check for valid files on the internal drive of [[hw_node]] found the following invalid files: <filelist>.

SEVERITY

Major

SUGGESTED ACTION

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

0x01a003d

TYPE

IDE file integrity check very bad

MESSAGE

The check for valid files on the internal drive of [[hw_node]] found many invalid files, including: <filelist>.

SEVERITY

Major

SUGGESTED ACTION

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

0x01a003e

TYPE

System Reporter cache performance alert

MESSAGE

System Reporter threshold alert <name> with condition <condition> has been satisfied by cache on node <nid> with value(s) <value>

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A user configurable threshold criteria associated with node cache was met. Use the CLI command 'showsralertcrit' or the management console to see configured criteria.

RESOLUTION: Determine whether the System Reporter performance alert was caused by a change in the workload or by overutilization of a component. Verify the threshold values or reduce the workload on the array if this continues to be reported. For more information on System Reporter alert criteria see 'clihelp createsralertcrit'.

0x01a003f

TYPE

Legacy System Model Mismatch

MESSAGE

'System model mismatch. Node <node_id> should be model <expected_class>, but it is reporting as model <actual_class>. Node <node_id> cannot join the cluster.'

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The node specified in the alert does not match the nodes in the rest of the cluster.

RESOLUTION: Confirm that the correct part was used in the most recent node replacement service. Replace the affected node.

0x01a0040

TYPE

Remote System Model Mismatch

MESSAGE

System model mismatch. Node <node_id> should be model <expected_class>, but it is reporting as model <actual_class>. Node <node_id> cannot join the cluster.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The node specified in the alert does not match the nodes in the rest of the cluster.

RESOLUTION: Confirm that the correct part was used in the most recent node replacement service.
Replace the affected node.

0x01a0041

TYPE

Node Rescue Detected Dual Boot Node Drive Size Mismatch

MESSAGE

'[[hw_node]] rescue failed due to a dual boot node drive size mismatch on the rescuee node.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: The node drive specified in the alert does not match the size of the functioning node drive

RESOLUTION: Confirm that the correct part was used in the most recent node drive replacement service.

0x01a0042

TYPE

Node Environmental Check Fail

MESSAGE

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.

0x01a0043

TYPE

Node Thermal Status svc alert

MESSAGE

<msg>.

SEVERITY

Major

SUGGESTED ACTION

Description: The specified node is at a higher temperature than expected.

Resolution: Check room temperature. If room temperature is within limits, then check fan status. If fan has failed, replace it. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the replacement, see the following resources:

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01a0044

TYPE

Node Needs to Shutdown svc alert

MESSAGE

<msg>.

SEVERITY

Major

SUGGESTED ACTION

Description: The specified node is at a higher temperature than expected.

Resolution: Check room temperature. If room temperature is within limits, then check fan status. If fan has failed, replace it. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the replacement, see the following resources:

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01a0045

TYPE

Node Thermal Status Alert

MESSAGE

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

SEVERITY

Major

SUGGESTED ACTION

Description: The specified node is at a higher temperature than expected.

Resolution: Check room temperature. If room temperature is within limits, then check fan status. If fan has failed, replace it. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the replacement, see the following resources:

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01a0046

TYPE

Node Thermal Status Warning

MESSAGE

Node <nid>: <sensor_name> at WARNING level (<level> C).

SEVERITY

Major

SUGGESTED ACTION

Description: The specified node is at a higher temperature than expected.

Resolution: Check room temperature. If room temperature is within limits, then check fan status. If fan has failed, replace it. For instructions on how to 1) identify the failed component and the replacement part number; 2) order a new part; and 3) perform the replacement, see the following resources:

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01a0047

TYPE

System Reporter cmp performance (critical alert)

MESSAGE

System Reporter threshold alert <cmp_str_data> with condition <cmp_valstr1> has been satisfied by cmp on node <cmp_valstr0> with value(s) <cmp_valstr2>.

SEVERITY

Critical

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.

0x01a0048

TYPE

System Reporter cmp performance (minor alert)

MESSAGE

System Reporter threshold alert <cmp_str_data> with condition <cmp_valstr1> has been satisfied by cmp on node <cmp_valstr0> with value(s) <cmp_valstr2>.

SEVERITY

Minor

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.

0x01a0049

TYPE

System Reporter cmp performance (info alert)

MESSAGE

System Reporter threshold alert <cmp_str_data> with condition <cmp_valstr1> has been satisfied by cmp on node <cmp_valstr0> with value(s) <cmp_valstr2>.

SEVERITY

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.

0x01a004a

TYPE

System Reporter CPU performance (critical alert)

MESSAGE

System Reporter threshold alert <cpu_str_data> with condition <cpu_valstr1> has been satisfied by cpu on node <cpu_valstr0> with value(s) <cpu_valstr2>.

SEVERITY

Critical

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.

0x01a004b

TYPE

System Reporter CPU performance (minor alert)

MESSAGE

System Reporter threshold alert <cpu_str_data> with condition <cpu_valstr1> has been satisfied by cpu on node <cpu_valstr0> with value(s) <cpu_valstr2>.

SEVERITY

Minor

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.

0x01a004c

TYPE

System Reporter CPU performance (info alert)

MESSAGE

System Reporter threshold alert <cpu_str_data> with condition <cpu_valstr1> has been satisfied by cpu on node <cpu_valstr0> with value(s) <cpu_valstr2>.

SEVERITY

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.

0x01a004d

TYPE

System Reporter link performance (critical alert)

MESSAGE

System Reporter threshold alert <link_str_data> with condition <link_valstr1> has been satisfied by link on node <link_valstr0> with value(s) <link_valstr2>.

SEVERITY

Critical

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.

0x01a004e

TYPE

System Reporter link performance (minor alert)

MESSAGE

System Reporter threshold alert <link_str_data> with condition <link_valstr1> has been satisfied by link on node <link_valstr0> with value(s) <link_valstr2>.

SEVERITY

Minor

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.

0x01a004f

TYPE

System Reporter link performance (info alert)

MESSAGE

System Reporter threshold alert <link_str_data> with condition <link_valstr1> has been satisfied by link on node <link_valstr0> with value(s) <link_valstr2>.

SEVERITY

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.

0x01a0050

TYPE

System Reporter cache performance (critical alert)

MESSAGE

System Reporter threshold alert <cache_str_data> with condition <cache_valstr1> has been satisfied by cache on node <cache_valstr0> with value(s) <cache_valstr2>.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: A user configurable threshold criteria associated with node cache was met. Use the CLI command 'showsralertcrit' or the management console to see configured criteria.

RESOLUTION: Determine whether the System Reporter performance alert was caused by a change in the workload or by overutilization of a component. Verify the threshold values or reduce the workload on the array if this continues to be reported. For more information on System Reporter alert criteria see 'clihelp createsralertcrit'.

0x01a0051

TYPE

System Reporter cache performance (minor alert)

MESSAGE

System Reporter threshold alert <cache_str_data> with condition <cache_valstr1> has been satisfied by cache on node <cache_valstr0> with value(s) <cache_valstr2>.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: A user configurable threshold criteria associated with node cache was met. Use the CLI command 'showsralertcrit' or the management console to see configured criteria.

RESOLUTION: Determine whether the System Reporter performance alert was caused by a change in the workload or by overutilization of a component. Verify the threshold values or reduce the workload on the array if this continues to be reported. For more information on System Reporter alert criteria see 'clihelp createsralertcrit'.

0x01a0052

TYPE

System Reporter cache performance (info alert)

MESSAGE

System Reporter threshold alert <cache_str_data> with condition <cache_valstr1> has been satisfied by cache on node <cache_valstr0> with value(s) <cache_valstr2>.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: A user configurable threshold criteria associated with node cache was met. Use the CLI command 'showsralertcrit' or the management console to see configured criteria.

RESOLUTION: Determine whether the System Reporter performance alert was caused by a change in the workload or by overutilization of a component. Verify the threshold values or reduce the workload on the array if this continues to be reported. For more information on System Reporter alert criteria see 'clihelp createsralertcrit'.

0x01a0053

TYPE

Eagle link error

MESSAGE

<ret_str> posted by node <nid> <err_regs_to_str>.

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: The HPE 3PAR OS could not establish communication between the specified nodes.

RESOLUTION: Confirm that both nodes are running HPE 3PAR OS software. If both nodes are running HPE 3PAR OS software, power cycle the node that is not a part of the cluster. If the problem persists, replace the node.

0x01a0054

TYPE

System Series Mismatch

MESSAGE

System Series Mismatch. Node <node_id> should have sys series <expected_sys_series>, but a message was received from a node with sys series <actual_sys_series>. Node <node_id> cannot join the cluster.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The node specified in the alert does not match the nodes in the rest of the cluster.

RESOLUTION: Confirm that the correct part was used in the most recent node replacement service. Replace the affected node.

0x01a0055

TYPE

Remote System Series Mismatch

MESSAGE

Remote System Series Mismatch. Node <node_id> should have sys series <expected_sys_series>, but a message was received from a node with sys series <actual_sys_series>. Node <node_id> cannot join the cluster

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The node specified in the alert does not match the nodes in the rest of the cluster.

RESOLUTION: Confirm that the correct part was used in the most recent node replacement service.
Replace the affected node.

0x01a0056

TYPE

Node temporary filesystem in use

MESSAGE

Node <nid> is using a temporary filesystem due to lack of space on the node disk at boot time.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The node specified in the alert does not match the nodes in the rest of the cluster.

RESOLUTION: Confirm that the correct part was used in the most recent node replacement service.
Replace the affected node.

0x01a0057

TYPE

Node rescue detected that rescuee node has an incompatible board series

MESSAGE

'[[hw_node]] rescue failed due to a board series mismatch on the rescuee node.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: The node specified in the alert does not match the nodes in the rest of the cluster.

RESOLUTION: Confirm that the correct part was used in the most recent node replacement service.
Replace the affected node.

0x01a00de

TYPE

Component state change

MESSAGE

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

STATE

Node Therm Shutdown

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE

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 0x0

Time-Of-Day Battery Failure

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

STATE 0x1

Invalid Battery Configuration

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

STATE 0x2

Link Error

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x5

Correctable Memory Error

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xa

CPU Overheating

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 0xb

CPU VRM Overheating

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 0xc

Control Cache DIMM Overheating

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 0xd

Node Offline Due to Failure

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xe

Node Shutdown Manually

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xf

CPU VRM Missing

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x10

CPU VRM Disabled

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x11

CPU VRM Power Fault

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x12

CPU BTI Overheating

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 0x13

CPU Dead

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x14

CPU Watchdog Timeout Failure

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 0x15

CPU SMB Alert

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x16

CPU Flash Fetch Error

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x17

CPU Power Failure

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 0x18

CPU ESB Dead

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x19

Node Fan Module 0 Failed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x1a

Node Fan Module 0 Not Present

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x1b

Node MCU is Down

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x1c

Node Fan Module 0 Power Fault

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x1d

Node Fan Module 0 Under Limit

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x1e

Node Thermal 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 0x1f

Node Thermal Shutdown

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x20

Node Sensor LM92 Failed

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 0x21

Node Fan Module 1 Failed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x22

Node Fan Module 1 Not Present

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x23

Node Fan Module 1 Power Fault

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x24

Node Fan Module 1 Under Limit

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

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.

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.

STATE 0x2

Link Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

Uncorrectable Memory Error

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

STATE 0x4

Multiple Uncorrectable Memory Error

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

STATE 0x5

Correctable Memory Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x6

Internal System Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x7

Hardware Watchdog Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x8

PCI Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x9

Driver Software Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xa

CPU Overheating

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.

STATE 0xb

CPU VRM Overheating

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.

STATE 0xc

Control Cache DIMM Overheating

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xd

Node Offline Due to Failure

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xe

Node Shutdown Manually

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xf

CPU VRM Missing

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x10

CPU VRM Disabled

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x11

CPU VRM Power Fault

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x12

CPU BTI Overheating

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.

STATE 0x13

CPU Dead

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x14

CPU Watchdog Timeout Failure

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.

STATE 0x15

CPU SMB Alert

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x16

CPU Flash Fetch Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x17

CPU Power Failure

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.

STATE 0x18

CPU ESB Dead

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x19

Node Fan Module 0 Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1a

Node Fan Module 0 Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1b

Node MCU is Down

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1c

Node Fan Module 0 Power Fault

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1d

Node Fan Module 0 Under Limit

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1e

Node Thermal 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.

STATE 0x1f

Node Thermal Shutdown

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x20

Node Sensor LM92 Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x21

Node Fan Module 1 Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x22

Node Fan Module 1 Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x23

Node Fan Module 1 Power Fault

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x24

Node Fan Module 1 Under Limit

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.

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.

0x01b0009**TYPE**

Power Supply Type Mismatch

MESSAGE

[[hw_node]]: Power supply types do not match.

SEVERITY

Major

SUGGESTED ACTION

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

0x01b0015**TYPE**

VSC 055 Interrupt Error

MESSAGE

[[hw_node]] <vsc_intrpt> VSC Interrupt (<vsc_value>) is <action1> - <action2>.

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 0x6

Not Present

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8

Oscillating Presence

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x9

Oscillating DC Failure

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xa

Oscillating AC Failure

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xb

Oscillating Fan Failure

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xc

Oscillating Charger Overload

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xd

Oscillating Battery Failure

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xe

Switched Off

SEVERITY

Degraded

SUGGESTED ACTION

Check the ps switch. If the switch is in the On position, contact your authorized service provider.

STATE 0x13

Disabled

SEVERITY

Degraded

SUGGESTED ACTION

Check the ps switch. If the switch is in the On position, contact your authorized service provider.

STATE 0x15

I2C Failed

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 0x0

Invalid Battery Count

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1

DC Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2

AC Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

Fan Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x4

Charger Overload

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x7

Invalid Firmware

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xf

Over Voltage

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 0x10

Under Voltage

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 0x11

Over Current

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 0x12

Over Temperature

SEVERITY

Major

SUGGESTED ACTION

Check ps. If the alert persists, contact your authorized service provider.

STATE 0x14

Alert Asserted

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

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

Description: A cage log event has been generated.

Resolution: Evaluate the contents of the event for further action.

0x01e0005

TYPE

Cage coredump event

MESSAGE

Cage COREDUMP: recovered file < file_name>

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 < cage_id>, mag < mag_id>, taskid < task_id>, pd < pd_id>: 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.

0x01e0007

TYPE

Critical ESI port count, down to one

MESSAGE

<cage_name> is connected but is down to one valid Enclosure Services Interface (ESI) port.

SEVERITY

Degraded

SUGGESTED ACTION

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

0x01e0008

TYPE

Critical ESI port count, one valid

MESSAGE

<cage_name> is connected but has only one valid Enclosure Services Interface (ESI) port.

SEVERITY

Degraded

SUGGESTED ACTION

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

0x01e0009

TYPE

Critical ESI port count, lost

MESSAGE

Lost communication to <cage_name> on all Enclosure Services Interface (ESI) ports.

SEVERITY

Degraded

SUGGESTED ACTION

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

0x01e000a

TYPE

Invalid cage isolated configuration

MESSAGE

Cage <cage_id> (WWN 0x<cage_wnn>) 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.

0x01e000b

TYPE

Invalid cage isolated configuration

MESSAGE

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.

0x01e000c

TYPE

Invalid cage mixed configuration

MESSAGE

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.

0x01e000d

TYPE

Invalid cage unknown configuration

MESSAGE

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.

0x01e000e

TYPE

Invalid cage partners configuration

MESSAGE

Cage < cage_id > (WWN 0x< cage_wnn >) 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.

0x01e000f

TYPE

Invalid cage maxcage configuration

MESSAGE

More than < count > cages reported port < node > : < slot > : < port >

SEVERITY

Critical

SUGGESTED ACTION

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

0x01e0010

TYPE

Invalid cage twice configuration

MESSAGE

Cage < cage_id > (WWN 0x< cage_wnn >) 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.

0x01e0011

TYPE

Unknown cage configuration

MESSAGE

Unknown cage configuration error code < err_code >.

SEVERITY

Critical

SUGGESTED ACTION

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

0x01e0012

TYPE

Cage coredump event - detailed - 0

MESSAGE

Cage COREDUMP: retrieve failed: <cd_errno_str> - Failed to retrieve core dump from cage <jb_name>.

SEVERITY

Minor

SUGGESTED ACTION

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

0x01e0013

TYPE

Cage coredump event - detailed - 1

MESSAGE

Cage COREDUMP: retrieve failed: <cd_errno_str> - Failed to retrieve full core dump from cage <jb_name> (page <page> of <pages>).

SEVERITY

Minor

SUGGESTED ACTION

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

0x01e0014

TYPE

Cage coredump event - detailed - 2

MESSAGE

Cage COREDUMP: retrieve failed: <cd_errno_str> - Cage <jb_name> core dump has invalid magic.

SEVERITY

Minor

SUGGESTED ACTION

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

0x01e0015

TYPE

Cage coredump event - detailed - 3

MESSAGE

Cage COREDUMP: retrieve failed: <cd_errno_str> - Cage <jb_name> core dump has invalid size 0x<total_size>.

SEVERITY

Minor

SUGGESTED ACTION

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

0x01e0016

TYPE

Cage coredump event - very detailed - 0

MESSAGE

Cage COREDUMP: retrieve failed: <cd_files> <cd_errno_str> - Failed to create cage core dump <cd_files>.

SEVERITY

Minor

SUGGESTED ACTION

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

0x01e0017

TYPE

Cage coredump event - very detailed - 1

MESSAGE

Cage COREDUMP: retrieve failed: <cd_files> <cd_errno_str> - Failed to write cage <jb_name> core dump (page <page> of <pages>).

SEVERITY

Minor

SUGGESTED ACTION

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

0x01e0018

TYPE

Cage log event, firmware panic

MESSAGE

Cage cage< cage_id >< side >, port < port >, cage time < time_event >. Cage Firmware panic due to < panic_reason >. Panic count is < count > (0x< code >). Internal parameters: < error_code > < error_flag > < param1 >

SEVERITY

Info

SUGGESTED ACTION

Description: The specified cage has experienced a firmware panic.

Resolution: Contact your next level of support for additional assistance.

0x01e0019

TYPE

Cage log event, midplane esi

MESSAGE

Cage cage< cage_id>< side>, port < port>, cage time < time_event>. Cage Midplane < fpga> ESI< esi> < esi_errors>: < ecode>. Internal parameters: < error_code> < error_flag> < param>

SEVERITY

Info

SUGGESTED ACTION

Description: An internal enclosure hardware error occurred. One or more communication channels has been disabled.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01e001a

TYPE

Cage log event, midplane

MESSAGE

Cage cage< cage_id>< side>, port < port>, cage time < time_event>. Cage Midplane < fpga> < esi_errors>: < ecode>. Internal parameters: < error_code> < error_flag> < add_param>

SEVERITY

Info

SUGGESTED ACTION

Description: An internal enclosure hardware error occurred. One or more communication channels has been disabled.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01e001b

TYPE

Cage log event, post

MESSAGE

Cage cage< cage_id>< side>, port < port>, cage time < time_event>. Cage POST < tests> < error> < code1>< code2>< code3>< code4>. Internal parameters: < error_code> < error_flag> < param2>

SEVERITY

Info

SUGGESTED ACTION

Description: A cage power-on event has been generated.

Resolution: Evaluate the contents of the event for further action.

0x01e001c

TYPE

Cage log event, midplane lm87

MESSAGE

Cage cage< cage_id >< side >, port < port >, cage time < time_event >. Cage Midplane LM87 < error > (< ecode >). Internal parameters: < error_code > < error_flag > < param3 >

SEVERITY

Info

SUGGESTED ACTION

Description: The specified cage is experiencing a hardware issue.

Resolution: Contact your next level of support for additional assistance.

0x01e001d

TYPE

Cage log event, midplane pmc

MESSAGE

Cage cage< cage_id >< side >, port < port >, cage time < time_event >. Cage Midplane PMC < id > Revision < rev > not supported. Internal parameters: < error_code > < error_flag > < param4 >

SEVERITY

Info

SUGGESTED ACTION

Description: The specified cage is experiencing a hardware issue.

Resolution: Contact your next level of support for additional assistance.

0x01e00de

TYPE

Component state change

MESSAGE

Cage < cage_id > Degraded (< list of: State String {State Value} >)

STATE 0x1

Temperature Under Warning Threshold

SEVERITY

Degraded

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 0x2

Operators Panel Failed

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. The LCD display of the specified cage failed. Contact your authorized service provider.

STATE 0x2

Temperature Under Failure Threshold

SEVERITY

Degraded

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 0x3

Operators Panel Warning

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 0x3

Temperature Over Warning Threshold

SEVERITY

Degraded

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 0x4

Temperature Over Failure Threshold

SEVERITY

Degraded

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 0x4

Unsupported Cage

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x5

Operators Panel Not_Present

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 0x5

Unsupported Link Speed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x7

Operators Panel Not_Available

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 0x10

Loop Offline

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x40

Single ESI Port

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x800

Firmware CPU Old

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x4000

Loops connected to invalid node

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8000

Loops moved

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 0x1

Temperature Under Warning Threshold

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 0x2

Temperature Under Failure Threshold

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 0x3

Temperature Over Warning Threshold

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 0x4

Temperature Over Failure Threshold

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 0x20

Inaccessible

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x80

No ESI Port

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x100

Loop Map Fail

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x200

Side 0 Inaccessible

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x400

Side 1 Inaccessible

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1000

Firmware CPU Unknown

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2000

Link Speed Changed

SEVERITY

Major

SUGGESTED ACTION

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

0x01f0001

TYPE

Mixing SSDs with different RPMs not supported

MESSAGE

Admitpd does not allow mixing SSDs with different RPMs and did not admit SSD WWN <ssd_wwn>.

SEVERITY

Major

SUGGESTED ACTION

No action required.

0x01f00de

TYPE

Component state change

MESSAGE 1

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x2

New Offloop

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 2

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x3

New Onloop

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 3

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x4

Spinup

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 4

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x6

Fail To Spinup

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 5

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x7

Loop Failure

SEVERITY

Degraded

SUGGESTED ACTION

No action required.

MESSAGE 6

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x8

Drive Error Bit Set

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 7

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9

Sysmgr Bypassed

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 8

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa

Port Bypassed

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 9

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xb

Drive Not Ready

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 10

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xc

Sysmgr Spundown

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 11

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xf

Spindown Request Failed

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 12

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x11

Relocating

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 13

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x12

Servicing

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 14

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x80

Notready

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 15

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x81

Missing

SEVERITY

Degraded

SUGGESTED ACTION

No action is required.

MESSAGE 16

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x81

Missing

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 17

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x82

Invalid connections

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 18

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x83

Not Available For Allocations

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 19

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x84

Old Firmware

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 0x85

Disabled A Port

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 0x86

Missing A Port

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 0x87

Errors on A Port

SEVERITY

Degraded

SUGGESTED ACTION

An event occurred that requires attention. Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure or contact your authorized support provider for assistance.

MESSAGE 23

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x88

Prolonged Missing A Port

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 0x89

Disabled B Port

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 0x8a

Missing B Port

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 0x8b

Errors on B Port

SEVERITY

Degraded

SUGGESTED ACTION

Check the cables. If the problem persists, replace the drive. If the problem still persists, replace the enclosure or contact your authorized support provider for assistance.

MESSAGE 27

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x8c

Prolonged Missing B Port

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 0x95

Over Temperature Warning

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 0x95

Temperature Over Warning

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 0x96

Over Temperature Alert

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 0x96

Temperature Over Alert

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 0x96

Over Temperature Alert

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 0x96

Temperature Over Alert

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 34

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x97

Formatting

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 35

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x98

Invalid Media

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 36

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x99

Failed Hardware

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE 37

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9a

Smart Threshold Exceeded

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 38

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9b

Multiple Chunklets Media Bad

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 39

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9c

Media Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 40

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9d

Increased Error Count

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 41

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9e

DIF Threshold Exceeded

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 42

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0x9f

Prolonged Not Ready

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 43

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa1

No Valid Ports

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 44

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa3

Inquiry Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 45

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa4

Unit Ready Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 46

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa5

Read Capacity Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 47

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa6

Write Label Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 48

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa8

Read Label Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 49

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xa9

Medium Format Corrupted

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 50

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xaa

Low Wear Level Remaining

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 51

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xab

Miscompare

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 52

Disk <wnn_id> Degraded (<list of: State String {State Value}>)

STATE 0xac

Invalid Cage

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 0xa7

Mode Page Update Failed

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

MESSAGE 54

Disk <wwn_id> Degraded (<list of: State String {State Value}>)

STATE 0xae

Slow Drive

SEVERITY

Degraded

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

0x01f00fa

TYPE

Component state change

MESSAGE

Disk <wwn_id> Failed (<list of: State String {State Value}>)

STATE 0x40

Invalid Label

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x41

Invalid Capacity

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x42

Invalid Type

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x43

Invalid Firmware

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x44

Invalid Block Size

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x45

Vacated

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x46

Replace Drive

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x98

Invalid Media

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x99

Failed Hardware

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9a

Smart Threshold Exceeded

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9b

Multiple Chunklets Media Bad

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9c

Media Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9d

Increased Error Count

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x9f

Prolonged Not Ready

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa0

Prolonged Missing

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa1

No Valid Ports

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa2

Invalid

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa3

Inquiry Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa4

Unit Ready Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa5

Read Capacity Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa6

Write Label Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa7

Mode Page Update Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0xa8

Read Label Failed

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A physical disk drive has failed and requires replacement.

RESOLUTION: Replace the physical drive.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

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 expiring soon

MESSAGE

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.

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

[[hw_node]] [[hw_ps]]: Battery types do not match.

SEVERITY

Major

SUGGESTED ACTION

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

0x0220017**TYPE**

Battery expiration soon

MESSAGE

BBU will expire soon

SEVERITY

Info

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 0x0

Expired

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x2

Not Present

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 0x4

Unknown

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 0x6

Fan Failed

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 0x7

DC Failed

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 0x8

Charger Failed

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 0x9

MCU Hung

SEVERITY

Degraded

SUGGESTED ACTION

The BBU has failed permanently. Contact your authorized service provider.

STATE 0xa

MCU Failed

SEVERITY

Degraded

SUGGESTED ACTION

The BBU has failed permanently. Contact your authorized service provider.

STATE 0xb

Charging Failed

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 0xc

Low Cell Voltage

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 0xd

Initialization Failed

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 0xe

Charger Under Voltage

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 0xf

Charger Over Voltage

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 0x10

Charger Over Current

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 0x11

Output V Under Limit

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 0x12

Output V Over Limit

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 0x13

Output A Over Limit

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 0x14

Under Voltage

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 0x15

Over Voltage

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 0x16

Open Circuit

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x17

Internal Error

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 0x18

Not Engaged

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x19

Load Sharing Failed

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 0x1a

I2C Error

SEVERITY

Degraded

SUGGESTED ACTION

The system is unable to monitor anything. Contact your authorized service provider.

STATE 0x1b

I2C Corrupt

SEVERITY

Degraded

SUGGESTED ACTION

The system is unable to monitor anything. Contact your authorized service provider.

STATE 0x1c

I2C Fail

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 0x1

Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

Invalid Firmware

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x5

Failed Test

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.

0x0230007**TYPE**

HBA FW error opening file

MESSAGE

Error opening HBA firmware file <filename>.

SEVERITY

Major

SUGGESTED ACTION

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

0x0230008**TYPE**

HBA FW error reading file

MESSAGE

Error reading HBA firmware file <filename>.

SEVERITY

Major

SUGGESTED ACTION

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

0x0230009**TYPE**

HBA FW unsupported file

MESSAGE

Unsupported HBA firmware file <filename>.

SEVERITY

Major

SUGGESTED ACTION

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

0x0240002**TYPE**

Internodal Serial Port Receiver Timeout Error

MESSAGE

Node <nid> Serial Port <pid> Error: <rcv_to> Receiver Timeout.

SEVERITY

Degraded

SUGGESTED ACTION

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

0x0240003**TYPE**

Internodal Serial Port Default Error

MESSAGE

Node <nid> Serial Port <pid> Error: Unknown Error.

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 (major alert)

MESSAGE

System Reporter threshold alert <rcopy_str_data> with condition <rcopy_valstr1> has been satisfied by rc <rcopy_valstr0> with value(s) <rcopy_valstr2>.

SEVERITY

Major

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 (major alert)

MESSAGE

System Reporter threshold alert <rcvv_str_data> with condition <rcvv_valstr1> has been satisfied by rcvv <rcvv_valstr0> with value(s) <rcvv_valstr2>.

SEVERITY

Major

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 <rmm_group> is in failsafe mode, volumes in this remote copy group will not be exported (IO to these volumes will be disrupted) 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.

0x025000a**TYPE**

Replication resource usage exceeded - Group 'Logging'.

MESSAGE

Remote copy group <rm_grp_name> with ID <rm_grp_id> has transitioned to logging mode due to resource limitations.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: In order to ensure async remote copy streaming mode does not exhaust the system resources, the replication resources are monitored. If they drop below sustainable limits, this alert is raised indicating that a group has transitioned to “Logging” mode.

RESOLUTION:

Confirm that the Remote Copy links are not degraded. If necessary, restart any affected links.

Reduce the replication workload either by reducing the number of groups to be replicated, or by using modes that require fewer resources.

Ensure that system health is normal. Data path component failures may result in this alert.

0x025000b

TYPE

Replication resource usage exceeded - Group 'Stopped'.

MESSAGE

Remote copy group <rm_grp_name> with ID <rm_grp_id> has been stopped due to resource limitations.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: In order to ensure async remote copy streaming mode does not exhaust the system resources, the replication resources are monitored. If they drop below sustainable limits, this alert is raised indicating that a group is stopped.

RESOLUTION:

Confirm that the Remote Copy links are not degraded. If necessary, restart any affected links.

Reduce the replication workload either by reducing the number of groups to be replicated, or by using modes that require fewer resources.

Ensure that system health is normal. Data path component failures may result in this alert.

The group will need to be manually restarted with the 'setrcopygroup' command. Also setting the “period value” in setrcopygroup to a value greater than 0 will ensure the group attempts to restart automatically.

0x025000c

TYPE

Replication resources restored - Group transition from Logging failure

MESSAGE

Remote copy group <rm_grp_name> with ID <rm_grp_id> could not transition out of logging state when replication resources became available, retrying.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: When system health is normal and replication resources are restored, an attempt will be made to automatically transition a group from “Logging” mode to “Started” mode. This alert is raised to indicate that the group has not “Started” and will be retried.

0x025000d

TYPE

System Reporter RC VV performance (critical alert)

MESSAGE

System Reporter threshold alert <rcvv_c_str_data> with condition <rcvv_c_valstr1> has been satisfied by rcvv <rcvv_c_valstr0> with value(s) <rcvv_c_valstr2>.

SEVERITY

Critical

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.

0x025000e

TYPE

System Reporter RC VV performance (minor alert)

MESSAGE

System Reporter threshold alert <rcvv_mi_str_data> with condition <rcvv_mi_valstr1> has been satisfied by rcvv <rcvv_mi_valstr0> with value(s) <rcvv_mi_valstr2>.

SEVERITY

Minor

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.

0x025000f

TYPE

System Reporter RC VV performance (info alert)

MESSAGE

System Reporter threshold alert <rcvv_i_str_data> with condition <rcvv_i_valstr1> has been satisfied by rcvv <rcvv_i_valstr0> with value(s) <rcvv_i_valstr2>.

SEVERITY

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.

0x0250011

TYPE

System Reporter RC Target performance (critical alert)

MESSAGE

System Reporter threshold alert <rcopy_c_str_data> with condition <rcopy_c_valstr1> has been satisfied by rc <rcopy_c_valstr0> with value(s) <rcopy_c_valstr2>.

SEVERITY

Critical

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.

0x0250012

TYPE

System Reporter RC Target performance (minor alert)

MESSAGE

System Reporter threshold alert <rcopy_mi_str_data> with condition <rcopy_mi_valstr1> has been satisfied by rc <rcopy_mi_valstr0> with value(s) <rcopy_mi_valstr2>.

SEVERITY

Minor

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.

0x0250013

TYPE

System Reporter RC Target performance (info alert)

MESSAGE

System Reporter threshold alert <rcopy_i_str_data> with condition <rcopy_i_valstr1> has been satisfied by rc <rcopy_i_valstr0> with value(s) <rcopy_i_valstr2>.

SEVERITY

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.

0x0250014

TYPE

Remote Copy group status alert

MESSAGE

Remote copy group [name] ([number]) has stopped due to [reason]

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A failure at the remote array prevented admitting a Virtual Volume (VV) into the Remote Copy group, causing the group to stop due to group consistency requirements. This may be due to lack of space on the target or issues with the Remote Copy link.

RESOLUTION: At the remote array, check the remote CPG associated with the group for space limitations using the CLI command 'showspace -cpg <cpgname>'. If necessary, allocate additional space and restart the group. Check the remote copy link connection using 'showrcopy targets' to determine if the remote target is available. Recovery of the remote target would likely clear the failure-to-admit alert.

If the problem persists, check the remote array for alerts to determine its operational health. Group replication may be temporarily restarted by removing the non-admitted volume and restarting the group. Dismiss the volume with the CLI command 'dismissrcopyvv' to remove the VV from the group. Use the CLI command 'startcopygroup' on the stopped group to start the group and clear the alert.

0x0250015

TYPE

Remote Copy group status fail

MESSAGE

Remote copy group <rmm_groupname> (<rmm_gid>) target <rmm_targetname> has stopped due to a <rmm_fail_msg>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: A failure at the remote array prevented admitting a Virtual Volume (VV) into the Remote Copy group, causing the group to stop due to group consistency requirements. This may be due to lack of space on the target or issues with the Remote Copy link.

RESOLUTION: At the remote array, check the remote CPG associated with the group for space limitations using the CLI command 'showspace -cpg <cpgname>'. If necessary, allocate additional space and restart the group. Check the remote copy link connection using 'showrcopy targets' to determine if the remote target is available. Recovery of the remote target would likely clear the failure-to-admit alert.

If the problem persists, check the remote array for alerts to determine its operational health. Group replication may be temporarily restarted by removing the non-admitted volume and restarting the group. Dismiss the volume with the CLI command 'dismissrcopyvv' to remove the VV from the group. Use the CLI command 'startcopygroup' on the stopped group to start the group and clear the alert.

0x0250016

TYPE

Quorum is not in *Started* state

MESSAGE

Quorum is not <rmm_quorum_reason>, automatic failover is not operational on target <rmm_target_name>. Enter the `showrcopy -qw` command for quorum status details.

SEVERITY

Major

SUGGESTED ACTION

Use the CLI command `showrcopy -qw` to view the status of the Quorum Witness service. If you have not configured Quorum Witness, configure it using the CLI command `setrcopytarget witness create <qwip> <targetname>`. To start the Quorum Witness, enter the CLI command `setrcopytarget witness start <qwip> <targetname>`.

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.

0x0260002

TYPE

No admin network interface discovered

MESSAGE

The administrative network interface has failed on node [[hw_node]]. The system cannot be managed from this node.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The network interface to manage the system was not found, the array cannot be managed by the indicated node. If another node is functional it may be used to manage the array. The likely cause of the issue is a hardware failure causing the admin network interface to be undiscovered.

RESOLUTION: The indicated Node needs to be replaced.

0x0270001

TYPE

TP VV allocation size warning

MESSAGE

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

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

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.

0x0270004

TYPE

Snapshot space allocation size limit

MESSAGE

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.

0x0270005

TYPE

CPG growth warning

MESSAGE

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.

0x0270006

TYPE

CPG growth limit

MESSAGE

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 -cpg <cpg name>", 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

CPG <tpgf_tpname> SA space could not grow due to unavailability of free space. CPG grow attempted using degraded availability parameters (-ha mag) also failed.

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: HPE 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: HPE 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 using its default grow size of 32GB due to unavailability of free space.

SEVERITY

Degraded

SUGGESTED ACTION

Description: 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.

Resolution: Review CPG limits or add capacity.

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: HPE 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.

0x027001d

TYPE

CPG growth failure non-admin

MESSAGE

CPG <tpgf_tpname> SD and/or user space could not grow due to unavailability of free space. CPG grow attempted using degraded availability parameters (-ha mag) also failed.

SEVERITY

Critical

SUGGESTED ACTION

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

0x027001e

TYPE

CPG growth non admin limit

MESSAGE

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 SSMC and checking the Estimated Free System Space in the CPG details, or by using the CLI command "showspace -cpg <cpg name>", 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.

0x027001f

TYPE

CPG growth non admin warning

MESSAGE

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.

0x0270020

TYPE

Overprovisioning CPG warning alert

MESSAGE

CPG <cpg_name> overprovisioning ratio is over the overprovisioning warning.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Common Provisioning Group (CPG) specified in the alert has exceeded the overprovisioning warning threshold specified by the administrator.

RESOLUTION: Monitor the CPG usage. If appropriate, reduce the volumes allocated from the CPG or increase the associated physical storage.

0x0270021

TYPE

Overprovisioning CPG limit alert

MESSAGE

CPG <cpg_name> overprovisioning ratio is over the overprovisioning limit

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The Common Provisioning Group (CPG) specified in the alert has exceeded the overprovisioning limit threshold specified by the administrator.

RESOLUTION: Reduce the volumes allocated from the CPG or increase the associated physical storage.

0x0270022

TYPE

Overprovisioning warning alert

MESSAGE

<over_devtype> overprovisioning ratio is over overprovisioning warning.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The device specified in the alert has exceeded the overprovisioning warning threshold specified by the administrator.

RESOLUTION: Monitor the device usage. If appropriate, reduce the data stored on the device or increase its size.

0x0270023

TYPE

Overprovisioning limit alert

MESSAGE

<over_devtype> overprovisioning ratio is over overprovisioning limit.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The device specified in the alert has exceeded the overprovisioning limit threshold specified by the administrator.

RESOLUTION: Reduce the data stored on the device or increase its size.

0x0270024

TYPE

System Reporter CPG space critical alert

MESSAGE

System Reporter threshold alert <cpgspace_crit_str_data> with condition <cpgspace_crit_valstr1> has been satisfied by CPG <cpgspace_crit_valstr0> with value(s) <cpgspace_crit_valstr2>.

SEVERITY

Critical

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.

0x0270025

TYPE

System Reporter CPG space minor alert

MESSAGE

System Reporter threshold alert <cpgspace_min_str_data> with condition <cpgspace_min_valstr1> has been satisfied by CPG <cpgspace_min_valstr0> with value(s) cpgspace_min_valstr2>.

SEVERITY

Minor

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.

0x0270026

TYPE

System Reporter CPG space info alert

MESSAGE

System Reporter threshold alert <cpgspace_info_str_data> with condition <cpgspace_info_valstr1> has been satisfied by CPG <cpgspace_info_valstr0> with value(s) cpgspace_info_valstr2>.

SEVERITY

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.

0x0270027

TYPE

System Reporter CPG space major alert

MESSAGE

System Reporter threshold alert <cpgspace_str_data> with condition <cpgspace_valstr1> has been satisfied by CPG <cpgspace_valstr0> with value(s) <cpgspace_valstr2>.

SEVERITY

Major

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.

0x0280001

TYPE

Preserved data LDs configuration

MESSAGE 1

Preserved data LDs configuration

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 unavailable

MESSAGE

Preserved data storage is currently unavailable.

SEVERITY

Minor

SUGGESTED ACTION

Description: The preserved data LDs on this system are not currently available. This might be caused by missing PDs or because some nodes are not a part of the cluster at this time.

Resolution: 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.

0x0280006

TYPE

Preserved data LDs status, mangler class

MESSAGE

Preserved data storage is currently unavailable.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: Preserved data LDs have stopped or are unavailable.

RESOLUTION: Ensure that all nodes are up and verify Logical Disks are healthy using the CLI command `'checkhealth -detail ld'`. Correct any associated LD issues. If this alert persists after addressing any LD issues, contact your next level of support for assistance.

0x0280007

TYPE

Preserved data LDs configuration, Not configured

MESSAGE

Preserved data LDs have not been configured.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: Preserved data LDs have not been configured on this system. This system may have been recently installed, or new hardware may have been added.

RESOLUTION: Run the CLI command 'admithw' or take the corresponding action from the Service Console. If this alert persists, contact your next level of support for assistance.

0x0280008

TYPE

Preserved data LDs configuration, Not started

MESSAGE

Preserved data LDs have not been started up.

SEVERITY

Minor

SUGGESTED ACTION

DESCRIPTION: Preserved data LDs have not been started on this system.

RESOLUTION: Ensure that all nodes are up and verify Logical Disks are healthy using the CLI command 'checkhealth -detail ld'. Correct any associated LD issues. If this alert persists after addressing any LD issues, contact your authorized service provider for assistance.

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 0x0

Unqualified

SEVERITY

Degraded

SUGGESTED ACTION

Description: The specified SFP may not be certified.

Resolution: Confirm the SFP state by using the CLI command 'showcage -sfp'. If degraded, replace the specified SFP.

STATE 0x1

Receiver Power Low: Check FC Cable

SEVERITY

Degraded

SUGGESTED ACTION

Description: The specified I/O Module (SFP) is receiving a low signal.

Resolution: Check the Fibre Channel cables and SFP to ensure they are properly inserted. If this does not resolve the issue, replace the specified SFP.

0x02a00de

TYPE

Component state change

MESSAGE

Node System Fan <fan_id> Degraded (<list of: State String {State Value}>)

STATE 0x0

I2C Failed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x1

DC Failed

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 0x0

I2C Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1

DC Failed

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 0x3

Power Supply Filler

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x4

Power Supply Off

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x404

Power Supply Fan Warning

SEVERITY

Degraded

SUGGESTED ACTION

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

0x02b00fa

TYPE

Component state change

MESSAGE

Cage < cage_id > Power Supply < power_supply_id > Failed (< list of: State String { State Value } > >)

STATE 0x1

Power Supply Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2

Power Supply AC Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x400

Power Supply Unsupported

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x402

Cage < cage_id > Power Supply < power_supply_id > Failed (< list of: State String { State Value } > >)

SEVERITY

Major

SUGGESTED ACTION

Description: The cage power supply identified may need replaced.

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

- Search for the *HPE 3PAR StoreServ xxxx Storage Service Guide* available from <http://www.hpe.com/support>
- The HPE Service Media Library: available at <http://www.hpe.com/support/sml-csr>

STATE 0x403

Power Supply Warning

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x404

Power Supply Communication Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x405

Power Supply Fan Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x405

Power Supply Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x406

Power Supply Fan Not Available

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x407

Power Supply Not Available

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x408

Power Supply Unsupported Power Supply combination

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 0x0

CPU Firmware Unknown

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x0

Interface Card Not Responding

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

STATE 0x1

CPU Firmware Not Current

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x4

Interface Card Loop Down Recovery

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x402

Interface Card Failed

SEVERITY

Degraded

SUGGESTED ACTION

Not Applicable to HPE 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 0x0

Interface Card Not Responding

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1

CPU Firmware Not Current

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1

ESH Microcontroller Failed POST

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x1

Interface Card Fatal Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2

ESH Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2

ESH Microcontroller Encountered FATAL Error

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

ESH ASIC Not Functioning

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

ESH Warning

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x4

ESH ASIC Failed POST

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x4

ESH Unrecoverable

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x5

ESH ASIC Port Failed POST

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x5

ESH Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x6

ESH ASIC Clock Delta Beyond Thresholds

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x7

ESH Not Available

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x400

Interface Card Undefined

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x402

Interface Card Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x403

Interface Card Warning

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x404

Interface Card Unrecoverable

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x405

Interface Card Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x407

Interface Card Not Available

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 0x6

Offloop, Requested Via Admin Interface

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x11

Missing, No Admitted Disks

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 0x1

Missing

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

STATE 0x3

Offloop, Loop Failure

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

STATE 0x4

Offloop, I2C Transaction Failure

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

STATE 0x5

Offloop, Power Supply Failure

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x7

Offloop, Requested Via Serial Console

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x8

Midplane I2C Transaction Failure

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

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.

0x0360003

TYPE

System Reporter system space critical alert

MESSAGE

System Reporter threshold alert <sysspace_crit_str_data> with condition <sysspace_crit_valstr1> has been satisfied by <sysspace_crit_valstr0> with value(s) <sysspace_crit_valstr2>.

SEVERITY

Critical

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.

0x0360004

TYPE

System Reporter system space major alert

MESSAGE

System Reporter threshold alert <sysspace_crit_str_data> with condition <sysspace_crit_valstr1> has been satisfied by <sysspace_crit_valstr0> with value(s) <sysspace_crit_valstr2>.

SEVERITY

Major

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.

0x0360005

TYPE

System Reporter system space info alert

MESSAGE

System Reporter threshold alert <sysspace_crit_str_data> with condition <sysspace_crit_valstr1> has been satisfied by <sysspace_crit_valstr0> with value(s) <sysspace_crit_valstr2>.

SEVERITY

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.

0x0360006

TYPE

System Reporter system space minor alert

MESSAGE

System Reporter threshold alert <sysspace_crit_str_data> with condition <sysspace_crit_valstr1> has been satisfied by <sysspace_crit_valstr0> with value(s) <sysspace_crit_valstr2>.

SEVERITY

Minor

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.

0x03700de

TYPE

Component state change

MESSAGE

Remote Copy Volume <volume_id>(<volume_name>) Degraded (<list of: State String {State Value}>)

STATE 0x3

Resync Snapshot Became Stale - full sync required

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x4

Volume Group Unsynced - did not take snapshots while stopping group

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x5

Volume Unsynced - secondary volume was not marked as in-sync

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x6

Volume Unsynced - volume was unavailable when group was stopped

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x7

Volume Unsynced - node or sysmgr failure

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8

Volume Unsynced - promote of snapshot failed

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x9

Volume Unsynced - could not take snapshot during sysmgr startup

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xa

Volume Unsynced - requires a full resync since ldck is in progress

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xb

Volume Unsynced - primary periodic iteration doesn't match secondary

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 0x1

Write To Secondary Volume Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2

Sync Failed

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 resynchronized 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 0x1

Sync Failed - could not take local snapshots

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x2

Sync Failed - could not take remote snapshots

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x3

Sync Failed - could not communicate with target

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x4

Sync Failed - synchronization snapshot has been deleted

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x5

Resync Failed - resynchronization snapshot has been deleted

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x6

Not All Volumes In Group Are In Sync

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x7

Periodic Sync Took More Than Sync Period

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x8

Resync Failed - volume is currently syncing

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0x9

Sync In Period

SEVERITY

Degraded

SUGGESTED ACTION

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

STATE 0xa

Group stopped - IO to secondary timed out, the reason for the hung IO should be resolved before restarting the group

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 0x1

Target At Incompatible Revision

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x2

All Links To Target Are Down

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

Target's links connect to multiple InServs, dismiss and admit correct links.

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 0x4

Multiple targets defined for one remote system, the target get disabled. Please remove the target.

SEVERITY

Major

SUGGESTED ACTION

The user has created an extra target which is not supported. Recommended Action: Remove the target.

STATE 0x5

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.

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 0x4

Not All Connections Are Up

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 0x1

Down Due To Send Error Or Missing Heartbeat

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 0x2

Multiple Link Down Errors Within 24 Hours

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x3

Link Has Been Down For More Than 4 Hours

SEVERITY

Major

SUGGESTED ACTION

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

0x03b0001

TYPE

SMART IDE message

MESSAGE

Error Log read failure: disk <hda> Error Log Fail

SEVERITY

Minor

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0002

TYPE

Free node disk space low

MESSAGE

Node <nid> free disk space is below acceptable limits: root <free_space>MB
altroot <alt_space>MB common <comm_space>MB.

SEVERITY

Major

SUGGESTED ACTION

Description: The node drive is unexpectedly full.

Resolution: Contact your next level of support for additional assistance.

0x03b0004

TYPE

Node drive is encrypted but encryption is not enabled on the system

MESSAGE

Node drive for node <hw_node> drive <driveid> with WWN <sw_wwn> has encryption enabled, but encryption is not enabled on the system.

SEVERITY

Critical

SUGGESTED ACTION

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

0x03b0005

TYPE

Encryption is enabled on the system but the node drive is not encrypted

MESSAGE

Node drive for node <hw_node> drive <driveid> with WWN <sw_wwn> is not encrypted, but encryption is enabled on the system.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: Encryption is enabled on the system, but the drive is not encrypted. Normally, the system should automatically enable encryption on new drives.

RESOLUTION: Contact your authorized service provider for assistance.

0x03b0006

TYPE

Unable to do I/O to the node drive

MESSAGE

Unable to do I/O to the node drive for node <hw_node> drive <driveid> with WWN <sw_wwn>.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: A background check of the powerfail partition failed to access and unlock the drive.

RESOLUTION: Use 'controlpd revertnode <node id>' to put the drive back into the factory state. This should cause the node to restart automatically. On 20000-series systems, you may need to issue the controlpd revertnode commands back-to-back, because controlpd revertnode automatically reboots the corresponding node in 30 seconds in order to start an automatic node-to-node rescue. If 'controlpd revertnode <node id>' does not resolve the node drive failure, the drive should be replaced.

0x03b0007

TYPE

Free node disk space low, /common not mounted

MESSAGE

Node <nid> free disk space is below acceptable limits: root <free_space>MB
altroot <alt_space>MB common NOT MOUNTED.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: One of the node drive internal partitions is not mounted. This is likely due to issues with the node disk.

RESOLUTION: The node disk should be replaced.

0x03b0008

TYPE

Free node disk space low, /altroot not mounted

MESSAGE

Node <nid> free disk space is below acceptable limits: root <free_space>MB
altroot NOT MOUNTED common <comm_space>MB.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: One of the node drive internal partitions is not mounted. This is likely due to issues with the node disk.

RESOLUTION: The node disk should be replaced.

0x03b0009

TYPE

Free node disk space low, /common and /altroot not mounted

MESSAGE

Node <nid> free disk space is below acceptable limits: root <free_space>MB
altroot NOT MOUNTED common NOT MOUNTED.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: Two of the node drive internal partitions are not mounted. This is likely due to issues with the node disk.

RESOLUTION: The node disk should be replaced.

0x03b000a

TYPE

Syslog Node Drive Failure Message Monitoring

MESSAGE

[[hw_node]] syslog received dual boot drive failure message. Problem exists
on device: <nodedrivesdxdev_name>, on sata port: <nodedrivesataport_name>

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The BIOS has determined that a node drive has failed.

RESOLUTION: One of the two node drives needs to be replaced. The SATA port number that is connected to the failed drive is called out in the event text. This same SATA port number is also printed on the label of the cable connector attached to the drive.

0x03b000b

TYPE

Periodic /proc/mdstat Monitoring Detected Degraded Node Drive Raid

MESSAGE

[[hw_node]] /proc/mdstat detected degraded node drive raid. Problem exists on device: <nodedrivesdxdev_name>, on sata port: <nodedrivesataport_name>

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The BIOS has determined that a node drive has failed.

RESOLUTION: The RAID set needs to be recreated with 2 drives that are functional. Perform a node-to-node rescue. If the same drive is still not active in the RAID set, then it needs to be replaced. The SATA port number that is connected to the failed drive is called out in the event text. This same SATA port number is also printed on the label of the cable connector attached to the drive.

0x03b000c

TYPE

Lost interrupt

MESSAGE

<device_name>: lost interrupt.

SEVERITY

Major

SUGGESTED ACTION

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

0x03b000d

TYPE

IDE SMART failed self check

MESSAGE

[[hw_node]] disk <disk_name> failed SMART self-check.

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b000e

TYPE

IDE SMART unreadable sectors

MESSAGE

[[hw_node]] disk <disk_name> has <err_count> unreadable (pending) sectors.

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b000f

TYPE

IDE SMART uncorrectable sectors

MESSAGE

[[hw_node]] disk <disk_name> has <err_count> uncorrectable sectors.

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0010

TYPE

IDE SMART failed unit ready

MESSAGE

```
[[hw_node]] disk <disk_name> failed Test Unit Ready.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0011

TYPE

IDE SMART failed usage attribute

MESSAGE

```
[[hw_node]] disk <disk_name> fail SMART attribute <attr_name>: <attr_value>.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0012

TYPE

IDE SMART failure

MESSAGE

```
[[hw_node]] disk <disk_name> SMART Failure: <fail_value>.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0013

TYPE

IDE SMART execute test failed

MESSAGE

[[hw_node]] disk <disk_name> test failed: <fail_value>.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0014

TYPE

IDE SMART new self test log error

MESSAGE

[[hw_node]] disk <disk_name> Self-Test Log error.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0015

TYPE

IDE SMART repeat self test log error

MESSAGE

[[hw_node]] disk <disk_name> Self-Test Log error.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0016

TYPE

IDE SMART ATA error increase

MESSAGE

[[hw_node]] disk <disk_name> error count: <err_count>.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0017

TYPE

IDE SMART attribute data read fail

MESSAGE

```
[[hw_node]] disk <disk_name> cannot read SMART data.
```

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0019

TYPE

IDE SMART error log read fail

MESSAGE

```
[[hw_node]] disk <disk_name> Error Log Fail.
```

SEVERITY

Minor

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0020

TYPE

DUAL IDE SMART failed self check

MESSAGE

```
[[hw_node]] disk <disk_name> failed SMART self-check.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0021

TYPE

DUAL IDE SMART unreadable sectors

MESSAGE

```
[[hw_node]] disk <disk_name> has <err_count> unreadable (pending) sectors.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0022

TYPE

DUAL IDE SMART uncorrectable sectors

MESSAGE

```
[[hw_node]] disk <disk_name> has <err_count> uncorrectable sectors.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0023

TYPE

DUAL IDE SMART failed unit ready

MESSAGE

```
[[hw_node]] disk <disk_name> failed Test Unit Ready.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0024

TYPE

DUAL IDE SMART failed usage attribute

MESSAGE

```
[[hw_node]] disk <disk_name> fail SMART attribute <attr_name>: <attr_value>.
```

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0025

TYPE

DUAL IDE SMART failure

MESSAGE

[[hw_node]] disk <disk_name> SMART Failure: <fail_value>.

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0026

TYPE

DUAL IDE SMART execute test failed

MESSAGE

[[hw_node]] disk <disk_name> test failed: <fail_value>.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0027

TYPE

DUAL IDE SMART new self test log error

MESSAGE

```
[[hw_node]] disk <disk_name> Self-Test Log error.
```

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0028

TYPE

DUAL IDE SMART repeat self test log error

MESSAGE

```
[[hw_node]] disk <disk_name> Self-Test Log error.
```

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b0029

TYPE

DUAL IDE SMART ATA error increase

MESSAGE

```
[[hw_node]] disk <disk_name> error count: <err_count>.
```

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b002a

TYPE

DUAL IDE SMART attribute data read fail

MESSAGE

```
[[hw_node]] disk <disk_name> cannot read SMART data.
```

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

0x03b002b

TYPE

DUAL IDE SMART error log read fail

MESSAGE

```
[[hw_node]] disk <disk_name> Error Log Fail.
```

SEVERITY

Minor

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

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.

0x03f0002

TYPE

Process name appears unresponsive

MESSAGE

<name> appears to be unresponsive.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: A process, such as the system manager, is failing to respond. It may clear up on its own.

RESOLUTION: Check other alerts on the system for possible hardware or system readiness status. If unable to issue commands for a long period of time, please contact your next level of support.

0x03f0003

TYPE

Process event handling appears unresponsive

MESSAGE

<name> event handling appears to be unresponsive.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: Event handling is failing to respond. It may clear up on its own.

RESOLUTION: Check other alerts on the system for possible hardware or system readiness status.

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 <dimmid> 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.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

MESSAGE 2

Node <node_id>, Data Cache DIMM <dim_id> is failing. Uncorrectable Error.

SEVERITY

Critical

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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 <dim_id> is failing. Correctable ECC limit exceeded.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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 <dim_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.

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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

MESSAGE 2

Node <Node_ID>, Control Cache DIMM <dimmid> AMB is failing. Correctable ECC limit exceeded.

SEVERITY

Major

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 *HPE 3PAR StoreServ 7000 Storage Service Guide* is available at http://www.hpe.com/support/3PAR_StoreServ_7000_ServiceGuide_en
- The HPE Service Media Library is available at <http://www.hpe.com/support/sml-csr>

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 HPE 3PAR StoreServ 7000 Storage

MESSAGE 2

Node <Node_ID> PCI Slot <Slot number>: <State>.

SEVERITY

Major

SUGGESTED ACTION

Not Applicable to HPE 3PAR StoreServ 7000 Storage

0x04e0001

TYPE

Rejecting SSH Connection

MESSAGE

SSH connection from <ip> was rejected because <reason>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The HPE 3PAR array has denied a new SSH connection because the pool of SSH connections has been exhausted. Connections from the remote CLI and SSMC are unaffected.

RESOLUTION: If a single client IP has exhausted its SSH connections, follow-up with that client. Otherwise, run the CLI command 'showuserconn' to understand which clients are depleting the SSH connection pool. Disconnecting or rebooting those clients should resolve the issue.

0x04e0002

TYPE

Rejecting SSH Connection from IP

MESSAGE

SSH connection from <ip> was rejected because SSH connections have been exhausted for this IP address.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The HPE 3PAR array has denied a new SSH connection because the pool of SSH connections has been exhausted. Connections from the remote CLI and SSMC are unaffected.

RESOLUTION: If a single client IP has exhausted its SSH connections, follow-up with that client. Otherwise, run the CLI command 'showuserconn' to understand which clients are depleting the SSH connection pool. Disconnecting or rebooting those clients should resolve the issue.

0x0500001

TYPE

A system task failed

MESSAGE

System task <sched_name>, Task <sched_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 0x3

Cage Battery End of Life

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 0x2

Cage Battery Failed

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0x5

Cage Battery Not Present

SEVERITY

Major

SUGGESTED ACTION

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

STATE 0xff

Cage Battery Unknown

SEVERITY

Major

SUGGESTED ACTION

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

0x0600005

TYPE

WSAPI internal error using authentication library

MESSAGE

'Auth internal error for user <usr> from <ip> authentication, authres = <authres>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: An unexpected authentication failure occurred.

RESOLUTION: Ensure that the WSAPI client is using the correct credentials. Examine the alert message string for further information on the failure.

0x06200fa

TYPE

Component state change

MESSAGE 1

Node <node_id>, Contol_Cache_DIMM failed, <DIMM_INFO> (<list of: State String {State Value}>)

STATE 0x25

Node Control Cache DIMM Failure

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 failed, <DIMM_INFO> (<list of: State String {State Value}>)

STATE 0x26

Node Data Cache DIMM Failure

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE 3

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

STATE 0x27

Node IDE Drive Failure

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE 4

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

STATE 0x28

Node HBA Failure

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE 5

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

STATE 0x29

Fatal Boot Error

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_wnn> 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_wnn> 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.

0x066000a

TYPE

Controlencryption restore failed

MESSAGE

A controlencryption restore operation failed: <failures> drive(s) did not successfully restore.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. For more information and assistance, contact your authorized service provider.

0x066000b

TYPE

Controlencryption restore ignore failed

MESSAGE

A controlencryption restore operation failed: <failures> drive(s) did not successfully restore; only <allowed> failures are permitted.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. For more information and assistance, contact your authorized service provider.

0x066000c

TYPE

Controlencryption restore ignore succeeded with failures

MESSAGE

A controlencryption restore succeeded, but restore failures on <failures> drive(s) were ignored.

SEVERITY

Major

SUGGESTED ACTION

An event occurred that requires attention. For more information and assistance, contact your authorized service provider.

0x066000d

TYPE

Encryption operation attempted on drive with WWN 0

MESSAGE

There is an attempt to perform an encryption operation on a drive with WWN 0

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: During a node boot, the system was unable to determine the encryption status of a node drive.

RESOLUTION: The node drive needs to be serviced. Contact your next level of support.

0x066000d

TYPE

Encryption operation attempted on drive with WWN 0

MESSAGE

There is an attempt to perform an encryption operation on a drive with WWN 0

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: During a node boot, the system was unable to determine the encryption status of a node drive.

RESOLUTION: The node drive needs to be serviced. Contact your next level of support.

0x066000e

TYPE

Unsupported drive present in the system

MESSAGE

Drive with WWN <sw_wwn> is unsupported.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The drive with the WWN noted in the alert is not supported. There may be other such drives present.

RESOLUTION: The drives should be removed from the array, or the system should be upgraded to a version that supports these drives.

0x06700de

TYPE

Component state change

MESSAGE

Automatic failover <id> Degraded (<list of: State String {State Value}>)

STATE 0x1

Single RC link active

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

Major

SUGGESTED ACTION

DESCRIPTION: The connection to the Quorum Server was interrupted. These alerts are commonly generated due to intermittent network connections. An alert is generated when the connection to the Quorum Witness (QW) fails. The alert gets cleared when the connection is restored. This delay could also occur due to contention for networking, CPU, or storage resources on the VM host.

RESOLUTION: The issue can be addressed by improving network connectivity and ensuring the VM that hosts the quorum server software has sufficient resources.

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

Contact support.

MESSAGE CODE 2

logcollection-event:logcollection.file.detected

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DOWN

DETAILS

A file in {0} was detected. Requesting a new automatic collection.

SEVERITY

Major

SUGGESTED ACTION

Contact support.

MESSAGE CODE 3

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 attempt to set the quota limits again.

MESSAGE CODE 4

adminpath-auditingservice-event:auditing.failed

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

{0}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 5

Ftpservice-event:ftp.shares.failed.file-store

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

FAILED

DETAILS

Failed to start the ftp daemon for vfs ip {3}, vfs {1}, fstore {2}, fpg {0}.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 6

hpspmon-event-message:VOLUME_NO_DEVICE_FILE_PATH

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

DEGRADED

DETAILS

This volume has an empty device file path.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 7

archiving-event:archiving.cmd.failedvalidation-unmount-file-store

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

FAILED

DETAILS

WORM validation Event: validation job Id {0} for FPG {1}, VFS {2}, FSTORE {3} has been stopped due to FPG unmount. Please start the new job.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 8

archiving-event:archiving.cmd.failedvalidation-file-store

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

WORM validation Event: validation job Id {0} for FPG {1}, VFS {2}, FSTORE {3} has been terminated due to FPG failover. Please start the new job.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 9

Ftpservice-event:ftp.shares.failed.file-store

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to start the ftp daemon for vfs ip {3}, vfs {1}, fstore {2}, fpg {0}.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 10

hpspmon-event-message:VOLUME_FAILED

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

FAILED

DETAILS

The volume has failed, potentially due to losing access to the needed drives.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 11

hpspmon-event-message:VOLUME_DEGRADED

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

DEGRADED

DETAILS

The volume is degraded due to a failed or missing drive.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 12

hpspmon-event-message:VOLUME_OFFLINE

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

OFFLINE

DETAILS

The volume is offline. This may be due to a loss of connectivity with some drives or a drive enclosure.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 13

hpspmon-event-message:VOLUME_NO_DEVICE_FILE_PATH

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

This volume has an empty device file path.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 14

hpspmon-event-message:VOLUME_INQUIRY_FAILED

TYPE

File Services state change

MESSAGE

File Services:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SCSI Inquiry failed after multiple retries.

SEVERITY

Major

SUGGESTED ACTION

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

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. FPG performance may decrease significantly as it becomes increasingly full.

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

snapshotservice-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.
2. 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.
2. 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

netprotcoord-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.

MESSAGE CODE 19

logical-interface-manager-event:address.inactive

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The address {0} is not active on VLAN {1}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 20

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

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

MESSAGE CODE 21

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

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

MESSAGE CODE 22

logical-interface-manager-event:address.locate.error

TYPE

Virtual Server IP Address

MESSAGE

File Services Virtual Server IP Address:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

An error occurred while trying to locate address {0}

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:dns.server.list.empty

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

DNS config has empty server list

SEVERITY

Major

SUGGESTED ACTION

Verify that the DNS server address is correct and that the DNS server is up and running.

MESSAGE CODE 3

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 4

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 5

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 6

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 7

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 8

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 9

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 10

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 11

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 12

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 13

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 14

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

Verify that ntpd is running. If it is, check the overall health of the OS.

MESSAGE CODE 15

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.

MESSAGE CODE 16

logical-interface-manager-event:gateway.contact.error

TYPE

Node Network Bond

MESSAGE

File Services Node Network Bond:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

An error occurred while trying to contact gateway

SEVERITY

Major

SUGGESTED ACTION

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

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.

MESSAGE CODE 9

logical-interface-manager-event:address.inactive

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of: State String {State value}>)

DETAILS

The address {0} is not active on VLAN {1}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 10

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}>)

DETAILS

Network interface associated with address {0} on VLAN {1} is down

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 11

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}>)

DETAILS

Address {0}/{1} on VLAN {2} is activated but shouldn't be

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 12

logical-interface-manager-event:address.locate.error

TYPE

Node IP Address

MESSAGE

File Services Node IP Address:<compid>:<compname> <status> (<list of: State String {State value}>)

DETAILS

An error occurred while trying to locate address {0}

SEVERITY

Major

SUGGESTED ACTION

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

0x0790001

MESSAGE CODE

ad-event:ad.event.vfs.join.failed

TYPE

File Service Node Active Directory Configuration

MESSAGE

Node Active Directory Configuration:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

VFS {0} has failed to join ad domain {1}.

SEVERITY

Degraded

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

One or more configured virus scan engines are not reachable from host {0}. The unreachable virus scan engines that are marked DOWN are: {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

One or more configured virus scan engines are not actively used from host {0}. The unused virus scan engines are: {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 the 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 the 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 submit the 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 the 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: A task with ID {0} completed with failures. Task Summary - FPG: {1}, VFS: {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.

MESSAGE CODE 3

snapshot-service-event:task.queue.full

TYPE

File Store Snapshot

MESSAGE

File Services File Store Snapshot:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

SnapShot Event: Task queue is full.

SEVERITY

Info

SUGGESTED ACTION

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

0x08c0001

MESSAGE CODE 1

snapshot-service-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

snapshot-service-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

snapshotservice-event:reclamation.cmd.failedToStop

TYPE

File Provisioning Group Snap Reclamation Task

MESSAGE

File Provisioning Group Snap Reclamation Task:<compid>:<comprname> <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>:<comprname> <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 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

hacoordinator-event:clusterwide.graceful.reboot.failed

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Clusterwide graceful reboot failed

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 11

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 12

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 13

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 14

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 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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

HP-SMB services failed to {0}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 25

hpspmon-event-message:NIC_BOND_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String
{State value}>)

STATE

FAILED

DETAILS

The network bond interface is degraded.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 26

hpspmon-event-message:NIC_BOND_DEGRADED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String
{State value}>)

STATE

DEGRADED

DETAILS

The network bond interface is degraded.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 27

hpspmon-event-message:NIC_DEGRADED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String
{State value}>)

STATE

DEGRADED

DETAILS

The NIC is degraded.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 28

hpspmon-event-message:NIC_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The NIC has failed.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 29

hpspmon-event-message:NIC_DOWN

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OFFLINE

DETAILS

The NIC link is down.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 30

hpspmon-event-message:NIC_OFFLINE

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OFFLINE

DETAILS

The NIC is offline.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 31

hpspmon-event-message:NIC_NO_PORTS_DETECTED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The NIC has failed because no ports have been detected.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 32

hpspmon-event-message:PORT_OFFLINE

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OFFLINE

DETAILS

The port is offline.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 33

hpspmon-event-message:PORT_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The port has failed.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 34

hpspmon-event-message:PORT_DOWN

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OFFLINE

DETAILS

The port link is down.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 35

hpspmon-event-message:BOND_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The bond has failed.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 36

hpspmon-event-message:BOND_DEGRADED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

The bond is degraded.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 37

hpspmon-event-message:BOND_OFFLINE

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OFFLINE

DETAILS

The bond is offline.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 38

hpspmon-event-message:VIF_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String
{State value}>)

STATE

FAILED

DETAILS

The VIF has failed.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 39

hpspmon-event-message:VIF_DOWN

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String
{State value}>)

STATE

OFFLINE

DETAILS

The VIF is down.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 40

hpspmon-event-message:VIF_DEGRADED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String
{State value}>)

STATE

DEGRADED

DETAILS

The VIF is degraded.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 41

hpspmon-event-message:VIF_OFFLINE

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OFFLINE

DETAILS

The VIF is offline.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 42

hpspmon-event-message:VLAN_INTERFACE_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

The VLAN interface has failed.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 43

hpspmon-event-message:VLAN_INTERFACE_DEGRADED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

The VLAN interface is degraded.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 44

hpspmon-event-message:VLAN_INTERFACE_DOWN

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

OFFLINE

DETAILS

The VLAN interface is down.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 45

hpspmon-event-message:VLAN_INTERFACE_OFFLINE

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>>)

STATE

OFFLINE

DETAILS

The VLAN interface is offline.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 46

hpspmon-event-message:FILE_SYSTEM_CAPACITY_THRESHOLD_EXCEEDED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

The {0} file system is using more than {1} percent of its capacity.

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE CODE 47

hpspmon-event-message:FILE_SYSTEM_INODE_THRESHOLD_EXCEEDED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

The /alt file system is using more than 90 percent of its available inodes.

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE CODE 48

hpspmon-event-message:PRESENTED_VOLUME_INQUIRY_FAILED

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

SCSI Inquiry failed after multiple retries.

SEVERITY

Degraded

SUGGESTED ACTION

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

MESSAGE CODE 49

hpspmon-event-message:PRESENTED_VOLUME_DISK_MISSING_LINKS

TYPE

Overall File Services for Node

MESSAGE

File Services Node:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

DEGRADED

DETAILS

Symbolic link by ID is missing for this volume

SEVERITY

Degraded

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.

MESSAGE CODE 4

install-update-event:prerevertcheck.failed

TYPE

File Services Software Update

MESSAGE

File Services Software Update:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

PreRevert Event: Pre Revert check {0} has failed on {1}.

SEVERITY

Major

SUGGESTED ACTION

One or more configurations made in the current version are not supported in the previous version. Please clear those configurations and retry the revert. If it is unclear how to resolve the issue, contact support.

MESSAGE CODE 5

install-update-event:revert.failed

TYPE

File Services Software Update

MESSAGE

File Services Software Update:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

Revert Event: Revert {0} has failed on {1}.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 6

install-update-event:revertfinalize.failed

TYPE

File Services Software Update

MESSAGE

File Services Software Update:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

UNKNOWN

DETAILS

RevertFinalize Event: Revert finalize {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.

0x0960002

TYPE

Vasa Provider migration failed due to VVol SC migration

MESSAGE

Vasa Provider migration has failed due to VVol Storage Container migration.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: An attempt to migrate the VASA provider has failed unexpectedly.

RESOLUTION: Stopping and restarting the VASA provider may clear the alert. Issue “stopvasa” and “startvasa” from the CLI.

0x0960003

TYPE

Vasa Provider migration failed due to Certificate mode migration

MESSAGE

Vasa Provider migration has failed due to Certificate mode migration.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: An attempt to migrate the VASA provider has failed unexpectedly.

RESOLUTION: Stopping and restarting the VASA provider may clear the alert. Issue “stopvasa” and “startvasa” from the CLI.

0x0960004

TYPE

Vasa Provider migration failed while updating config file

MESSAGE

Vasa Provider migration has failed while updating the vasa config file.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: An attempt to migrate the VASA provider has failed unexpectedly.

RESOLUTION: Stopping and restarting the VASA provider may clear the alert. Issue “stopvasa” and “startvasa” from the CLI.

0x0960005

TYPE

VASA provider could not start because of issues with the VASA Certificate

MESSAGE

VASA Provider could not start. The VASA certificate is either not present, expired, or has a Subject Alternative Name that does not match with the array network information.

SEVERITY

Major

SUGGESTED ACTION

Stopping and restarting the VASA provider might clear the alert. Enter `stopvasa`, and then enter `startvasa` from the CLI.

Create a new VASA Certificate using CLI command `createcert`. Follow the instructions in the HPE 3PAR VMware ESX/ESXi Implementation Guide. Reregister the VASA provider in vCenter after updating the VASA provider certificate.

0x0990001

MESSAGE CODE 1

logical-interface-manager-event:gw.address.unreachable.node

TYPE

Static IP Route

MESSAGE

File Services Static IP Route:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Specified gateway address {0} is not reachable on node {1}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 2

logical-interface-manager-event:route.not.fetched

TYPE

Static IP Route

MESSAGE

File Services Static IP Route:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Unable to retrieve route information

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 3

logical-interface-manager-event:route.not.running

TYPE

Static IP Route

MESSAGE

File Services Static IP Route:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

No matching route found in running system

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 4

logical-interface-manager-event:route.registration.failed

TYPE

Static IP Route

MESSAGE

File Services Static IP Route:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Route registration failed

SEVERITY

Major

SUGGESTED ACTION

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

0x09a0001

MESSAGE CODE

smb-new-event:smb.settings.set.failed

TYPE

SMB Global Setting State change event

MESSAGE

File Services SMB Global Settings:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failed to set SMB global settings.

SEVERITY

Major

SUGGESTED ACTION

Retry modifying the SMB global settings. If the problem persists, contact your authorized service provider.

0x09b0001

TYPE

Ddscan Monitoring

MESSAGE

ddscan dryrun timed out on DDS <dds> (timeout = <tov> seconds)

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: An attempt to gather Deduplication statistics has been aborted. This occurs when the process takes an abnormally long amount of time, and may be an indication of array resource contention.

RESOLUTION: No additional action required. An attempt will be made to re-run the process at a later time. If this alert re-occurs, contact your authorized service provider for further assistance.

0x09d0001

TYPE

NVDIMM Battery Failure

MESSAGE

NVDIMM Battery Failed. Battery state: <battstate>.

SEVERITY

Major

SUGGESTED ACTION

DESCRIPTION: The battery used to ensure that node memory is backed-up in the event of an unexpected power disruption has failed.

RESOLUTION: Replace the battery.

0x09e0003

TYPE

Management Module High Temperature

MESSAGE

MM module is registering higher temperature than recommended.

SEVERITY

Info

SUGGESTED ACTION

DESCRIPTION: The temperature of the Management Module has exceeded the recommended operating range.

RESOLUTION: Contact your next level of support for assistance.

0x09e0004

TYPE

Management Module not responding

MESSAGE

Unable to contact onboard Management Module.

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: The 3PAR OS is unable to contact the Management Module.

RESOLUTION: Contact your next level of support for assistance.

0x09f0001

TYPE

File Persona VM shutdown

MESSAGE

FS node <nid> VM has been shutdown, CPG cannot grow

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: The File Persona boot volume has been allocated as a Thin Provisioned VV. This volume needs to grow, but there is no space in the associated CPG. Consequently, File Persona has been disabled on the specified node.

RESOLUTION: Free up space on the CPG associated with File Persona on the specified node, or assign additional capacity. Re-enabled File Persona.

0x09f0002

TYPE

File Persona CPG grow limit warning

MESSAGE

FS node <nid> VM CPG grow threshold warning

SEVERITY

Critical

SUGGESTED ACTION

DESCRIPTION: The File Persona boot volume has been allocated as a Thin Provisioned VV. The CPG associated with this volume is running out of space.

RESOLUTION: Monitor the space available on the CPG. If appropriate, free up space on the specified CPG, or assign additional capacity.

0x0a50001

MESSAGE CODE 1

Fileauditservice-event:auditingserver-failed

TYPE

File Access Auditing Alerts

MESSAGE

File Access Auditing:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failure in auditing with reason: {0}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 2

Fileauditservice-event:auditing-reached-maxlimit

TYPE

File Access Auditing Alerts

MESSAGE

File Access Auditing:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

file access auditing {2} queue is full. The old audit events will be dropped for FPG {0}, VFS {1}.

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 3

Fileauditservice-event:auditing-failed

TYPE

File Access Auditing Alerts

MESSAGE

File Access Auditing:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

FAILED

DETAILS

Failure in auditing for FPG {0}, VFS {1} : {2}

SEVERITY

Major

SUGGESTED ACTION

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

MESSAGE CODE 4

Fileauditservice-event:auditing-reached-threshold

TYPE

File Access Auditing Alerts

MESSAGE

File Access Auditing:<compid>:<compname> <status> (<list of: State String {State value}>)

STATE

OVER_THRESHOLD

DETAILS

file access auditing {2} queue reached threshold value of 85% for FPG {0}, VFS {1}. The old audit events will be dropped after 100%

SEVERITY

Major

SUGGESTED ACTION

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

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

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

For additional websites, see **[Support and other resources](#)**.

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
<http://www.hpe.com/assistance>
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
<http://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:

Hewlett Packard Enterprise Support Center

www.hpe.com/support/hpesc

Hewlett Packard Enterprise Support Center: Software downloads

www.hpe.com/support/downloads

Software Depot

www.hpe.com/support/softwaredepot

- To subscribe to eNewsletters and alerts:

www.hpe.com/support/e-updates

- 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

! **IMPORTANT:** Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

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:

<http://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.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list

www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

www.hpe.com/services/proactivecarecentral

Proactive Care service activation

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty information for your product, see the links provided below:

HPE ProLiant and IA-32 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise and Cloudline 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

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

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.